

"USES PLAIN ENGLISH (NO JARGON)"

"USES SILENCE"

"USES FACE TO FACE COMMUNICATION (GETS OUT OF CAR/DOESN'T CALL PEOPLE OVER)"

"IS WARM, FRIENDLY, ENCOURAGING AND SMILES"

"EXPLAINS WHY (ROLE, PURPOSE, MANDATE)"

"IS OPEN TO TWO-WAY LEARNING"

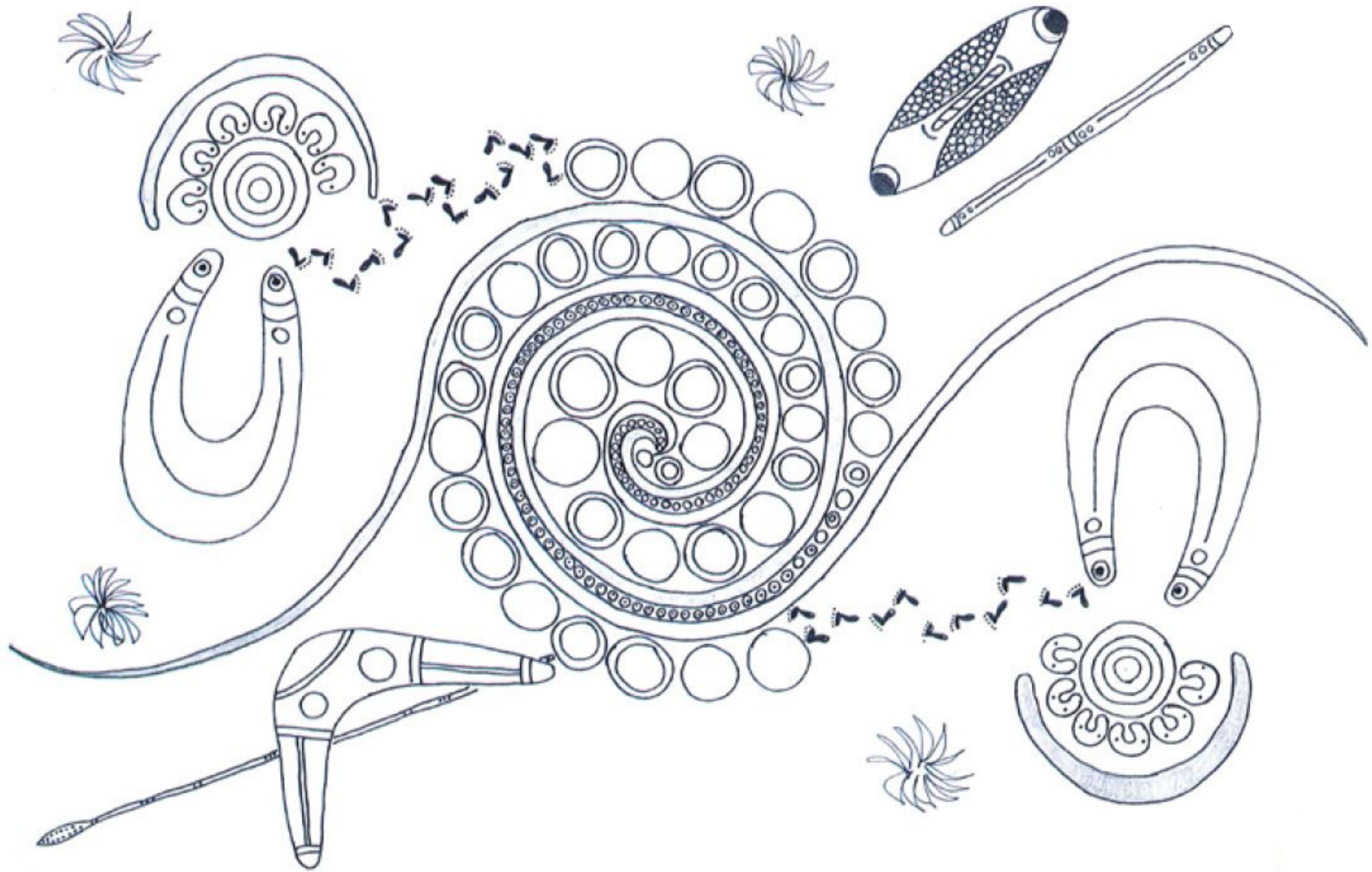
"HAS A NON-JUDGEMENTAL ATTITUDE"

"KEEPS BUSINESS PRIVATE (CONFIDENTIALITY)"

"RESPECTS US: OUR CULTURE AND KNOWLEDGE"

"SITS AND TALKS GOOD WAY (BUILDS TRUST AND RELATIONSHIPS)"

TOWN CAMP COMMUNITIES



SAY THAT A GOOD WORKER...

"IS RELIABLE AND FOLLOWS UP TALK WITH ACTIONS"

"LISTENS TO US"

"VALUES PEOPLE'S TIME AND SPACE"

"TALKS STRAIGHT (HONESTY AND TRANSPARANCY)"

"TEACHES PEOPLE KNOWLEDGE & SKILLS SO THEY CAN DO THINGS FOR THEMSELVES"

"SHOWS CARE AND SUPPORT"

"TALKS FUNNY WAY (USES HUMOUR)"

"UNDERSTANDS THE HISTORY OF TOWN CAMPS"

"MEETS PEOPLE WHERE THEY ARE AT"

"IS SOLUTION FOCUSED AND STRENGTHS BASED, NOT PROBLEM CENTRED"

"DOESN'T ACT AS THE EXPERT"



TANGENTYERE
COUNCIL

