

# PASCAS WORLD CARE



# TEAMS



**“Peace And Spirit Creating Alternative Solutions”**

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**See what  
others  
have to  
say!**

### **AUTONOMY of the TEAM within "Pascas Care Centre" and "Pascas Health Sanctuary":**

The right of self management by a team is to be assisted by the resources of central management.

A team's leading objective is to provide a high quality service or product to its customer, guest, friend or patient, be they internal or external.

A team typically consists of two to fifteen people and they may be responsible for a complete unit or process such as:

- Research laboratory
- Secretarial and document processing
- Marketing
- Sales
- Day Surgery
- Operating Theatre
- Intensive Care / Coronary Care
- Wards
- Medical Suites
- Medical Clinics
- Complementary Therapy Clinics
- Kinesiology Clinic
- Pain Clinic
- Catering
- Environment
- Hotel Suites Environment
- Maintenance

Generally, people are referred to as Associates. There is to be no artificial distinction between associates and management, with the one exception that associates do get paid for overtime.

The team platform is to let people learn and grow. This is necessary as there isn't any business in the world that isn't two years from disaster.

It needs to be recognised that:

- Putting forth physical and mental effort in work is as natural as play or rest.
- Most humans don't inherently dislike work, though they are often placed in jobs that give them plenty of cause for unhappiness – then they should change jobs.
- External control and threat of punishment are not positive ways for getting us to work.
- Commitment to objectives is directly related to the rewards attached to achieving those objectives; the most important reward; satisfaction of our own needs.
- Under favourable conditions most of us learn not only to accept, but to seek, responsibility.
- The capacity to enact a fairly high degree of imagination, ingenuity and creativity is widely, not narrowly, distributed in the population.

Employees organised into teams will cut across boundaries. Train them. Enable them into jobs that challenge their abilities. Give them the information they need. Tell them what they need to accomplish. Then, turn them loose. Self-directed teams make decisions on the tasks of a given day, set their own goals and take responsibility for quality purchasing and the issue of absenteeism and employee behaviour. Team members are able, therefore, energised to learn all of the jobs that fall within their group's work area.

Remember that each associate is the expert of his own domain or twenty square metres (20m<sup>2</sup>) or his project. No so called manager can do this associate's job better than he. No so called manager can enhance the associate's performance better than he. So become a leader and give the associate the authority and resources to develop and enhance the performance of his processes.

Associates in service units or teams are to be involved in the hiring process. A unit is to have two members trained in hiring practices: how to interview, when to ask questions, how to listen and legal vs. illegal practices in interviewing and screening. Though central management would commence the hiring process, associates from the unit, to which the candidates may be allocated, are to be primarily involved in interviews to determine which applicants might be "qualified" to be hired. The candidate and the team must make sure that they suit each other. Consider asking the prospective employee what they want to do.

This is one part of the process of enabling the team so that the team develops a sense of ownership and autonomy over its purpose. By enabling we mean educating and freeing people to use their discretion.

Now that the team has welcomed an associate to its ranks, it is up to the team to decide whether someone is qualified to move to the next level from which he or she was appointed. The Enterprise Agreement sets out the structure but who knows the performance of the associate best. This evaluation could involve, of course, the person being evaluated, the individual who has worked most closely with the candidate, another individual already qualified, the manager of that process unit and other already qualified individuals of the candidates choosing.

This process of team self regulation will be applied in producing quarterly reviews of performance which also contribute to determining the level of participation in profit sharing staff incentives as set out in the Enterprise Agreement. Leaders of each team will prepare such report, however, they, in turn, will also be subjected to a report from their team members as to:

- Is there favouritism in this work group?
- Does the leader treat you with respect?
- Does your leader listen to your ideas?
- Does your leader help you do your job better?
- Are all actions by all members loving?
- And also consider aspects of guidance over that leader.

Upon collation of all such reports, the leader will call a meeting of his or her work group or team and together they are to review the results. The team is to delve into the problems and come up with a plan for doing better – individually and as a whole.

This is heavy stuff. Aim is to speed up individual development, shorten the time cycle of emerging operational problems and enable associates to adjust their methods to achieve the optimum benefits from their employment and share of profits – emotionally, spiritually, experientially and financially.

Training programs will take two major platforms. Firstly there will be the structured training program which will involve everyone on universal matters as noted in the Enterprise Agreement. Secondly there will be team specific training modules, these modules will be established in accordance with team needs and requests. Employee records will incorporate details of each training session attended and summary details of issues addressed in training sessions as well as training attended outside of the company. Every endeavour will be made to have courses accredited under the TAFE system (Technical Advancement of Further Education – Pascas College).

Teams will be responsible for:

Quality Assurance  
 Work Place Health & Safety  
 Other systems as identified.

Quality Assurance will require the recording of the units production and process procedures and then detailed description of work instructions. Such manuals are not to be job directions but a method of reviewing and improving procedures and a method of training staff for jobs which would best be achieved by reference to a manual. Each team will nominate from within their ranks a Quality Assurance Associate for their specific process or service, such position will be rotated.

Work Place Health and Safety issues will be reviewed by team members, reviewing procedures in rotation. A team member will periodically take a review chart and wonder around the **whole** division and assess everyone in sight for development of practices that may result in accidents. The team member has the right to discuss any such observations with the worker who appears to have a problem in this regard, with the objective of resolving the practice on the spot.

More importantly, each team is to develop its own staff training program and self-assessment of skills.

Work productivity will start with the monitoring of time attendance with each team leader submitting time / work sheets as approved by her / him. There will be no central time clock. In fact it would be preferred that there are no time sheets, however, how does one determine pays without them?

Each team will set its own objectives and establish project targets which they will review regularly or as seen prudent. Such objectives will generally be volume of productivity with a standard of quality. Projects being undertaken will generally entail reaching new levels of skills by each team member as well as reviews of work procedures to reduce unnecessary practices and improve conditions. Service objectives may be developed by administration.

Teams are free to put forward ideas and recommendations for discussion.

Teams recognise that they are the experts in the operation of their unit and it is they who will be able best to manage their own affairs and it is they that will spot quickly any opportunities for innovation and they will benefit directly from controlling their own destiny. Should there be any doubt on this issue then a periodic visit back to central administration for operational directives and the team will be clearly be re-assured that the skills are within their own resources. However, it is hoped that central management can contribute to their progress, after all, central administration is the "Help Station".

"The SANCTUARY" wants its teams and associates to have a sense of "ownership" which is a willingness to take responsibility. "The SANCTUARY" desires to attract the kind of person who, on discovering a problem or opportunity, will take a hand in seeing that something gets. If you see the problem, it's yours. You take the initiative to solve it.

## **PASCAS TOTAL QUALITY PROGRAM:**

Pascas Total Quality Program (PTQP) will it be a product of everyone's focus for excellence.

- Total quality and total service are one and the same. The result is total customer / patient / friend / guest satisfaction.
- Pascas Total Quality Program (PTQP) takes time. That's what makes it good strategy – most competitors don't have the patience.
- Total quality takes time, effort, unflagging attention from top administration right through the entity.
- Movements toward total quality and service, the underlying concepts are fairly simple and straightforward. However, the adoption of the concepts are anything but simple.
- The old assumption about quality is putting more quality into what you do must cost money. Quality is for Free. Total quality is a money-maker and money-saver.
- Companies make mistakes at much higher rates than most of us would ever imagine. And fixing something once its done wrong is enormously expensive (six times).
- Processes to improve quality and to shorten cycle time (for example, the time between patient's / friends appointment time and actual interview) are inextricably linked.
- All of a company's stakeholders benefit from total quality efforts:
  - Associates / Administrators
  - Customers / Patients / Friends / Guests
  - Suppliers
  - Stakeholders / Community.
- Stakeholders benefit from both the cost savings and the enormous strategic advantage that a total-quality program can yield.
- Associates benefit because total quality plays to so many basic human needs. It puts pride, challenge, learning, craftsmanship, and love back into the job. It shoves authority way down the traditional organisational ladder.
- Customers benefit because the program forces "The Sanctuary" to define quality as doing what is loving for the customer.
- Leaders at all levels benefit through a process called benchmarking that encourages them to learn from the best in the world, not just from their own mistakes.
- Suppliers benefit because the ones most able to supply quality products to the company start working in partnership with "The Sanctuary", which affords them a certain long-term security. They don't get diverted in continuous battles with less able competitors who undercut on price.
- Communities around "The Sanctuary" benefit because total quality demands an investment in better education, so companies like "The Sanctuary" invest more and more heavily in education.
- Thus total quality as strategy is not just about quality or service. It's about developing relationships – relationships that are very hard for competitors to displace.

