

# GOOD VIBES!

Focusing on people's strengths and abilities, creating positive environments in our services and helping others to understand and be compassionate about people going through tough times

**We need to pay attention to the way we interact with each other & understand that:**

- Homelessness is not caused by personal mistakes or habits
- We could end homelessness by reducing income poverty, increasing access to affordable housing and ensuring a strong welfare safety net
- The attitudes of the general public and support services have a huge impact on someone's day (or life)
- Our interactions should be designed in a way that people can understand and act on them. This is how we can share power and build a movement for change

**What will help?**

- Use simple, clear and positive communication
- Create positive environments
- Build two-way trust
- Share positive culture and values
- Focus on what we can do rather than what we can't
- Empower frontline staff

**What would get in the way?**

- Power imbalances
- Lack of accountability
- Frontline staff being under too much pressure