



MOMENT

**FEELING
IRRITATED**



MOMENT

**FEELING LIKE
SOMETHING IMPORTANT
MIGHT BE MISSING**



MOMENT

**FEELING
OVERWHELMED**



MOMENT

**FEELING LIKE
NO PROGRESS IS
BEING MADE**



MOMENT

**CHECKING IN WITH
SOMEONE WHO HAS
DISENGAGED**



MOMENT

**DOING A RISK
ASSESSMENT**



MOMENT

**HAVING A DIFFICULT
CONVERSATION**



MOMENT

**STEPPING INTO AN
INTAKE ASSESSMENT**



MOMENT

**WORKING WITH
SOMEONE FOR
THE FIRST TIME**



MOMENT

**DOCUMENTING
A DIFFICULT
INTERACTION**



MOMENT

**EXPLAINING A POLICY
OR REQUIREMENT**



MOMENT

**SUPPORTING SOMEONE
THROUGH A SETBACK**



MOMENT

**FEELING
POWERLESS**



MOMENT

**FEELING
RUSHED**



MOMENT

**FEELING LIKE THE
SAME CONVERSATION
IS BEING REPEATED**



MOMENT

**FEELING
IMPATIENT**



MOMENT

**FEELING
ANXIOUS**



MOMENT

**FEELING UNSURE WHAT
THE RIGHT STEP IS**



MOMENT

**FEELING UNSURE
ABOUT THE RIGHT
BOUNDARY**



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MOMENT



MOMENT

 CIRCUMSTANCE SOMEONE WHO HAS JUST EXITED PRISON	 CIRCUMSTANCE SOMEONE WHO IDENTIFIES AS A PERSON WITH A DISABILITY	 CIRCUMSTANCE SOMEONE WHO DOESN'T HAVE STABLE EMPLOYMENT	 CIRCUMSTANCE SOMEONE OLDER
 CIRCUMSTANCE SOMEONE FROM A CULTURALLY OR LINGUISTICALLY DIVERSE BACKGROUND	 CIRCUMSTANCE SOMEONE WHO IDENTIFIES AS ABORIGINAL OR TORRES STRAIT ISLANDER	 CIRCUMSTANCE SOMEONE DEALING WITH ADDICTION	 CIRCUMSTANCE SOMEONE SEEKING CUSTODY OF THEIR CHILDREN
 CIRCUMSTANCE SOMEONE WHO IS ON PAROLE OR PROBATION	 CIRCUMSTANCE SOMEONE WHO IDENTIFIES AS LGBTQIA+	 CIRCUMSTANCE SOMEONE SEPARATED FROM THEIR FAMILY	 CIRCUMSTANCE SOMEONE DEALING WITH MENTAL HEALTH CHALLENGES
 CIRCUMSTANCE SOMEONE YOUNGER	 CIRCUMSTANCE SOMEONE WHO HAS PREVIOUSLY DISENGAGED FROM SERVICES	 CIRCUMSTANCE SOMEONE WHO IS PREGNANT	 CIRCUMSTANCE SOMEONE WHO IS A REFUGEE OR SEEKING ASYLUM

 CIRCUMSTANCE SOMEONE DEALING WITH HEALTH CHALLENGES	 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE
 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE
 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE
 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE	 CIRCUMSTANCE



ASSUMPTION

**“THEY’RE
MANIPULATING
THE SYSTEM”**



ASSUMPTION

**“THEY’RE
A BAD PARENT”**



ASSUMPTION

**“THEY WON’T
FOLLOW THROUGH”**



ASSUMPTION

**“THEY’LL BE
BACK AGAIN”**



ASSUMPTION

**“THEY’RE
NOT TRYING”**



ASSUMPTION

**“THEY’RE HIDING
SOMETHING”**



ASSUMPTION

**“THEY’RE TRYING TO GET
SOMETHING OUT OF US”**



ASSUMPTION

**“THEY’RE
SERVICE RESISTANT”**



ASSUMPTION

**“THEY’RE NOT READY
FOR SUPPORT”**



ASSUMPTION

“THEY ARE A RISK”



ASSUMPTION

**“I KNOW HOW THIS
WILL PLAY OUT”**



ASSUMPTION

**“THEY’RE JUST TELLING US
WHAT WE WANT TO HEAR”**



ASSUMPTION

**“THIS IS JUST
HOW THEY ARE”**



ASSUMPTION

**“THEY’RE MAKING
POOR CHOICES”**



ASSUMPTION

**“THEY’RE NOT BEING
HONEST WITH ME”**



ASSUMPTION

**“THEY’RE NOT SERIOUS
ABOUT CHANGING”**



ASSUMPTION



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**STAY OPEN TO THEIR
PERSPECTIVE**



**AVOID ASSUMING
WHAT'S BEST**



RESPECT THEIR CHOICES



**STAY CURIOUS AND
OPEN MINDED**



**REMEMBER WE'VE
WALKED FROM DIFFERENT
BACKGROUNDS**



**BE GUIDED BY WHAT
MATTERS TO THEM**



**LEARN MORE ABOUT
THE BIGGER PICTURE**



**RECOGNISE THE WAY
ROLES SHAPE SITUATIONS**



**SHARE POWER
WHERE POSSIBLE**



**BE MINDFUL OF
WHERE POWER LIES**



**QUESTION
ASSUMPTIONS**



**OFFER OPTIONS
RATHER THAN
DIRECTIONS**



**LET THEIR PRIORITIES
GUIDE THE INTERACTION**



**BE MINDFUL OF
UNDERLYING BIASES**



MOVE AT THEIR PACE



**STAY ALONGSIDE
RATHER THAN
OVERTAKING**

 PRACTICE

**SUPPORT THEIR ABILITY
TO MAKE DECISIONS**

 PRACTICE

**BE MINDFUL OF
WHAT CAN AND CAN'T
BE CHANGED**

 PRACTICE

 PRACTICE

 PRACTICE

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