Total quality is a process wherein things work routinely. Taking an entity from snafus (situation normal, all fluffed up) to snews (situation normal, everything works) takes a heroic investment of time and money but the returns are big and almost immediate, it's just plain good business sense to work on quality. Ordinary entities kick out errors at 20% to 30% and spend 15% fixing things that go wrong whereas quality companies spend 1% – our target.

## **LEADERSHIP QUALITIES of our TEAM LEADERS / ADMINISTRATORS:**

***Loving:*** Every action is benchmarked with ‘is this loving’. By that, is it loving for fellow members of the team, is it loving for all the stakeholders for whom the team come into contact with, are all actions loving for the environment.

***Charisma:*** Enables others to be proud to be associated with him/her. Instils faith, respect, and trust in him/her. Enables everyone around him/her enthusiastic about assignments. Has a special gift of seeing what it is that is really important for subordinates to consider. Transmits a sense of mission to all team members on an all are equal premise.

***Individual Consideration:*** Coaches, administrators, leaders and team members who need it, treats each associate individually. Expresses appreciation for a good job. Uses delegation to provide learning opportunities. Lets each member know how he/she is doing. Actively listens and gives indications of listening. Gives newcomers a lot of help.

***Intellectual Stimulation:*** Enables associates to use their feelings, rather than unsupported opinion. Lead by example. Enables associates to feel about old problems in new ways. Communicate ideas that encourages associates to rethink some of their own ideas which they had never questioned before.

***Courage:*** Willing to persist and stand up for his/her ideas even if they are unpopular. Does not give in to group pressures or others' opinions to avoid confrontation. Being truthful 100% of the time. Able and willing to give negative feedback to his/her associate. Has confidence in his/her own capability and wants to act independently. Will do what is right for the entity and/or associates even if it causes personal hardship or sacrifice.

***Dependability:*** Follows through and keeps commitments. Meets deadlines and completes tasks on time in a loving way. Takes responsibility for actions and accepts responsibility for mistakes. Able to work effectively in team with little contact with leadership. Keeps leaders informed on how things are going, will take bad news to him/her, and is not afraid to admit mistakes to all concerned.

***Flexibility:*** Maintains effectiveness and provides stability while things are changing. Able to see what is critical and function effectively within varying / changing environments. Able to remain calm and objective when confronted with many different situations or responsibilities at the same time. When a lot of issues hit at once, able to handle more than one problem at a time, and still focus on the critical things he/she must be concerned about. Able to "change course" when the situation dictates or warrants it.

***Integrity:*** Adheres firmly to a code of Pascas ethics and loving values. Does what is morally and ethically right. Behaves in a manner consistent with the entity's climate and professional responsibility. Does not abuse privileges. Gains and maintains the trust and respect of others. Is a consistent role model demonstrating and supporting the entity's policies / procedures, professional ethics and Pascas culture.

***Judgement:*** Is not judgemental towards anyone. Reaches sound and objective evaluations of alternative courses of action through logical and skilful intellectual discernment and comparison. Puts facts together in a rational and realistic manner to come up with alternative courses of action. Bases assumptions on logic, factual information, and consideration of human factors. Knows his/her authority and is careful not to exceed it. Makes use of past experience and information to bring perspective to present decisions.

**Respect for Others:** Honours and does not belittle the opinions or work of other people. Demonstrates a belief in the value of each individual regardless of their back-ground, etc.

Under these tests, the appointment of leaders to new teams will take some time to resolve.

The desire to avoid formal procedures (i.e., written documents that imply: "We don't trust you to do the right thing") is achieved by the appointment of quality team leaders who can pass on to all team members what the entity stands for.

We all want an enterprise that our people are proud of and committed to, where all associates have an opportunity to contribute, learn, grow, and advance based on merit, not politics or background. We want our people to feel respected, treated fairly, listened to, and involved. Above all, we want satisfaction from accomplishments and friendships, balanced personal and professional lives and to have fun in our endeavours, and being loved.



**Feelings first**

**LIVE FEELINGS FIRST**

### TEAM NETWORK and TEAM MEMBER OBJECTIVES:

It is anticipated that Teams will adopt the practice of rotation of jobs and duties and that there will be transfers between teams. A member of a team may lodge an application to transfer to another team and that would be considered when a vacancy occurred in such a team. These job rotations and transfers would be documented and be designed to raise each team member's recognised job skills. Team members will be supported to follow their desires and aspirations.

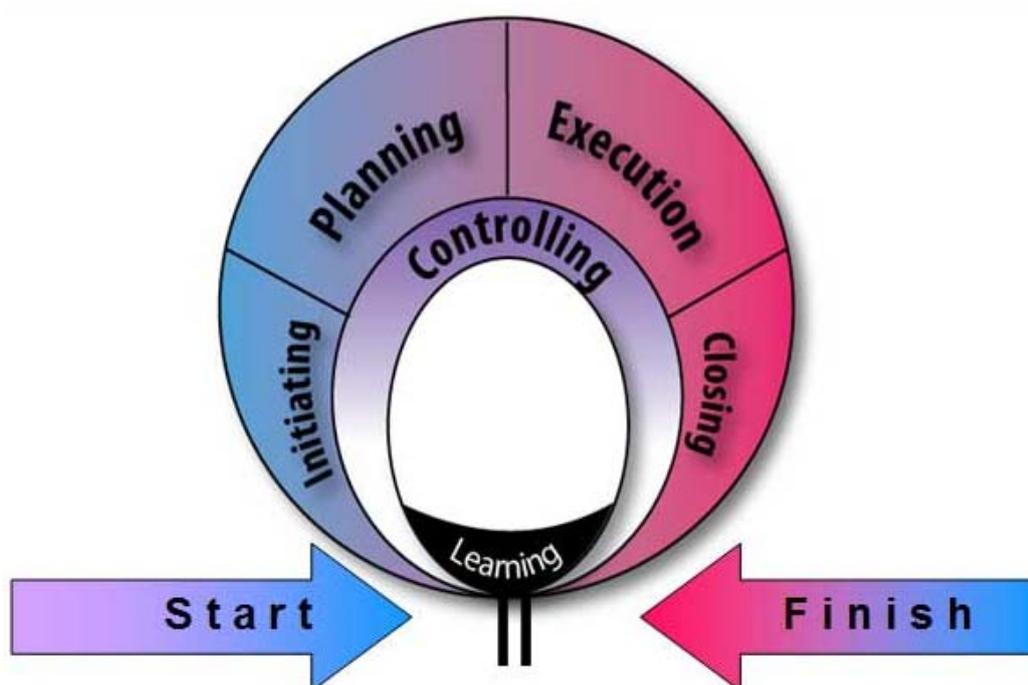
Periodically, the team member would be requested to review his job aspirations and his long term goals with the Human Resources Officer. Such review would be taken into consideration in overall planning of duties to determine the path that can best accommodate the team member's goals.

One of the toughest leadership challenges is satisfying the individual's dual – but often conflicting – needs to feel part of some larger purpose yet feel fulfilled, free and independent as an individual. A value system, as we have at "The Sanctuary", helps resolve the dilemma.

"The Sanctuary" or "Care Centre" associates, for the most part, are to be as aware as administrator of the entity and entity performance. They will get the same information that administration have. They are insiders. They are profit sharers. And most importantly, they are to know what other teams are up to.

Direction will come from one of the most powerful, and most often overlooked tools of management – simple **peer pressure** in a loving way. Direction will not be found in a rule book but in the way a team works its own project, program, service and process.

All associates need to understand the importance of corporate shared values of "The Sanctuary" and will be encouraged to enthusiastically subscribe to those values. Those who grasp these values will benefit from the community at "The Sanctuary" in ways limited only by their own capacity as it is up to each and everyone of us 'To Make It Happen'.



## **TEAM FEATURES:**

Teams are able to **focus** on their particular process or service and by focusing they are able to innovate. Innovation brings higher everything and in particular pride and ownership in one's job.

The central administration is able to provide full financial data on each teams activities. Activity based accounting is adopted throughout the enterprise. This is principally achieved by dealing with each set of services and equipment as a cost centre. In this way, teams are able to review their performance to budgets, costs, output, etc. More importantly, they are able to ask the Help Station to monitor the costings of innovations that are implemented from time to time. Example being different service techniques may produce higher quality standards but be slower – all of these experiments and innovations need to be documented and in time will slowly push forward the best option or innovation.

Innovations will be driven by the teams without fear of failure.

As a group of people, experts in common sense trading ideas and thoughts and reaching a consensus then if there is something missing, someone will catch it. Communications are to be encouraged. Teams that work on shift structures will need to be rostered so that a shift finishes some 15 to 30 minutes after the next shift commences, or at least some of the members times will overlap so that the outgoing shift can clearly pass over to the next shift a review of operations and report on any matters that need to be addressed. Facilities in the form of meeting rooms (areas) need to be provided to ensure this practice is effective.

