

CALD - Accountability Framework

		1	2	3	4	5	6
		Inclusive	Self-Determination	Partnerships & Connections	Openness & Clarity	Aspirations & Direction	Health Literacy
		Catalyst embraces consumer diversity, taking into account consumers' individual interests, customs, beliefs and backgrounds. Catalyst is all-encompassing regardless of race, religion, sexuality, gender identity, beliefs and health status.	Catalyst will support the removal of barriers that consumers may face in the pursuit of community participation and personal decision making.	Through the development of respectful and balanced partnerships, consumers will be able to make informed choices through self-direction. Catalyst acknowledges its own answerability to the partnership with accountable working processes.	Catalyst will willingly provide full and open disclosure to consumer and/or advocates. Enabling consumers to make a true informed choice regarding support and service provision	Catalyst understand while a consumer might experience challenges in their life, our wellness approach starts from the point of view that we will support people to achieve goals, have roles that are meaningful and continue to make a contribution to society through the enjoyment of life.	Catalyst recognises consumer rights to obtain, read, understand and use healthcare information to make appropriate health decisions. The healthcare information must be relevant to the consumer using inclusive language that recognises special cultural or individual requirements.
A	Information sharing and responsive communication						
B	Working collaboratively						
C	Responding to consumer need						

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D	Building capacity						
E	Developing knowledge and skills						
F	Encouraging change and continuous improvement						