

**Downs Industry Schools Co-Op (DISCO)****Policy: Service Delivery**

Policy number: 2.1		Date adopted: 13/12/2022
Authorised by: DISCO Management Committee		
Date last reviewed: 1/12/2022	Reviewed by Mike Paton - CEO	Date of next review: 1/12/2023
<b>Version 9 – Dec 2022</b>		

Refer to Section 6 below for information on the process for policy review.

<b>Policy context:</b> This policy relates to:	
Queensland Standards for Community Services	Standard 2 (Responding to individuals, families and communities)
Other standards	National Principles for Child Safe Organisations Commitment Charter for Children & Young People
Legislation or other requirements	Anti-Discrimination Act 1991 Child Protection Act 1999 Community Services Act 2007 Information Privacy Act 2009 Disability Services Act 2006 The Privacy Act 1988 (Commonwealth) <a href="https://www.oaic.gov.au/privacy/the-privacy-act">https://www.oaic.gov.au/privacy/the-privacy-act</a> The Queensland Privacy Scheme (not mandatory for NGOs) <a href="http://www.justice.qld.gov.au/dept/privacy.htm">http://www.justice.qld.gov.au/dept/privacy.htm</a> Commission for Children & Young People and Child Guardian Act 2000

**1. Purpose: Why do we have a service delivery policy?**

For DISCO to deliver high-quality services and activities to our clients, we must be attentive to their needs and requirements, and to the needs of their families and their communities.

Our service delivery policies describe how we take an organised and responsive approach to our core business — the way we assess the needs of each client, plan our individualised service responses including service closure, undertake activities, cooperate with other agencies, and review progress for our clients against their service plans.

Having clear, written procedures for the delivery of services provides clarity to our clients about what they can expect from us within our resource constraints. Being focused on responsiveness to their needs and strengths at all stages in the delivery of a service helps us to assist each client to work towards the best possible resolution of their needs.

This policy has been prepared with the intention of providing a process where clients in our target group can be assured they will receive an assessment that is reflective of their individual needs. DISCO will provide a service to meet these needs and regularly review the needs of each client to ensure they are gaining maximum support and benefit from the program or service.

## **2. Scope**

This policy will apply to staff directly providing service to clients and relate directly to all young people aged 15–24 years seeking support from DISCO. This policy will manage the process of program delivery which will be tailored to each individual depending on their needs.

This policy is not limited in terms of its objectives but is designed to offer a personal service plan that will allow individual needs to be established, recorded and reviewed by both the client and the supporting DISCO staff member or volunteer.

As DISCO, programs can change annually, it will be necessary for any preliminary assessment to ascertain if DISCO has an appropriate program or service for the client's immediate needs.

The staff member who will be involved in assessing client needs will vary depending on which program the client is initially referred to. It is important to note that all staff are appropriately trained and prepared to ensure they provide culturally sensitive, competent, responsive and inclusive services.

Specifically, our services are available to all 15-24 year old young people including:

- Aboriginal & Torres Strait Islander young people
- People from culturally and linguistically diverse backgrounds
- Young people with disabilities
- All young people irrespective of issues that they feel may preclude them from service

## **3. Policy statement: Our commitment**

DISCO is committed to delivering services and activities that respond to the needs and strengths of those who use our service, their families and their communities.

We want those who use our service to be confident that their needs and issues have been understood and that there is a clear plan for the services they will receive from us, and that there is assistance available to build relationships with other agencies where appropriate.

Specifically, our organisation will take a consistent and systematic approach to how we:

- Undertake an assessment to determine the best approach to helping each individual client
- Refer each individual to a DISCO program / staff member
- Record individual needs
- Determine the most appropriate DISCO officer based on a number of factors
- Maintain a record of service of delivery through transition plans and file notes
- Handle a significant change that may impact on the client and the service we offer
- Archive information at the conclusion of the service

## **4. Procedures**

The following procedures describe how DISCO achieves its aims and goals as outlined in our purpose, scope and policy statement.

### **4.1 Needs assessment**

Having assessed a client's eligibility for our service, the assistance we provide to our clients is designed to meet their specific needs and to build on their strengths.

DISCO will undertake a needs assessment for each client to identify their needs and service delivery options, taking into account their needs and their strengths.

DISCO will conduct a needs assessment at the first meeting with the young person and their parent/guardian if present. During this first meeting the individual will be assessed based on their needs and referred to an appropriate program that will enable these needs to be met.

DISCO clients rely significantly on the services provided by our organisation to assist them to make a more effective transition to adulthood. The nature of assessing individual needs requires that services are responsive to each individual.