One key to a product teams' success is that they represent a blend of group and individual dynamics. Each person brings a particular expertise to the table yet must be knowledgeable enough to challenge the others' assumptions. And that person must be able to do so without fearing a backlash. In the same sense, each person has certain tasks, but in order to accomplish them he or she may well need to depend upon others on the team.

A team is at its greatest when everybody goes home and thinks about their project or process and then they come to work and continue to think about the project or process. What a team can achieve with that kind of focus is phenomenal. When you have the knowledge that comes from this kind of concentration then your team is dynamite. As can be seen, one's own personal growth is paramount.

Members of a team will be individually evaluated for compensation. However, teams will have their financial targets and will have capacity to review their progress as a team. The issue is that they will have autonomy within their given resources as to how they meet their corporate and personal targets.

A sense of ownership is to prevail within teams, its members and groups when a range of teams are involved. Adhocracy is when teams cut across bureaucratic lines to make things happen. The research lab, marketing team, nursing team and medical providers may all become involve in a new product innovation – they will all own the success of such progress.

**TEAM ELEMENTS :**

Staff

Chief Executive Officer, Commercial Manager, Human Resources, Communications Officer,  
Financial Control, Information Tech, Purchasing, Quality Assurance, Director of Nursing,  
Accreditation 10

Business Development, Group Marketing Manager and Support Staff 4

Help Station – Administration Secretarial and Support Staff 12

Sales Domestic, Sales International, Sales Panels and Support Staff 10

Laboratory: Technical Leader, Laboratory Assistants 3

Maintenance Manager, Technicians 3

Goods Inward, Goods Outward, Quality and Support Staff 2

Environment 15

Security 3

Ward 1

Ward 2

Ward 3

Ward 4

Ward 5

Theatres – Main

Theatres – Day

CSSD

Kitchen

24 Hour Medical Centre

Complementary Therapy Clinic

Accident & Emergency

Specialist Clinics

Pain Clinic

Retail Divisions

Hotel Configuration etc etc

Team  
Numbers  
to be determined

## **PRIDE, LEADERSHIP, CHALLENGE and LEARNING:**

An effective Pascas total quality program doesn't just benefit customers. Run right, total quality is one of those rare management ideas that, like self-direction, can really benefit most leaders and associates as well. Such a program is organised in a way that shoves challenge, leadership and learning way down the line in organisations. It quite naturally fosters pride in work. People are craftsmen at heart. They want to produce products and give services they can be proud of. They also like being part of a team that strives to be the best at what it does.

The whole organisation is divided into teams of about two to fifteen as above. Each team is given a big goal for improvement and is trained both in quality techniques and team skills, each team identifies the main products it produces or services it provides as being their process.

The teams then identify the customer or customers for their process. They talk to them. They find out what customers consider important. This way of approaching quality forces people to define quality in the way that the customers sees quality. This is crucial and explains why total quality and total customer satisfaction are so closely linked. Competitors have to knock at least 10% off prices to buy customers away from a competitor that has a very strong relationship with its customers. This is the case for external customers as against internal customers.

The team members then analyse the way work gets done. They figure out how it might be dramatically improved. They start by analysing the major sources of customer complaints. Then move onto the smaller ones. Often they will uncover work that's completely unnecessary, a common source of almost immediate cost savings.

Now the issues comes down to how what we are doing affects the customer. Will what we are doing make the customer / patient / friend happier with us? Can we make it easier for him to do what he is doing or needs? Find out what the customer / patient wants. Your job is to please the customer / patient / friend in a loving way. That's part of total quality.

Any entity that hasn't adopted a total quality approach to production and services probably makes mistakes at the rate of 20% to 30% of output. Getting something fixed once the mistake is made costs four to six times as much as doing it right from the start.

The Japanese are the most demanding customers in the world. If we can satisfy the Japanese then we will satisfy everyone.

Rewards from quality programs are numerous. One is improved cycle time. In the case of a customer order, it is the time from when a salesperson makes the sale until the customer gets the product. In the case of new product development, it's the time from when the new product is defined until "The Sanctuary" has delivered the item to a customer / patient / friend. The linkage is critical. Designing for manufacturability typically means fewer processes. Fewer processes mean less chance for error. Also rethinking (re-engineering) the whole process from start to finish can yield big ideas for doing things better.

Improve relationship with suppliers. The company cannot keep improving unless the suppliers themselves keep improving. On a short list of preferred suppliers will be those that "The Sanctuary" can trust to deliver a quality product.

Administrative functions will benefit from total quality management program. The finance division may first view their involvement as being to measure everyone else. But deeper thinking will lead them to

conclude that they are just as volume-driven, error-prone and cycle slow as service centres or sales divisions. The only difference is that they process pieces of paper, not patient's / friend's needs.

A vibrant quality program means putting a fair amount of power into the hands of people who are pretty low in the traditional command – and structure. We must both empower and enable. By enabling we mean learning – lifelong education.

Training people is empowering them to do such things as to review a procedure if it is misbehaving, how to form teams to isolate quality problems, how to find the causes of quality problems and how to run team meetings effectively. Such teams need less supervision.

Surprisingly (to some) is that those managers need more training than down-line employees. Old habits die hard.

A true total quality management system takes a huge slice out of indirect overhead – the cost of rework and the people it takes to do it.

It is clear that for every dollar, \$1, a company puts into sales training, it will earn \$29 to \$33 in increased sales effectiveness. A similar return occurs with a fully supported and implemented quality program. The cost of training and implementation of this concept is no small budget.

A total quality management program is inextricably linked with treating people right. Associates broaden their skills and deepen their self-esteem in the process and "The Sanctuary" gains a better product, happier customers / patients / friends and higher returns.

When you join us, we hope you'll be part of our community for forty years. It's a two-way street. Our obligation is to lovingly provide you with an opportunity to learn the skills you need today and tomorrow. It's your role to learn and apply those, as well as grow within yourself. If either one of us breaks the contract then our investment in education won't work.

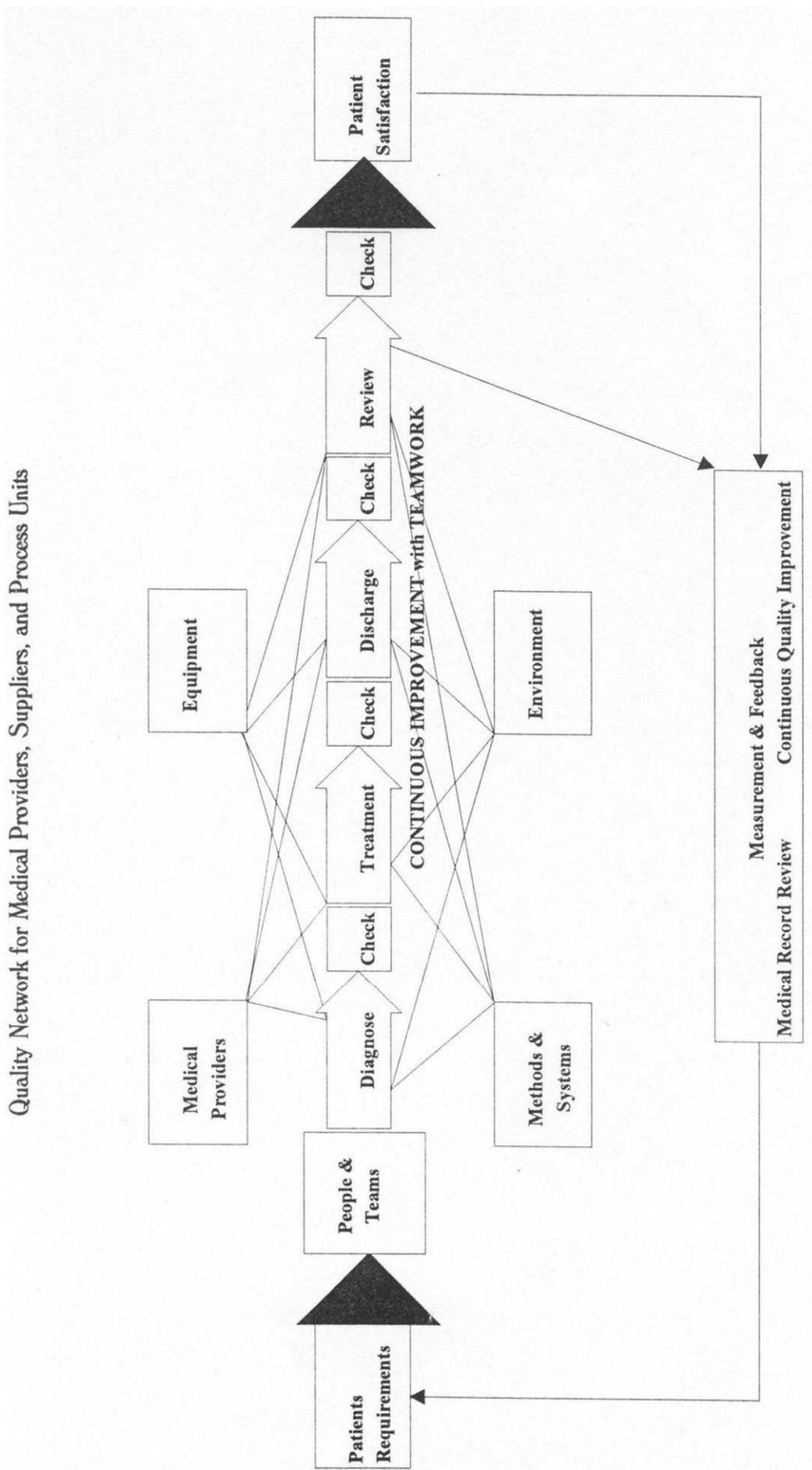
"The SANCTUARY" strongly supports and endorses the concepts of:

