

The six ‘Senses’

We believe that 5-star support is shaped by the quality of the relationships and interactions between clients, Arcare team members and families.

That’s why we are committed to supporting and valuing the well-being and contribution of all those involved in these relationships.

The six ‘Senses’* below outline what clients, Arcare team members and families should experience in order for relationships to flourish, and 5-star support to be achieved. The senses guide our behaviour and approach – and will be used to evaluate outcomes and personal performance.

* Adapted from Nolan et. al 2006, 2008

	1. A Sense of security	2. A Sense of continuity	3. A Sense of belonging
For clients	<p>Competent team members who know you well provide skilled and timely attention to your needs.</p> <p>Your rights are protected and you are supported to make choices about how you live your life and about the way support is provided.</p> <p>You feel secure that your innate worth as a human being is recognised.</p> <p>You are comfortable raising comments and suggestions relating to any aspect of our services and support.</p>	<p>You are surrounded by consistent Arcare team members.</p> <p>Your personal biography, values, strengths and stories are known to team members and are incorporated into the way support is offered, and in team members’ day-to-day interactions with you.</p> <p>You are supported to maintain the important roles and relationships in your life.</p>	<p>You are supported to maintain and form new relationships and to participate within the Arcare and wider community.</p> <p>You are provided with opportunities to give back to the community.</p> <p>There is respect for your personal space and the meaningful items within it.</p>
For family	<p>You feel secure in the knowledge that competent support is being provided by team members who have formed a relationship with you and your family member.</p> <p>Your own experience of caring and loss are recognised and you are made aware of support and education opportunities.</p> <p>You are comfortable raising comments and suggestions relating to any aspect of our services.</p>	<p>You are offered a range of opportunities to maintain meaningful social and leisure time with your family member.</p> <p>You are able to develop trusting relationships with consistent team members.</p> <p>You feel confident that support is in accordance with your family member’s choices and that their rights are protected.</p>	<p>You are supported to maintain and strengthen the relationship with your family member.</p> <p>You are offered opportunities to build new friendships and to contribute to the life of the Arcare Community.</p> <p>You will benefit from the mutually supportive interactions with all Arcare team members.</p> <p>You will feel like you are not in this alone.</p>
For team members	<p>You enjoy constructive relationships with other team members and feel free from the threat of censure or intimidation.</p> <p>Your well-being is supported and you feel safe to be creative and flexible in your work. Management are open and approachable and are there to support you.</p> <p>You work in a challenging but supportive culture and feel that you have the skills and mentoring you need and the support and permission to live the Arcare values.</p>	<p>Your primary role at work is to build relationships with clients and families, and to view every interaction as an opportunity to bring respect, life and joy to the relationship.</p> <p>You are encouraged to bring the whole ‘amazing’ you to work.</p> <p>You work with the same clients and team members.</p> <p>Our values are clear to you, and are consistently supported by Arcare’s systems, management, mentors and procedures to live these values.</p>	<p>You feel like you are a valued member of the Arcare team.</p> <p>You are encouraged and supported to participate and to form emotional connections and friendships with clients.</p>

	4. A Sense of purpose	5. A Sense of fulfilment	6. A Sense of significance
For clients	<p>You are able to choose from a range of personally meaningful things to be involved in, and are supported to pursue your own dreams and goals.</p> <p>If you become anxious or upset, your behaviour is viewed as purposeful and meaningful, and it provides messages for Arcare team members to interpret so they can meet your needs, help you to feel calm, or resolve problems and dilemmas that may be a worry to you.</p>	<p>Through your own unique strengths and abilities, you continue to grow.</p> <p>You feel that your opinions, skills, talents and contributions are recognised and valued by others.</p> <p>You feel encouraged to make choices, and Arcare team members are sensitive and flexible so that your choices can be respected.</p> <p>You feel like you are working towards meeting cherished goals, and that you are developing relationships with others.</p>	<p>You feel that you ‘matter’, and you are an important part of the lives of your family, friends and team members at Arcare, and the wider community.</p> <p>You feel that you are a citizen with respected rights, and that you are valued as a unique, whole human being.</p> <p>You are provided with opportunities to actively contribute to changing community perception around ageing and vulnerability.</p>
For family	<p>You feel supported to continue to contribute to the well-being of your family member and to the entire Arcare Community.</p>	<p>You feel that your relationship with your family member is continuing to grow.</p> <p>You feel satisfied you are able to maintain the dignity and well-being of your family member – that you have done the best you can.</p> <p>You feel like you are learning new skills and developing relationships with others.</p>	<p>The importance of your continuing relationship with your family member is recognised and supported.</p> <p>Your unique understanding of your family member forms a vital part of their ongoing support.</p> <p>You feel like a valued part of the Arcare Community.</p>
For team members	<p>You actively contribute to the well-being of clients and are encouraged to support their day-to-day choices.</p> <p>You are encouraged to bring your skills, passion and humanness to work with you.</p> <p>You clearly understand Arcare’s values and how they apply to you, your role and relationships.</p>	<p>You feel that you make a valuable contribution to the well-being of clients and families.</p> <p>You feel satisfied that your skills and talents are used to their fullest, and that others recognise your contribution.</p> <p>You know that you have brought Arcare’s values to life in your work, and that you are achieving personal goals.</p>	<p>Your knowledge and experience are valued and you know you are an important part of Arcare’s future.</p> <p>You feel that working in aged care is valued and that your efforts really matter.</p>

To bring the six ‘Senses’ to life for clients we have introduced **ROLES**.

All members of the Arcare Community are called upon to live the **ROLES** during each and every single interaction with a client.

Your **ROLES** are:

- Respect** - think about how you think about older people
- Options** - the chance to make choices
- Least I can do** - most they can do
- Establish identity** - use their real name
- Stories** - listen, share, remind

It is important to us that you experience the senses at every moment along your journey with Arcare. If at any moment you do not, please talk to us.

For clients: Talk directly to team members: Residence, Regional or State Manager as required; and/or complete a green Feedback Form.

For family: Talk directly to team members: Residence, Regional or State Manager as required; and/or complete a green Feedback Form.

For team members: Talk to Line, Residence, Regional or State Manager as required; and/or fill in a Quality Improvement Request Form.

All community members can contact the Arcare whistle blower by calling **1300 365 379** or emailing whistleblower@arcare.com.au