

avivo

# Citizenship for Colleagues

**What it takes for employees to live a good life  
and how their work contributes**

**avivo**

[avivo.org.au](http://avivo.org.au)



**Is citizenship  
our business?**

# Acknowledgement of Country

Avivo acknowledges the Traditional Owners of country throughout Western Australia and recognises their continuing connection to land, waters and community.

We pay our respects to them and their cultures; and to elders both past and present.

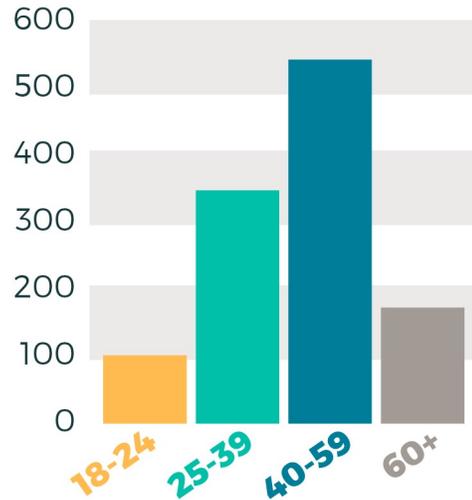


# What we're made of

**3300**  
**Customers**

**1166**  
**Colleagues**

Employees by age



Community Teams

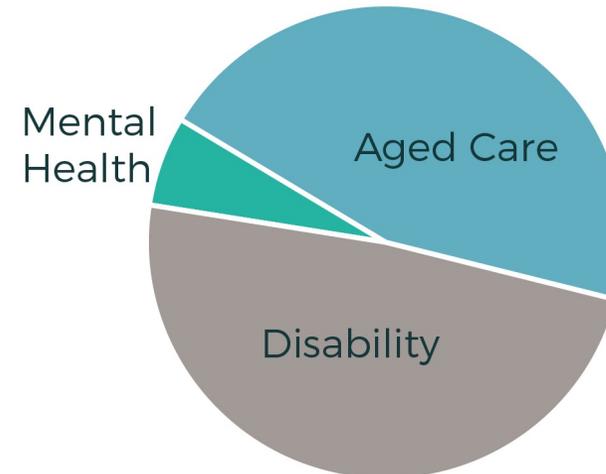


**68%**  
**of our income**  
**is from disability**  
**customers**

Employees by role



Customers by sector



**87%**  
**of employees**  
**are women**

# Living a good life

## Employees

Developing through work

Being part of a team

Making decisions



## Customers

Consistent and reliable local service

People they trust

Community connection

**Citizenship**

**Collectively  
developing our  
community**

**Sustainability**

# Our focus

- **Purpose**    Citizenship for everyone
- **Culture**    Developing capability and talents
- **Practice**    Autonomy and distributed decision making
- **Structure**    Network of Teams and supportive leadership
- **Process**    Transparency and trust