- Living Feelings First
- Total quality management.
- Fitting associates into positions of greatest self achievement and satisfaction.
- The *University of "The SANCTUARY"* / Pascas College program for life long education.
- Team structures and the empowerment of them and the individuals therein.
- Having fun in the job and being rewarded for such involvement.

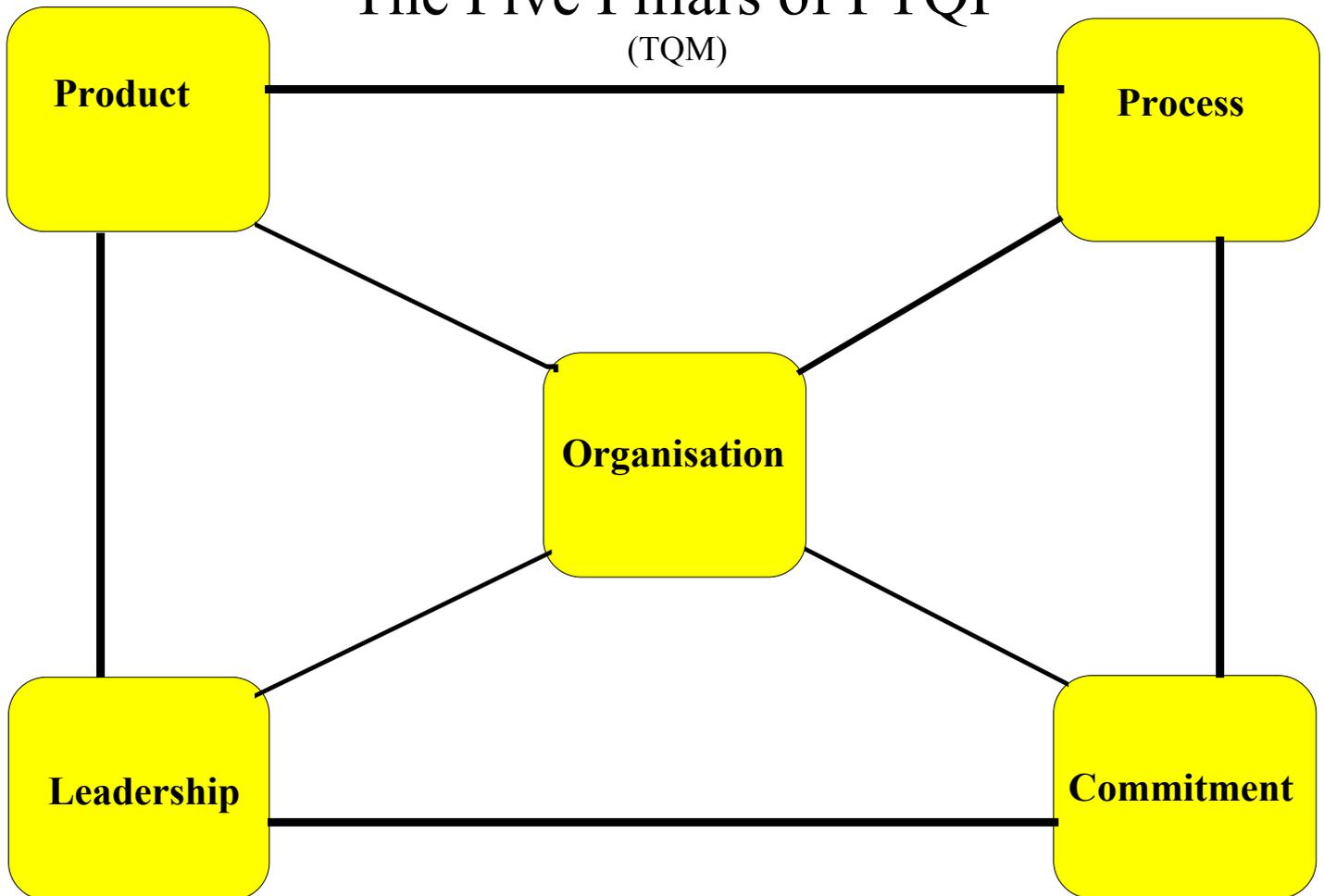
**Feelings first**

**LIVE FEELINGS FIRST**

Quality Network for Medical Providers, Suppliers, and Process Units



## The Five Pillars of PTQP (TQM)



Product is the focal point for organisation purpose and achievement. Quality in the product is impossible without quality in the process. Quality in the process is impossible without the right loving organisation. The right organisation is meaningless without the proper leadership. Strong, bottom-up commitment is the support pillar for all the rest. Each pillar depends upon the other four, and if one is weak, all are.

Pascas Total Quality Program (PTQP) is a **total** approach to put **quality** in every aspect of the **entity**.

Pascas as an entity is people's business is the people business; the Pascas business is the human spirit business – and the successful leaders conduct their organisations accordingly, in a loving way.

We have wondered a lot about what makes organisations tick. And we have concluded there is no great mystery to it. That's because it comes down to what makes people tick. It isn't how big the organisation is, it is how small its leaders choose to run it – small in the sense that all's said and done it's all up to each person within the organisation. How big the organisation is has nothing to do with how big their feeling for it or how big their willing contribution is to it. Success has to do with how big is the trust, empowerment, dignity, fulfilment, and love that the organisation bestows on each member of its organisation. Empower little and you get little in return. Dignify little and you get little in return. Fulfil little and you get little in return.

First, any organisation that wants to get in and stay in business must get in and stay in the people business. Second, put the enterprise in their hearts if you expect them to put their hearts in the enterprise – enable their desires to blossom.

There's really no other formula for leadership success that amounts to anything or has any staying power.

# PASCAS WORLDCARE



**VISION STATEMENT:****OUR VISION**

To support complete healing for our clients / friends through the synergy of all healing streams – where:

1. Live Feelings First.
  2. All aspects of the environment are conducive to healing.
  3. People are empowered to be their best and are encouraged to contribute.
  4. Inspired leaderships with the power to focus on what is important, the wisdom to know what is right and the passion to do it with enthusiasm.
- ✓ **Pascas WorldCare is melding the science of Western Medicine with the truth and wisdom of traditional medical practices as well as the gifts of wisdom and teaching from many.**
  - ✓ **Complementary medicine with modern allopathic sciences, combined, is the pinnacle in health and well being systems when embraced with Love.**
  - ✓ **It is the employment of proven complementary therapies whose efficacy is assured in supporting western allopathic medical practices that is required to achieve desired outcomes.**
  - ✓ **Pascas WorldCare brings together credible practices from all walks of life within the medical and personal well-being services and systems coupled with profound truths founded on Love.**
  - ✓ **The synchronicity of ALL health streams enables complete healing.**
  - ✓ **Wellbeing embraces all aspects of life, from the physical requirements to the esoteric.**

**' TO MAKE IT HAPPEN '**

VISION – Is the love, light, energy, warmth and unity.

It is a comprehensive sense of where you are, where you are going, how to get there, and what you will do when you arrive.

Vision enables FOCUS – When gold is mined several tons of dirt is moved to find the gold, however, one does not go into a mine looking for dirt.

Focus requires determination, derived from LEADERSHIP and ENTHUSIASM.

Leadership with vision, clear, concise and with faith in its efficacy is formidable. Wisdom in leadership is to organise knowledge correctly, think properly and know what to do next. Persistence in leadership is the backbone of determination.

Enthusiasm is produced from vision and creates the dynamic power and energy to drive the vision and sense of purpose.

VISION with FOCUS guided by LEADERSHIP and aided by ENTHUSIASM surely then is our MISSION.

