

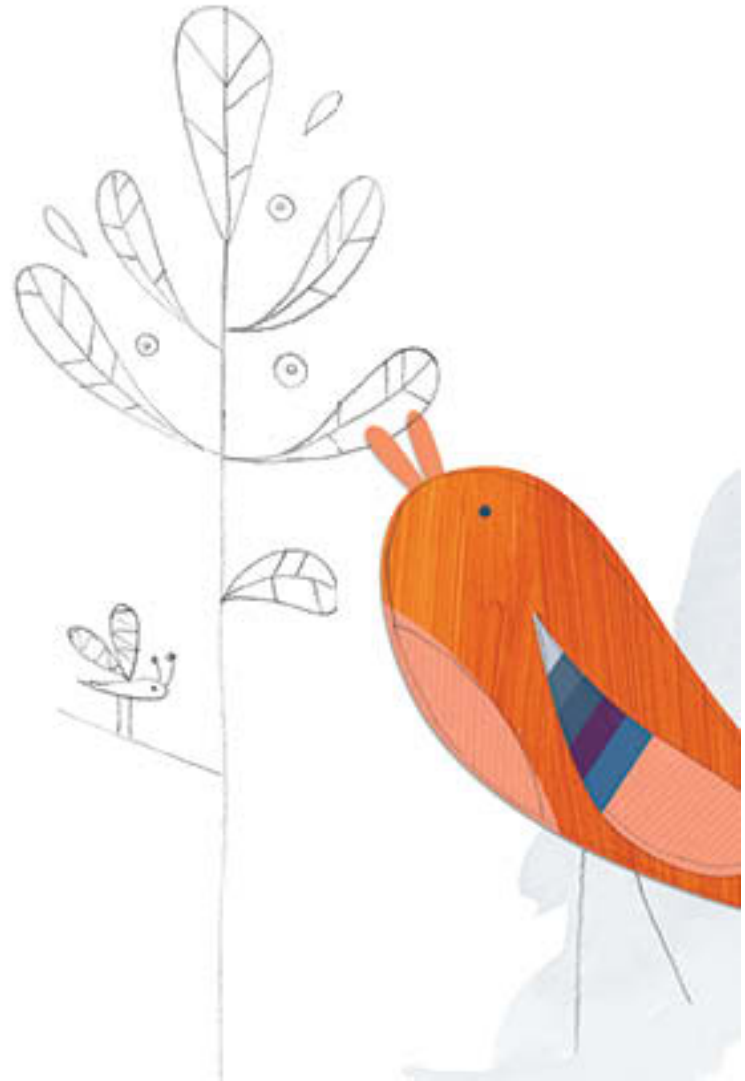
Exploring Partnership

Pamela Rutledge

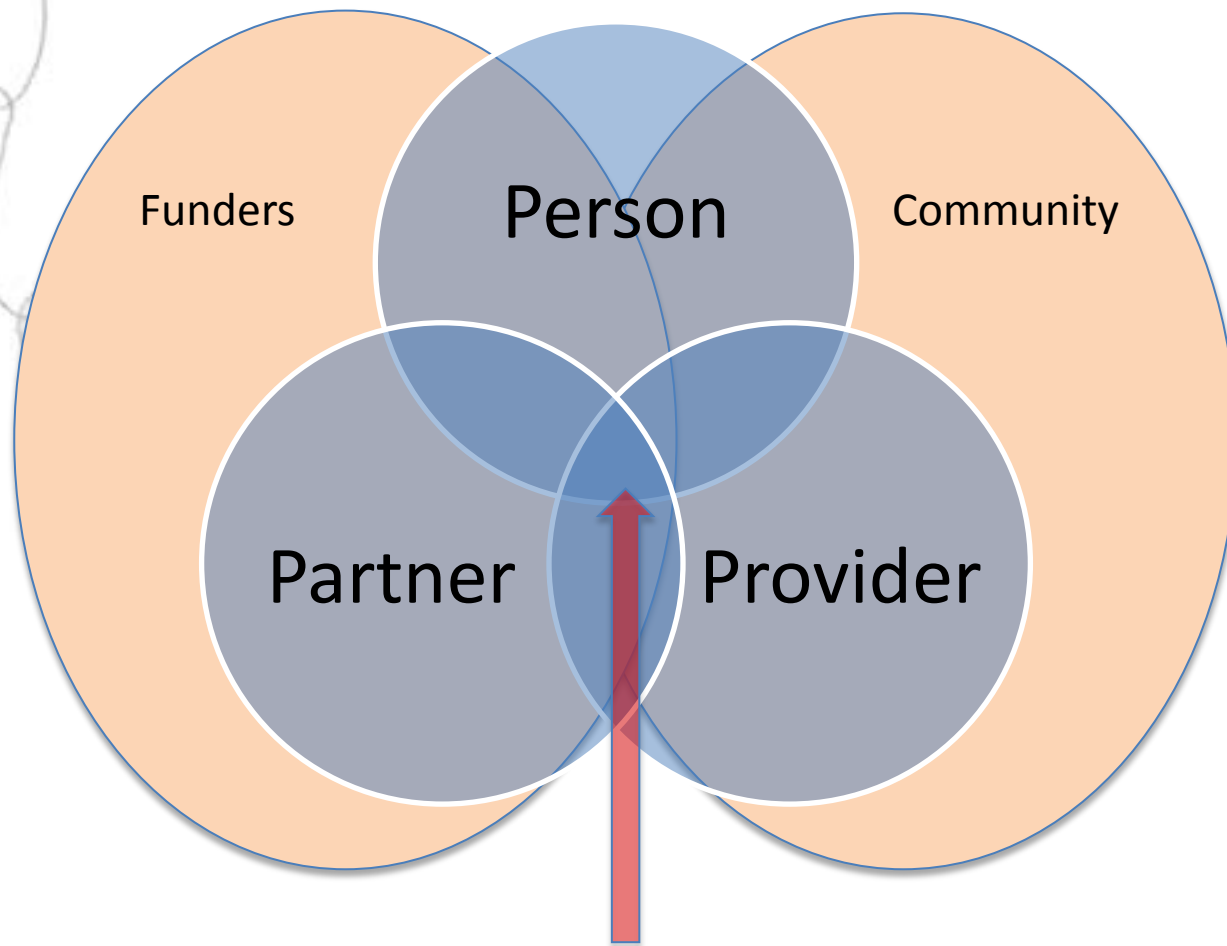
CEO, RichmondPRA

27 March 2014

RichmondPRA
Together, we're better.



Person-centred Partnership



Person-centred partnership



Partnership – Critical Success Factors

- A clear sense of common purpose
 - Organisational commitment to partnership
 - A commitment to consumer leadership
 - Shared understanding of recovery focused, person-centred supports
 - Can do attitude – re-negotiating the rules
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Partnership – Critical Success Factors

- Mutual respect for each partner's skills and capacities
 - Open, transparent communication and joint decision-making
 - Clarity regarding roles and responsibilities
 - A willingness to constructively address areas of difference or conflict
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Partnership – Challenges

- Maintaining a robust relationship – regular contact
 - Shared understanding of working safely/risk and dignity of risk
 - Clear roles and responsibilities
 - Clear communication and dispute resolution processes
 - Maintaining corporate memory
 - Role flexibility to facilitate no wrong door and joined up services
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Partnership - Learnings

- Communication is paramount
- Partnership Health Checks are useful
- Consistency of personnel
- Written articulation of agreed partnership goals
- Knowledge sharing to promote mutual organisational success
- Agreed metrics for evaluation of partnership outcomes
- Mutual accountability

Questions

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