

Service Delivery Policy



Purpose

The organisation is committed to providing a person centred approach to service delivery whereby individuals can determine the direction of their life based on their own strengths, abilities, networks, and preferences to meet their needs and will support client's inclusiveness, privacy, individualism, rights, choices, dignity, and respect. The person requesting or requiring support is the driver, rather than the organisation just providing the support.

The organisation is committed to optimising access to the organisation's services for everyone within the organisation target groups or communities. The organisation aims to ensure equity of access by eligible people and to meet statutory obligations, funding agreements and relevant standards.

Access to Services

The organisation's service delivery shall:

- Ensure service delivery is respectful, safe, flexible, welcoming, and sensitive to the potential trauma history or current traumatic experience of people we support.
- Design programs, activities, facilities, and premises to maximise physical and cultural access for all people who use the organisation services.
- Provide services without discrimination and prejudice and reflect a fair use of resources within the criteria of relevant funding agreements
- Recognise the particular needs of Aboriginal and Torres Strait Islander communities, and support their active inclusion in the organisation services. The organisation will make programs and activities accessible, culturally safe and respectful. The organisation will build and maintain relationships with Aboriginal communities and service providers to ensure that the organisation services are responsive and sensitive to the needs of Aboriginal and Torres Strait Islander people
- Recognise the particular needs of culturally and linguistically diverse communities and design programs and activities that are appropriate, safe and accessible to these individuals and groups.
- Recognise the particular needs of people who are affected by physical and intellectual disabilities or mental health challenges. The organisation aims to design programs and activities that are appropriate, safe and accessible to these individuals and groups
- Provide evidence based best practice based on current research and industry knowledge. The organisation services may use one or more evidence based approaches depending on the needs of the individual and the service the individual engages with. Practice approaches endorsed by the organisation include Trauma Informed, Recovery Oriented, Resilience and Active Support.

Advocacy and Support

- The organisation supports the right of people who use services to have an advocate, legal advisor or other independent support of their choice to negotiate on their behalf regarding intake, assessment, reviews, complaints, participation in meetings or groups, or any other communication with the organisation.
- The organisation will work co-operatively with nominated advocates or support people, treat them with respect and ensure they are provided with current and timely information about service provision. The organisation also acknowledges the right of people who use the organisation services to change their advocate or support person at any time.
- The organisation will provide people who use services with information and support to access an advocate or independent support person where appropriate. The organisation also endeavours to provide people who use services with advocacy and support when it is requested, if possible and appropriate.

Participation and Choice

The organisation provide advice to those who use services in regards to choices about the assistance available to them and enable people we support to participate in decisions and planning that affect them.

The organisation is committed to supporting people who use the organisation services to make informed choices, and to respecting these decisions.

The organisation encourage and support people's choice to:

- play an active role in decisions that affect their lives and to make choices
- participate in the community as equal and valued community members
- build self-reliance and maintain social inclusion
- not engage with our service or participate in community activities if the choice is the result of informed decision making.

The organisation inform people who use services about the opportunities for choice available to them, including other services, and support them to make informed decisions that promote opportunities and self-determination.

The organisation support and encourage people who use services and their support networks to be involved in the planning, development, delivery and evaluation of programs and activities they participate in, or that affect them.

The organisation will develop and review participation and service delivery processes in consultation with people who use services and their support networks where relevant.

Person Centred Planning

The organisation will ensure that the people we support where required have individual plans in place to support the uniqueness of clients and to assist in delivery of appropriate positive individual outcomes.

The organisation will develop person centred plans with the involvement of clients and their support networks to establish the best outcomes for clients.

Trauma Informed Approach

The organisation acknowledges the high prevalence of pre-existing trauma among people who access services. The organisation understands and recognises the potential impact of trauma on physical health, mental health, and behaviour. The organisation aims to be sensitive and open to the possibility of a person’s traumatic history or current traumatic experience. Wherever possible the organisation aims to avoid re-traumatising people who seek to access their services.

Recovery Oriented Approach

The organisation recognises that people we support with a mental illness can recover and aims to empower people we support on their recovery journey. “Recovery means gaining and retaining hope, understanding of one’s abilities and disabilities, engagement in an active life, personal autonomy, social identity, meaning and purpose in life, and a positive sense of self.” (Jacobson and Greenley, 2001).

Active Service Approach

The organisation supports people we support to actively live in the community independently for as long as they can. Services will be delivered ‘with the person’ not ‘for the person’. Flexible and timely responses based on individual needs will be implemented in collaboration with the people we support through goal directed care aimed at capacity building that maximises the person’s independence.

Last reviewed	July 2017
Review date	July 2019
Person responsible	Regional Managers
Version	V1.1

Legislation

Child Protection (Working with Children) Act 2011
Children and Young Persons Care and Protection Act 1998 (NSW)
Community Welfare Act 1987
Disability Services Act 1993 (NSW)
Housing Act 2001

Documentation

Related Policies & Procedures:

Values, Vision and Mission
 Legal and Contractual Compliance
 Management of Complaints procedure
 Rights of People we Support
 Duty of Care & Dignity of Risk