**PASCAS WORLDCARE**  
**"Pascas"**

**OUR CREDO**

We believe our first responsibility is to the doctors, clinicians, nurses and patients / friends, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of the highest quality. We must constantly strive to improve our efficiencies to restrain our costs in order to maintain reasonable prices. Patients' / friends requirements must be serviced promptly and with pleasantness and love. Our suppliers and providers, as partners, must have an opportunity to make a fair profit.

We are responsible to our associates, the men and women who work with us throughout the region. Everyone must be respected as an individual. We must respect their dignity and recognise their merit. They must have a sense of security in their jobs. Compensation must be fair and adequate, and working conditions, clean, orderly and safe. We must be mindful of ways to help our associates fulfil their family responsibilities. Employees must feel free to make suggestions and complaints. There must be equal opportunity for employment, development and advancement for those qualified. We provide competent leadership; actions are to be just and ethical.

We are responsible to the communities in which we live and work and to the world community as well. We are to be good citizens – support good works and charities and bear our fair share of taxes. We encourage civic improvements and better health and education. We maintain in good order the property we are privileged to use, protecting the environment and natural resources.

Our final responsibility is to our stakeholders. Business is to be financially sound. We experiment with new ideas. Research is on going, innovative programs developed and mistakes paid for. New equipment purchased, new facilities provided and new services launched. Reserves created to provide for adverse times. When we operate according to these principles, the shareholders will realise a fair return.

**"PASCAS"**  
**“Peace And Spirit Creating Alternative Solutions”**

**PASCAS WORLDCARE**  
**"Pascas"**

**OUR CLIENT / FRIEND**

A client is the most important person for this entity, whether in person, by telephone, by fax, or by internet mail.

A client is not dependent on us – we are dependent on clients.

A client never interrupts our work – the client is the purpose of it. When we work for the client, it is not to doing them a favour – they do us a favour by allowing us to work for them.

A client is not an outsider to this entity – clients are part of us.

A client is not just a statistic – clients are flesh and blood people with feelings and emotions and prejudices like ours.

A client is not someone to dictate to, dictating will result in loss of client.

A client is a person who brings us their problems and expects solutions. It is our job to find solutions that profits both clients and us.

A client is someone to serve with kindness, love and caring.

**PASCAS WORLDCARE**  
**"Pascas"**

## **OUR FUTURE**

Pascas and the Medical Industry is being challenged with wave upon wave of dramatic changes. We must rise to the challenge of these changes and accept that different eras demand different leadership values, skills, behaviours and competencies. Regardless of how success is measured, we will be only as successful as our patients and customers see us to be, should they be internal or external. Successfully meeting patient and customer needs demands a leadership behaviour that values speed, flexibility, agility and simplicity, and most of all, caring love. To assimilate these management values into our culture we must:

### **Communicate**

Create and communicate a sense of vision and shared values. Keep associates personally informed about the progress toward, and their role in, achieving operating and strategic objectives.

### **Develop**

Seek the very best talent, without compromise, and ensure the appropriate skills to achieve operating and strategic objectives through life-long learning.

### **Empower**

Create conditions that enable achieving operating and strategic objectives along with opportunities for growth. Encourage initiative and prudent risk taking and reward and celebrate success. Accept responsibility for tries as well as for successes. Engage in team building and provide an environment conducive to ongoing productive communication.

### **Lead**

Strike a balance between the openness and flexibility that encourages creativity and the follow-up and decisiveness needed to achieve operating and strategic objectives. Eliminate all unnecessary work and encourage quantum-leap improvements. Predict change necessary to continue as market leaders. Optimise the benefits of a diverse work force.

### **Reward**

Provide candid, fair and honest performance evaluations. Provide financial and other compensation mechanisms that encourage and recognise team excellence as well as individual accomplishment.

This is *everyone's overriding responsibility*  
and in this we are **forever committed**.

**PASCAS WORLDCARE**  
**"Pascas"**

**OUR MISSION**

To be pre-eminent in the provision of medical services and to become recognised throughout the World as a Holistic Medical centre of pre-eminence.

**THE MISSION WILL BE ACHIEVED BY:**

- Setting and measuring entity objectives in the context of this mission;
- Investing in continued product and body-of-knowledge, innovation, and research in the areas of medical services and health care;
- Providing products and services, to patients and consumers which adhere to highest quality and standard and at a reasonable cost;
- Providing consumers and professionals with information which promotes the highest level of product use and satisfaction;
- Adhering to a code of marketing practices;
- Serving as a good citizen in all communities where the entity conducts activities;
- And investing in the continued development and well-being of PASCAS and its employees.

**THE ACCOMPLISHMENT OF THE MISSION IS INTENDED TO PROVIDE:**

- Best holistic medical services;
- Above average returns on funds invested in PASCAS in which all employees participate;
- And rewarding employment for Pascas Associates.

**PASCAS WORLDCARE**  
**"Pascas"**

**OUR GOLDEN RULE**

**We believe:**

**INTEGRITY** and fairness guides every operational decision.

**SERVICE** should be thoughtful, prompt, caring, and pro-active to provide convenience with a personal touch.

**QUALITY** in our products and services is of the utmost importance in delivering value and satisfaction as seen by our customers.

**ENTHUSIASM** encourages a can-do, positive attitude, and provides laughter and inspiration as we work to achieve our goals.

**PRAISE** encourages everyone to grow and reach their full potential.

**TEAMWORK** enhances performance because each individual contributes to the success of the entity when he or she is needed and appreciated by others.

**LEADERSHIP** among our nursing teams, our medical providers, our administration and our associates is encouraged and recognised because effective leaders will help us achieve long-term success.

**PRIORITIES** lead to balanced lives, with faith, family, and career in harmony.

**The lives of everyone who comes in contact with our Entity  
-nursing teams, medical providers, associates, patients, visitors-  
should be enhanced by their association with us.**

**By living true to ourselves, true to our feelings, we are living true to God. It's that simple.**

**Golden Rule: that one must always honour another's will as one honours one's own.**

**PASCAS WORLDCARE**  
**"Pascas"**

**OUR COMMON BOND**

WE COMMIT TO THESE VALUES TO GUIDE OUR DECISIONS AND BEHAVIOUR

**Respect for Individuals:**

We treat each other with respect and dignity, valuing individual and cultural differences. We communicate frequently and with candour, listening to each other regardless of level or position. Recognising that exceptional quality begins with people, we give individuals the authority to use their capabilities to the fullest to satisfy patients and customers alike. Our environment supports personal growth and continuous learning for all Pascas people.

**Dedication to Helping Customers:**

We truly care for each patient and customer, be they within the organisation or in the general public. We build enduring relationships by understanding and anticipating our patients' / friends' and customers' needs and by serving them better each time than the time before. Pascas patients / friends and customers can count on us to consistently deliver superior products and services that help them achieve their personal or business goals.

**Highest Standards of Integrity:**

We are honest and ethical in all our entity dealing, starting with how we treat each other. We keep our promises and admit our mistakes. Our personal conduct ensures that the Pascas name is always worthy of trust within the organisation and outside the organisation.

**Innovation:**

We believe innovation is the engine that will keep us vital and growing. Our culture embraces creativity, seeks different perspectives and risks pursuing new opportunities. We create and rapidly convert technology into products and services, constantly searching for new ways to make technology more useful in producing higher quality services at a lower cost.

**Teamwork:**

We encourage and reward both individual and team achievements. We freely join with colleagues across organisational boundaries to advance the interests of customers and profits to be shared. Our team spirit extends to being responsible and caring partners in the communities where we live and work.

**By living these values:**

**The lives of everyone who comes in contact with our Entity  
-nursing teams, medical providers, associates, patients, visitors-  
should be enhanced by their association with us.**

**PASCAS WORLDCARE**  
**“Pascas”**

**OUR UNIVERSAL DECLARATION of HUMAN RESPONSIBILITIES**

*Preamble*

**Whereas** recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world and implies obligations or responsibilities.

**whereas** the exclusive insistence on rights can result in conflict, division, and endless dispute and the neglect of human responsibilities can lead to lawlessness and chaos,

**whereas** the rule of law and the promotion of human rights depend on the readiness of men and women to act justly,

**whereas** global problems demand global solutions which can only be achieved through ideas, values, and norms respected by all cultures and societies,

**whereas** all people, to the best of their knowledge and ability, have a responsibility to foster a better social order, both at home and globally, a goal which cannot be achieved by laws, prescriptions, and conventions alone,

**whereas** human aspirations for progress and improvement can only be realised by agreed values and standards applying to all people and institutions at all times,

*Now, therefore,*

*The General Assembly*

**proclaims** this Universal Declaration of Human Responsibilities as a common standard for all peoples and all nations, to the end that every individual and every organ of society, keeping this Declaration constantly in mind, shall contribute to the advancement of communities and reinforce commitments already proclaimed in the Universal Declaration of Human Rights: namely, the full acceptance of the dignity of all people; their inalienable freedom and equality, and their solidarity with one another. Awareness and acceptance of these responsibilities should be taught and promoted throughout the world.