DISCO will seek to meet with the client and any Parent/Guardian within a five-day timeframe. Contact will be initiated by DISCO on receipt of a registration form and then an appointment will be coordinated at a mutually convenient time either in partnership with other groups (e.g. Schools or other agencies) if necessary.

DISCO will conduct a needs assessment during the first meeting with each client to assess their individual needs. An assessment Instrument will be used to establish these needs and how and when they can be met. From this initial meeting and using the information gathered, the client will have a Transition/Reengagement/Activity plan developed (subject to individual program requirements) which will map out the work to be undertaken with them.

DISCO will keep records of this stored in the client file.

DISCO will communicate in plain simple language details about the organisation, the recommended service we propose and outline how this would operate. Information on the program and eligibility information will be supplied in writing. All forms to be completed as part of the registration or enrolment process will be explained to the client (and parent/guardian). The client and possibly the parent/guardian would be required to sign forms specific to the relevant program.

Other organisations will be involved if their services are deemed appropriate for the young person and linkages with such service may improve the potential outcome for the client. This will be assessed by the Program Coordinator who will make the decision whether referral would be beneficial to the client's needs.

It may be appropriate to involve other individuals (for various reasons e.g.; Literacy and Numeracy support) from our organisation or external agencies, but this will be subject to the client assessment process and be determined at the time of assessment.

Contact will be maintained with the client (and if necessary, a Parent/Guardian) to assess progress, establish future meeting times etc. DISCO recognises that meetings may take place in the following ways:

- By phone
- At the client's home (under special approved circumstances)
- At a school
- In a public location
- In writing by mail or e-mail and
- Through a third party

DISCO Program Officers will communicate with clients (and possibly parents/guardians/ school professionals/counselors etc if the client allows this) in a variety of ways. The nature of this

enquiry/meeting may include an informal talk, a formal interview, a written application, discussion with another agency or possible communication with a family member/guardian to understand their immediate needs. This will be undertaken by reviewing background information that may be supplied verbally or in writing by the client or support personnel and will be used to ascertain program/service suitability and allow the Program Officer to recommend an appropriate next step.

DISCO Program Officers will book an interview with the potential client and use a variety of forms/tools (depending on individual program guidelines/criteria) to assess and record details communicated to them from the client or parent/ guardian or another agency. The officer will look to include all necessary information to ensure eligibility and suitability assessment can be made for the relevant program to make sure all requirements are met.

The DISCO Program Officer will not only gather information from all key stakeholders (including what the client or referring party may have written on the initial application form) regarding eligibility/suitability but more importantly listen carefully to what is discussed. The officer will make every effort to relax the client, provide information on the proposed program and will seek to ask the potential client open questions and gather information directly from them about their recent activity and what the possible client is seeking from the proposed program. The officer in this situation will be conscious of any identified or communicated issues as well as any potential cultural factors and be respectful and understanding of this.

The DISCO Program Officer (where relevant) will review written or verbally provided information from any referring agency when considering a client for a specific program and will utilise this information in partnership with other representatives (including interpreters, parents/guardians, advocates, support service personnel etc) prior to making any decision regarding confirmation of enrolment.

It is critical that the assessing Program Officer has the ability to communicate with the client in an appropriate manner to confirm that the information gathered and offered is accurate and understood and that the potential client is comfortable with what has been discussed with them and can verbalise this to confirm it.

It is important that the Program Officer (upon completion of the meeting) knows that the potential client is familiar with all services or programs available through DISCO and that any recommended program option is understood by the potential client as the best option for them subject to final assessment.

#### **4.2 Planning, providing and reviewing service delivery responses**

Every client using DISCO is entitled to:

- Receive a service that is competent, culturally sensitive, inclusive and designed to respond to their needs as closely as possible
- Be told clearly how we plan to assist them and the service options available to them
- Have the opportunity to reassess both their needs and their progress towards meeting these needs

Having undertaken a needs assessment, DISCO will work with each client to:

- Plan — establish a personal service / transition or reengagement plan
- Implement this plan — deliver the agreed service

- Review the plan — assess progress towards meeting the client’s needs and changing their plan as appropriate

The terminology used will depend on what program or services are provided, but the steps of planning, implementing and reviewing a service response will be clearly identifiable in all types of service. Depending on the nature of the service provided, the relationship with the client, the approach may be:

- Formal or informal
- A single contact or ongoing contact
- Simple or complex

#### **4.2.1 Planning service delivery**

Each individual will be assessed by the Program Officer based on their personal needs. Individuals will initially be required to complete an assessment form relating to the service they (or someone else) may request.

Depending on the DISCO service targeted (if deemed appropriate or required), screening questions will take place during the first meeting and this will allow the Program Officer to establish a better understanding of the client’s background and how their needs can be met to ensure they are being matched to a program that best suits their needs.