It's had an impact



Consumerism

**NDIS**



Social justice

**Citizenship**

# Keys to Citizenship



# Deliberately Developmental

Being connected to communities

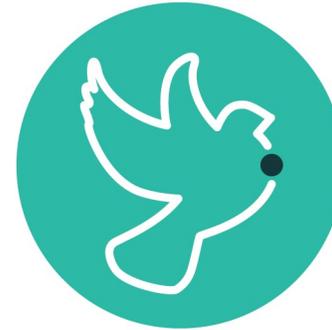


Relationships with colleagues and customers

**Connected to community**

**Neighborhood Teams**

Supporting each others growth



Freedom to make decisions

Meaning and purpose

**Self Management**

**Community Teams own purpose**

Safe and trusted environment

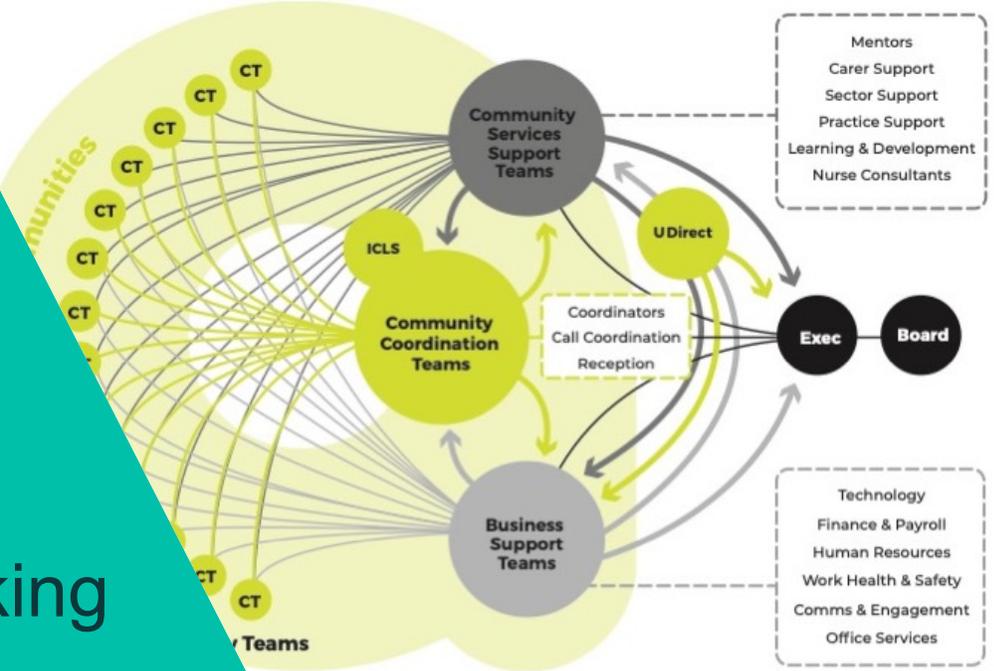


Security and resources

**Salaried Support Workers**

# How we're organised

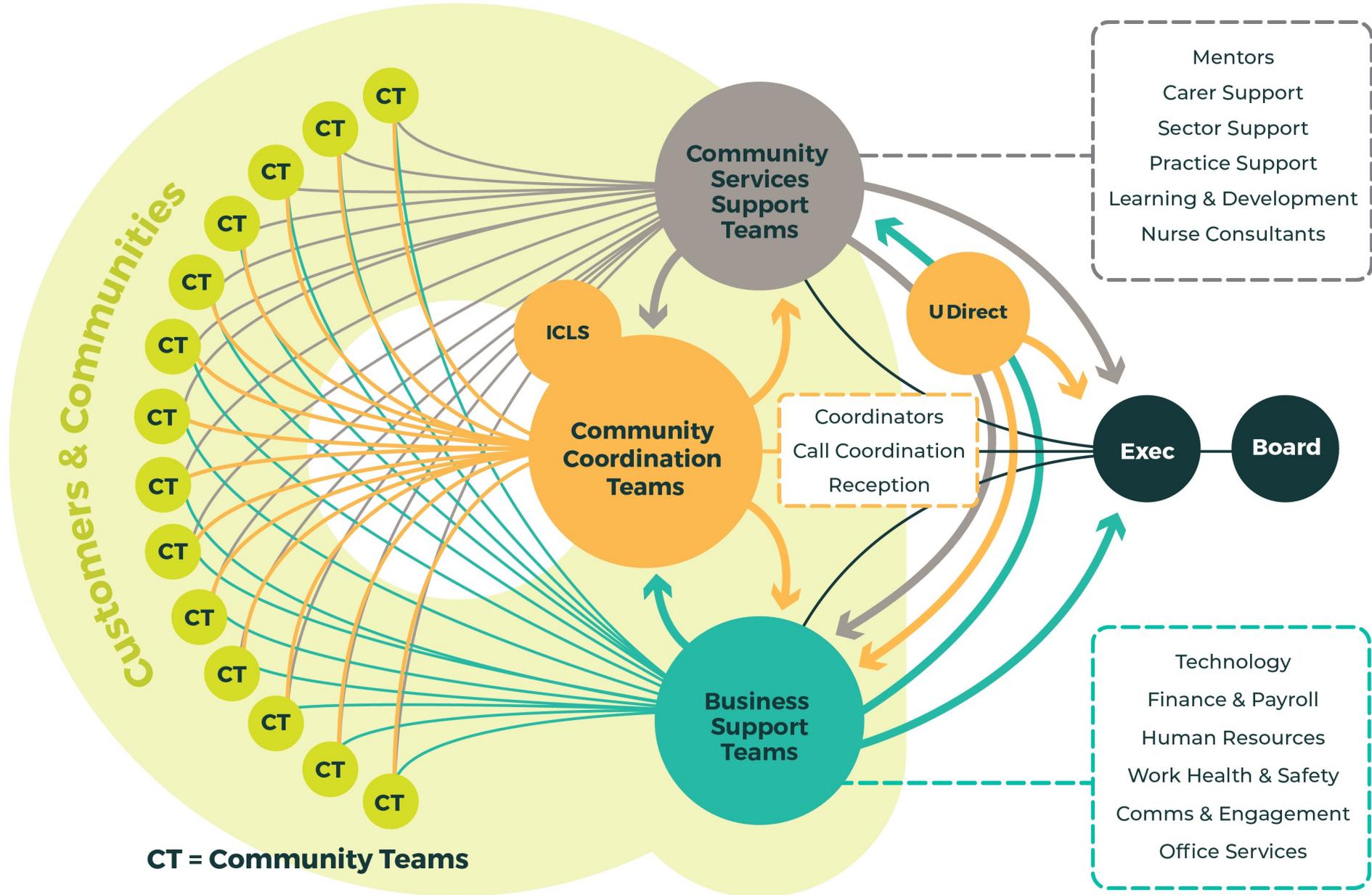
Our organisational chart represents how all of the teams in Avivo work together in a connected and collaborative environment.