*Fundamental Principles for Humanity*

- |           |   |
|-----------|---|
| Article 1 | Every person, regardless of gender, ethnic origin, social status, political opinion, language, age, nationality, or religion, has a responsibility to treat all people in a humane way.                           |
| Article 2 | No person should lend support to any form of inhumane behaviour, but all people have a responsibility to strive for the dignity and self-esteem of all others.  |
| Article 3 | No person, no group or organisation, no state, no army or police stands above good and evil; all are subject to ethical standards. Everyone has a responsibility to promote good and to avoid evil in all things. |

Article 4 All people, endowed with reason and conscience, must accept a responsibility to each and all, to families and communities, to races, nations, and religions in a spirit of solidarity: what you do not wish to be done to yourself, do not do to others.

### *Non-Violence and Respect for Life*

Article 5 Every person has a responsibility to respect life. Violence is never justified.

Article 6 Disputes between states, groups or individuals should be resolved without violence. No government should tolerate or participate in acts of genocide or terrorism, nor should it abuse women, children, or any other civilians as instruments of war. Every citizen and public official has a responsibility to act in a peaceful, non-violent way.

Article 7 Every person is infinitely precious and must be protected unconditionally. The animals and the natural environment also demand protection. All people have a responsibility to protect the air, water and soil of the Earth for the sake of present inhabitants and future generations.

### *Justice and Solidarity*

Article 8 Every person has a responsibility to behave with integrity, honesty and fairness. No person or group should rob or arbitrarily deprive any other person or group of their property.

Article 9 **All people, given the necessary tools, have a responsibility to make serious efforts to overcome poverty, malnutrition, ignorance, and inequality. They should promote sustainable development all over the world in order to assure dignity, freedom, security and justice for all people.**

Article 10 All people have a responsibility to develop their talents through diligent endeavour; they should have equal access to education and to meaningful work. Everyone should lend support to the needy, the disadvantaged, the disabled and to the victims of discrimination.

Article 11 All property and wealth must be used responsibly in accordance with justice and for the advancement of the human race. Economic and political power must not be handled as an instrument of domination, but in the service of economic justice and of the social order.

### *Truthfulness and Tolerance*

Article 12 Every person has a responsibility to speak and act truthfully. No one, however high or mighty, should speak lies. The right to privacy and to personal and professional confidentiality is to be respected. No one is obliged to tell all the truth to everyone all the time.

Article 13 No politicians, public servants, business leaders, scientists, writers or artists are exempt from general ethical standards, nor are physicians, lawyers and other professionals who have special duties to clients. Professional and other codes of ethics should reflect the priority of general standards such as those of truthfulness and fairness.

Article 14 The freedom of the media to inform the public and to criticize institutions of society and governmental actions, which is essential for a just society, must be used with responsibility and discretion. Freedom of the media carries a special responsibility for accurate and truthful reporting. Sensational reporting that degrades the human person or dignity must at all times be avoided.

Article 15 While religious freedom must be guaranteed, the representatives of religions have a special responsibility to avoid expressions of prejudice and acts of discrimination toward those of different beliefs. They should not incite or legitimise hatred, fanaticism and religious wars, but should foster tolerance and mutual respect between all people.

### ***Mutual Respect and Partnership***

Article 16 All men and all women have a responsibility to show respect to one another and understanding in their partnership. No one should subject another person to sexual exploitation or dependence. Rather, sexual partners should accept the responsibility of caring for each other's well-being.

Article 17 In all its cultural and religious varieties, marriage requires love, loyalty and forgiveness and should aim at guaranteeing security and mutual support.

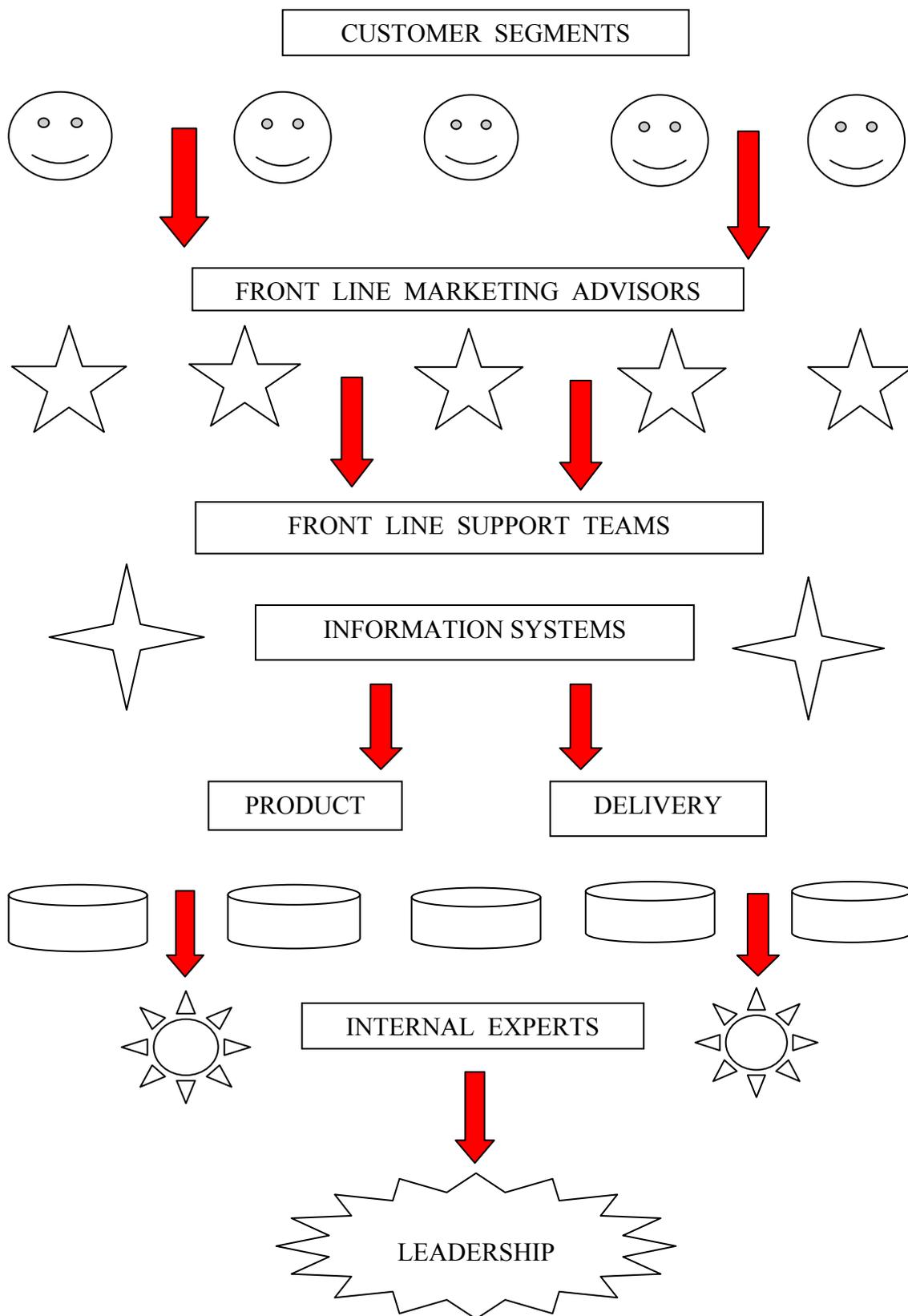
Article 18 Sensible family planning is the responsibility of every couple. The relationship between parents and children should reflect mutual love, respect, appreciation and concern. No parents or other adults should exploit, abuse or maltreat children.

