

Understanding Standard 3.3

Core Area 3		Excellent client services, satisfaction and complaints, service provider networking & community relations		
Standard 3.3		Positive and active relationships with community stakeholders and service providers are developed and maintained for the benefit of clients.		
Element	Description	Unaware - Developing	Aware - Developing	Meets
3.3.a	The provider participates in local events and initiatives to build community relationships and support client access to diverse local community-based supports and services.	There is only a basic understanding of community issues and goals. Provider / staff does not have any community involvement, do not engage with neighbours and community members.	The provider engaged with community but on ad hoc basis. There are few working relationships/partnerships within the community.	The provider collaborates with agencies, organisations, groups, and recognised community leaders to achieve benefits for the local community. Provider has knowledge of local community initiatives that can benefit the clients. The Provider's services and supports are known and accessible within the local community.
3.3.b	The provider has established relationships with relevant government services or agencies, including local government and First Nations.	Provider has no rapport with government agencies and First Nations in the community.	Provider is still building a working relationship with government agencies and First Nations in the community.	The provider collaborates with services or agencies for information and support. Professional relationships have been established through local events and initiatives.
3.3.c	An up-to-date media and communications plan that supports transparency and connection with internal and external stakeholders and the wider community.	There is no marketing, communications, and public relations plan. In case of media or communication request, there is no person clearly identified to be responsible for a response.	Marketing, communications, and public relations activities are undertaken by operational leaders, reacting to unplanned events.	A person/team is identified to receive and respond to media communication. Staff are aware of to whom media and other inquires should be addressed. They should understand when to notify and involve senior management and/or the board.