# Freedom Freedom to make decisions

- Operating model with trust and autonomy at its heart
- Advice Process to support decision making
- Supportive leadership
- Team Framework for supported decision making

Community Coordination Teams	Community Services Support Teams	Business Support Teams	Board and Executive Teams
with colleague- g and mer-facing, ams Avivo nity ting	Providing our customer-facing teams with the resources, tools and information they need to do their job with confidence and autonomy. Supporting skills development, practice, funding, oorting, quality safety	The teams behind the scenes that ensure Avivo runs smoothly, with functions, systems and processes to enable Avivo to do what we do in the world, well.	Our senior leadership and governance teams influence all parts of the organisation and continue to steward Avivo to deliver on our purpose.





# Relationships

- Community Teams focused on customers and communities
- Council and Experts by Experience
- Role Networks



# Community Teams

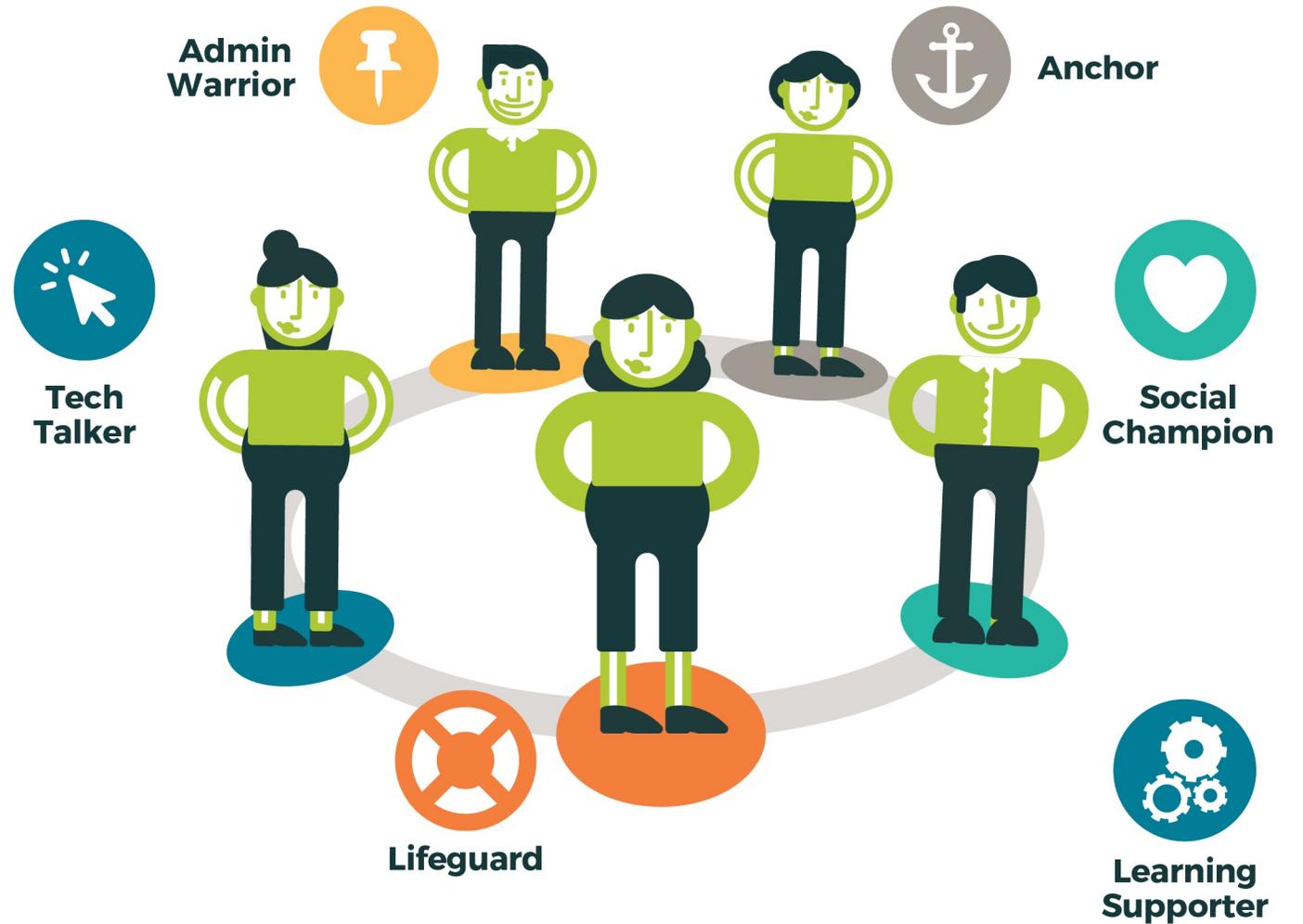


**Neighbourhood Team**



**Customer Team**

## Team Roles





# Money

- EBA terms and conditions – Admin and travel time, Team Role allowances
- Transparency – Scorecards and information
- Technology – Digitally enabled workforce, *mobile phones, AlayaCare CMS*

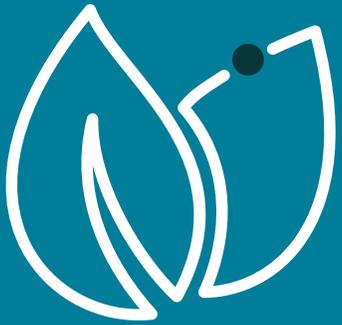




## Home

- Regenerative development – seeing the whole, context of teams
- Focus on a developmental culture – conscious, personal responsibility, options to leave well
- Self-management starts with yourself





## Help

- On going Team Development and plans
- Team Roles
- Team Agreements
- Team control over training budgets
- Coaching investment

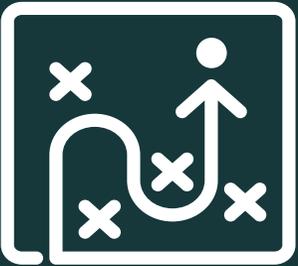




# Community

- Teams are local eco-systems
- Revised roles to focus on customers and community
- Seeking and creating community collaboratives





# Purpose

- Avivo Strategic Direction
- Unique Teams purpose
- Small Sparks Grants
- Good Life Project

## THE GOOD LIFE JOURNEY



## A GOOD LIFE IN ACTION



## USINGS



## LIFE



Imagine...



**Citizenship is  
our business.**

# Thank you

For more information please contact  
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