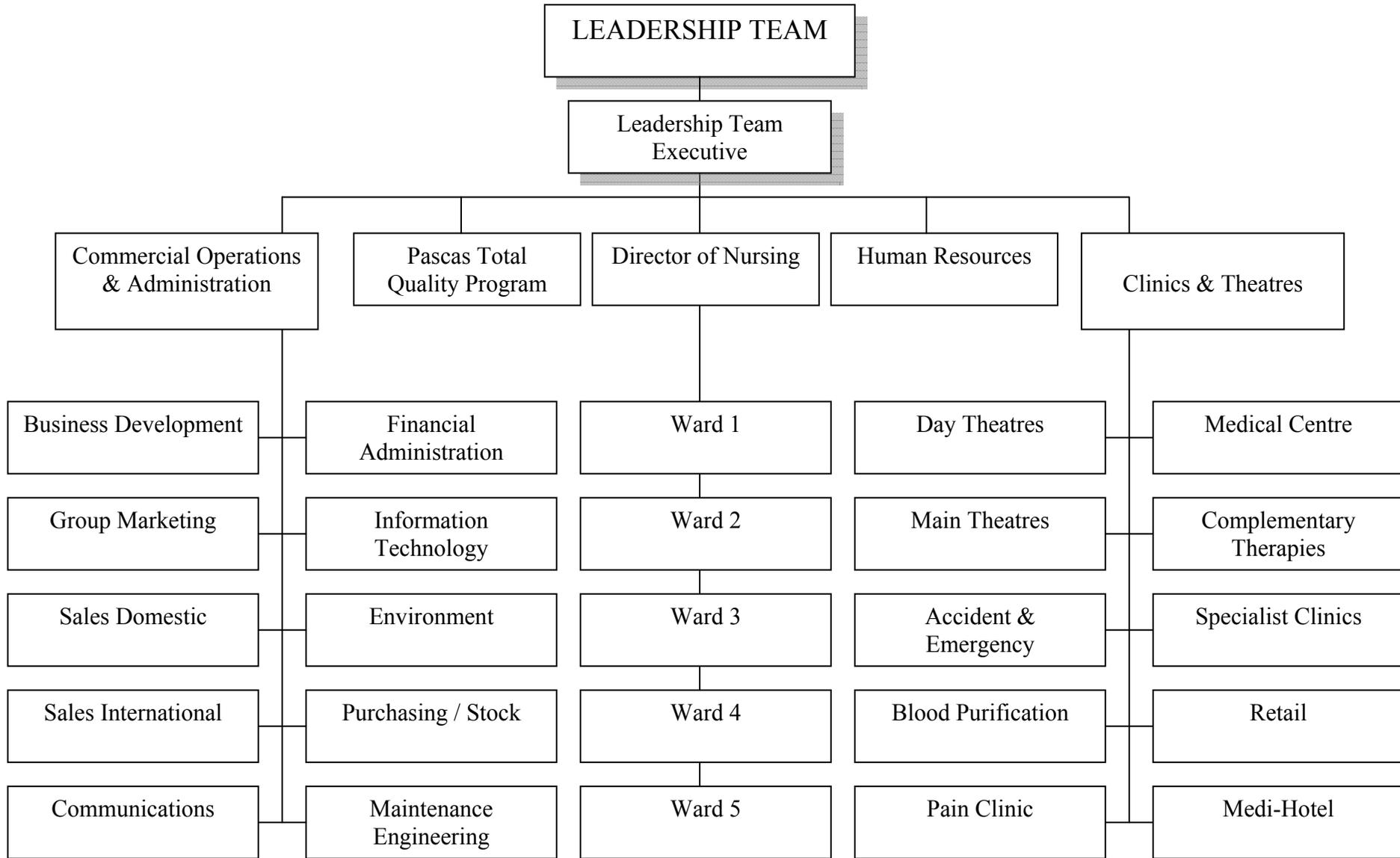
### ***Conclusion***

Article 19 Nothing in the Declaration may be interpreted as implying for any state, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the responsibilities, rights and freedoms set forth in this Declaration and the Universal Declaration of Human Rights of 1948.

**Live true to your feelings, and you ARE living true, not only to your own soul, but also true to God's soul. So doing your Healing by honouring all your feelings, IS living the will of God. And being fully Healed, IS living even more truly the Will of your Mother and Father.**

# CUSTOMER ORIENTATED ORGANISATION CHART





## **PASCAS HEALTH SANCTUARY**

### **OPERATIONAL LAYERS**

- Layer 1** Leadership Team Executive – Leadership Team  
 Medical Advisory Committee
- Layer 2** Commercial Operations: – Director of Nursing – Public Relations  
 Risk Manager & Quality Assurance – Human Resources
- Layer 3** Leaders – Business Development – Group Marketing – Sales Domestic – Sales International – Communications  
 Financial Administration – Information Technology IMS – Technical Engineer – Purchasing / Stock Control  
 General Administration – Maintenance Engineer – Dispatch & Stores – Environment Supervisors – X-Ray – Radiology – Pain Clinic – Office Administrator – Work Place Health & Safety – Alternative Therapy – Medical Centre – Specialist Centre – Retail Areas – Medi-Hotel
- Layer 4** Medical Providers & Nursing Staff – Team Leaders

**TEAM STRUCTURES WILL ENCOMPASS ALL LEVELS**

**"The SANCTUARY"- TEAM DESCRIPTIONS**

	<u>Team Name</u>	Alpha
Executive Team	Apple Bandits	A
Business Development	Barnyard Barney	B
Administration Staff (Help Station)	Charlies Angels	C
Sales Crews	Desert Storm	D
Laboratory & Design	Elite Oscars	E
Maintenance	Fort Fury	F
Goods In & Out and Quality	Golden Eggs	G
Transport & Fork Lift Operators	Hannibal Harry	H
Security	Iron Horse	I
Etc, etc, etc		

EXECUTIVE TEAMApple Bandits

A

## PERFORMANCE GOALS

The Apple Bandits are to devise and implement actions to achieve the trading results and profits as projected in the Financial Feasibility and Statements report upon which "The Sanctuary" Project is structured.

To achieve these goals requires the Apple Bandits to implement extensive training programs, establishment of working groups as teams and the empowerment of those teams with performance goals of their own in accordance with the above Financial Feasibility.

A marketing program needs to be defined and implemented within six months of commencing the Sanctuary project – such program must be structured to achieve the sales results as projected in the above Financial Feasibility.

## COMMON PURPOSE

The Apple Bandits are to meet formally every week and dialogue is to be free flowing at all times as well as open between all members committed to the above goals. Consensus is paramount however objectives will require constant review. Sub-teams are to be considered.

## WORKING APPROACH

A team's approach will include both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional/technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Executive Team Leader, Commercial Manager, Human Resources, Communications Officer, Financial Control, Information Tech, Purchasing, Quality Assurance, Director of Nursing, Accreditation.

Sponsor: Executive Team

BUSINESS DEVELOPMENTBarnyard Barney B

## PERFORMANCE GOALS

Barnyard Barney is to develop and implement a Marketing Plan and Budget that will achieve the sales targets for each production quarry and process line as projected in the Financial Feasibility & Statements for "The Sanctuary".

Within six months of project commencement the total marketing program is to be designed, information bulletins developed and produced, marketing systems and procedures resolved and implemented, pricing structures resolved, debtors control defined, promotion programs firmed and the format for the marketing of the entire line of services implemented with the objective of reaching sales goals as per the Financial Feasibility.

## COMMON PURPOSE

Barnyard Barney will encompass all of the Apple Bandits is developing the master Marketing Plan and upon completion of same within six months will then go on to continuous review of the Plan to enhance and expand same. Sub-teams are to be considered regard International and Domestic programs.

## WORKING APPROACH

A team's approach will include both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional/technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Business Development Leader, Group Marketing Leader and Support Staff

4

Sponsor: Commercial Leader Advocate: Executive Team Leader

ADMINISTRATION STAFF (Help Station)Charlies Angels

C

## PERFORMANCE GOALS

Charlies Angels are to become the most proficient Service Centre or Help Station ever acknowledged for the Teams that make up "The Sanctuary". This will require focus on prioritising work loads, establishing procedures to create uniformity of process, enthusiasm at all times to clients, fellow team members and all other teams. Development of skills will be paramount as well as providing aids to develop skills of all teams.

Budgets are to be achieved both in costs of operation and output deadlines.

## COMMON PURPOSE

The purpose for Charlies Angels is to provide a totally professional "serviced office" for the unimpeded success of "The Sanctuary".

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Administration Secretarial and Support Staff

Sponsor: Commercial Leader Advocate: Executive Team Leader

12

SALES CREWSDesert Storm D

## PERFORMANCE GOALS

To reach the sales targets as outlined in the Financial Feasibility & Statements for "The Sanctuary". Such targets being defined for each quarry and production line as well as for domestic and international markets. Urgent sales attitudes are to be avoided and the bottom line profit on a sale is to be preserved.

Each sub-team, being one for National or Domestic Sales and the other for International Sales, is to establish a clientele base to ensure targets for all products are achieved and that the base is ever expanding to enable future growth targets to be achieved and that such markets are flexible enough to handle regional downturns in their relative economies.

## COMMON PURPOSE

Each member of Desert Storm is to support all other members to enable a world wide quality image to emerge for "The Sanctuary" as a Corporation and for its products and service.

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Sales Domestic, Sales International, Sales Panels and Support Staff

10

Sponsor: Commercial Leader Advocate: Business Development Leader

LABORATORY & TECHNICAL RESEARCHElite Oscars E

## PERFORMANCE GOALS

The development of Information Bulletins for public dissemination, the recording and analysis of medical data and outcomes, the recording and analysis of all process consumables to determine optimum combinations of consumables to be used.

To develop products and services in conjunction with Business Development Manager and General Manager.

## COMMON PURPOSE

The Elite Oscars Team purpose is to become recognised as the most reliable and professionally astute advisory and technical development team in Australia, if not the Pacific Basin.

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Technical Engineer, Laboratory Assistant

3

Sponsor: Commercial Leader Advocate: Executive Team :Leader

MAINTENANCEFort Fury F

## PERFORMANCE GOALS

Maintenance budgets are to be achieved within the Financial Feasibility & Statements parameters. To ensure this, preventative maintenance programs are to be designed and implemented which requires achieving plant operator acceptance and monitoring of same.

Stores of spare parts are to be maintained to ensure continuous operation or no more than 2% in down time per annum of any plant item and / or process. Spare parts stores budget is to be achieved.

## COMMON PURPOSE

To ensure that all Teams have and maintain all equipment in exemplary manner. This will entail the development of maintenance programs for each team and the implementation of same. Maintenance programs and procedures will always be subject to further enhancement.

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Maintenance Engineer, Technicians

3

Sponsor: Commercial Leader

Advocate: Executive Team Leader

GOODS IN & OUT AND QUALITYGolden Eggs G

## PERFORMANCE GOALS

To ensure that all goods inwards and outwards reach the quality standards set by "The Sanctuary". That storage and packing is carried out in the most efficient manner possible. Control of goods movements is to at the most efficient and professional level attainable.

## COMMON PURPOSE

Development of goods control systems is to enable the most economic and time efficient targets possible to be obtained. Delivery and receipt of goods is to be seen as an extension of the marketing and promotion of "The Sanctuary" with such contacts with client and supplier representatives being treated as ambassadorial roles.

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving / decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Goods Inward, Goods Outward, Pascas Total Quality Leader and Support Staff

2

Sponsor: Commercial Leader Advocate: Division Leader

ENVIRONMENTHannibal Harry

H

## PERFORMANCE GOALS

Maintaining the cleanliness of all aspects of the premises, wards, theatres, kitchens, grounds, etc in exemplary order and condition.

All such areas are advertising statements for "The Sanctuary" and they are to be maintained in mint condition.

## COMMON PURPOSE

Hannibal Harry team members are achieve high proficiency in the knowledge of how maintain the appearance of all of "The Sanctuary's" departments in manner that is most economical.

## WORKING APPROACH

A team's approach will include both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional / technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Environment Teams will consist of up to

15

Sponsor: Commercial Leader Advocate: Division Leader

SECURITYIron Horse I

## PERFORMANCE GOALS

Security is to ensure that all visitors get to where they need to within the complex as well as ensuring that all health and safety issues are adhered to.

## COMMON PURPOSE

Iron Horse is the "conciierge" of operations for the "The Sanctuary" complex – all team members are to develop an intense knowledge of how to carry out this operation with the highest degree of excellence.

## WORKING APPROACH

A team's approach includes both an economic and administrative aspect as well as a social aspect. To meet the economic and administrative challenge, every member of a team must do "equivalent" amounts of real work that goes beyond commenting, reviewing and deciding. Team members must agree on who will do particular jobs, how schedules will be set and adhered to.

## MUTUAL ACCOUNTABILITY

People in the team are to do real work together towards the common objectives, trust and commitment follow. Teams enjoying a strong common purpose and approach inevitably hold themselves, both as individuals and as a team, responsible for the team's performance.

## COMPLEMENTARY SKILLS

Agreeing on the specifics of work and how it fits together to integrate individual skills and advance team performance lies at the heart of shaping a common approach. Three categories of skills required are: functional/technical, problem-solving/decision-making and interpersonal.

## GROUP MEMBERS and NUMBER

Staff

Security

3

Sponsor:

Commercial Leader

Advocate:

Division Leader

### **KEY POINTS:**

- ❑ Feelings are our guide – firstly, embrace one’s feelings, these are to lead us in all we are to do and, secondly, our feelings are the sources of all truth, we are fully self-contained.
- ❑ Pascas is a universal demonstration on how one may embrace a way of living that is ‘Feelings First’.
- ❑ Pascas is the home for all peoples to be able to become aware of ‘Feeling Healing’, and further should one consider to do so, to embrace Divine Love and so embrace one’s ‘Soul Healing’.
- ❑ Those working with Pascas (in any capacity) are to be encouraged to take responsibility for their emotions and explore their childhood suppression and repression.
- ❑ Feeling Healing is the way to free one’s true personality, one’s soul based true identity, It is about freely expressing what one feels that is truly come from their soul which is always in truth.
- ❑ **What needs to be impressed, and even told to people, is that this is very important and something that will be of great benefit to them – to their heart and soul, and will help them uncover within themselves and for themselves, and all through their own feelings, all the answers they are seeking. So it will be well worth putting in the time on the mind or feeling level.**
- ❑ This is about enabling one’s feelings to be empowered through one’s mind, not the other way around. Our feelings are always in truth. Embrace your feelings and then engage with your mind in how to implement one’s feelings.
- ❑ Otherwise we are just projecting our mind construed erroneous emotions onto all visitors and how can you teach that which you are not practising.
- ❑ It is very important that everything is done that is harmonious with love and harmonious with truth – that is, from one’s soul, and also allow each person to deal with their emotions.
- ❑ Everyone is enabled to deal with their emotions whilst doing their work. They are free to express their feelings, in fact encouraged to do so.
- ❑ The outcome is to do with the people involved rather than the product.
- ❑ Everything must be harmonious with truth and love, and when we are in truth, then it is with love.
- ❑ The goal of this organisation is presenting to the world as much truth as we possibly can, but doing it in a manner that every body who comes in contact with the organisation is given the opportunity to following the truth of it, should they so please.
- ❑ The outcome is the people involved rather than the product that is being given away. The focus of management is to ensure that everything is done in a loving manner and done in such a manner

that it does not taint the product that is being given away, by how everything operates and how everything works behind the scenes.

- ❑ If you cannot do it lovingly then you presently cannot do the job.
- ❑ The first thing to focus upon is what is going on emotionally, if there is some kind of conflict within side of the organisation, itself, this needs to be resolved in harmony with love and truth.
- ❑ It is the intention to have everyone within the organisation engaged with following the truths that they are distributing.
- ❑ At times you will feel very frustrated and upset, and you will have other emotions that you will need to work through. That is your law of attraction assisting you in your growth.
- ❑ Whenever the transaction becomes unloving to leadership, whatever you are doing, at that moment, you may be taken off that assignment. It may be taken off you until either you get into a point where you are actually loving again, or otherwise.
- ❑ Leadership may be very uncompromising with regards to the principals of love and truth. It is very important, that when someone intends to come into these operations that leadership is focused upon the principals of love and truth.
- ❑ There is no expectation for reward. And there is no expectation to be noticed for what is and has been done. And there is no expectation to be glorified, though some will acknowledge the great job done and tell you so.
- ❑ This is very, very different to an organisation that the goal may be profit making or some other type of goal.

Our Intelligence is Soul based. The capabilities of discernment, e.g., by kinesiology muscle testing, expand only with the growth of our Soul's intelligence. Upon conception, the creation of both our Spirit Body and Physical Body occurs, bringing forward our unaware Soul to start our journey. Upon death of the Body, the brain dissolves. The mind continues to grow in the Spirit Body until we progress through the 7<sup>th</sup> sphere into the 8<sup>th</sup> sphere at which point we are 'born again', one with God, entering the Celestial Realms, and the mind is no longer. Our soul intelligence grows as does our soul expands with the ever increasing infusion of Love from God.

**Natural Love Flow*****Natural love is Creation's love;******One can swap back and forwards between paths******I am God******Intellectual******Self reliant (trust myself)******Self-determination way of life******Mind dominates******Adult like******Control******Millions of paths (man created)******Peak possibility is 6th sphere******time to complete path:******100 years to over 1,000 years*****Divine Love Flow*****Divine Love is Soul's love.******I am God's son / daughter / child******Emotional******God reliant (God relationship)******Soul-spirit living harmony******Soul dominates******Child like******Feeling******Defined path (God created)******Peak possibility is infinity******(sphere / mansion world are same)******5 years to over 10 years to at-onement***

To liberate one's real self, one's will, being one's soul, is begun by embracing Feeling Healing, so as to clear emotional injuries and errors. With the Divine Love, then one is also Soul Healing. We are to feel our feelings, identify what they are, accept and fully acknowledge that we're feeling them, express them fully, all whilst longing for the truth they are to show us.

**Feelings first**

**LIVE FEELINGS FIRST**

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**By living true to ourselves, true to our feelings, we are living true to God. It's that simple.**

**Golden Rule: that one must always honour another's will as one honours one's own.**



**ALWAYS BE TRUE TO YOUR FEELINGS**