When a client is being assessed for a specific service or program a Transition/ Reengagement/Activity plan (or similar) will be developed (subject to individual program requirements). This tool will map out the work to be undertaken and will outline what the client’s specific needs are and how, in partnership with the Program Officer, they believe these needs can be met. The client is encouraged to participate in and contribute to the development of the plan so ownership can be established. It is important that the client can verbally and non-verbally confirm that they agree with and are committed to the plan developed. The agreed steps will be recorded and reviewed at every subsequent meeting with the Program Officer. This document when completed will be stored securely in the clients file.

Within the plan will be information that states the type of service that DISCO will be delivering to support the client, the time frame of program delivery, expectations of the client, program breaches, rules, responsibilities and confidentiality and privacy rights, will all be explained to the young person (and parent/guardian or the clients support person) during their first appointment at DISCO. The client will also understand how their performance will be measured during the program. At this meeting, clients will also have opportunities to provide feedback on the service and raise any issues or queries regarding the service and support offered.

DISCO encourages participation by other agency representatives in planning or reviewing progress in a service. Any support personnel are seen by DISCO as critical and the role, feedback and suggestions will always be respected at any stage in the process.

#### **4.2.2 Implementing a service plan**

The implementation of service plan is based on the plan each client has developed with the Program Officer. This will involve the commencement of the agreed strategy in line with the relevant programs/service requirements.

Each client has certain responsibilities they must commit to when participating in a program/ service from DISCO. Services may be delivered to a client in a variety of ways and an explanation from the relevant Program Officer in the preliminary meeting and at the

commencement of the service regarding how the service will be offered will be discussed. In the majority of cases a copy of the plan proposed by the Program Officer will be provided to the client so they understand what will be occurring.

The client must commit to the program as directed and give of their best to maximise the benefit available to them from their participation. DISCO and the relevant program staff must commit to deliver the service as described to the client. DISCO also may rely on other individuals and service providers to assist the client and this responsibility rests with them. Once a client is registered and commences in a program or service it will be necessary to commence a client file to store all necessary information regarding the client. The records that are kept are program/service specific but could include case management notes, attendance records, performance outcomes, reports, self-assessments, referrals, involvement of other agencies etc.

#### **4.2.3 Reviewing a service plan**

Service plan reviews are the responsibility of the Program Officer and are reviewed during service delivery to assess client progress, after each appointment and at the end of service delivery.

Overall service progress is assessed by the Program Coordinator in partnership with the Program Officer during the delivery of the service (actual milestone points will vary depending on the specific service/program) to establish whether individual goals were/are being met and what further improvements could be made to support the client.

The nature of records kept will vary depending on the specific program/service.

The structure and intent of the plan template will be reviewed by the Program Manager annually.

In the event of significant change that may prevent the completion of a program or service, DISCO will ensure communication is made available to all clients. DISCO will then look to make alternative arrangements to continue service delivery or seek support from an alternative provider to provide assistance.

### **5. Other related policies and procedures**

<b>Documents related to this policy</b>	
Related policies	<ul style="list-style-type: none"> <li>1.1 Access Policy</li> <li>1.3 Requests for Service and Referrals Policy</li> <li>2.2 Allocation Policy</li> <li>2.3 Ending Service Delivery Policy</li> <li>2.4 Collaboration in Service Delivery Policy</li> <li>2.5 Community Development and Community Education Policy</li> <li>3.1 Client Service Charter Policy</li> <li>4.1 Privacy Policy</li> <li>4.2 Client Records Policy</li> <li>4.3 Confidentiality Policy</li> <li>6.5 Child &amp; Youth Risk Management Strategy Policy</li> <li>8.7 Workplace Health and Safety, Risk Management and Harm Prevention Organisational Policy</li> </ul>

	<p>8.9 Equal Opportunity and Discrimination Policy                  8.10 Clients Case Note Management Policy                  11.6 Archiving Policy                  11.10 Whistleblower Policy</p>
Forms or other organisational documents	<p>DISCO Client Service Charter                  Program Specific: Registration Forms                  Appeal Request Form                  Program Brochures                  Information Release Form - Client                  Client Registration Checklist                  Compliments and Complaints Form                  Compliments and Complaints Register                  Commitment Contract                  Client Records Chart                  Case Note Related Forms                  National Principles for Child Safe Organisations                  Commitment Charter for Children &amp; Young People                  Other Undefined Forms</p>

**6. Review processes**

Policy review frequency: This policy will be reviewed by annually or as necessary.	Responsibility for review: This policy will be reviewed by the CEO
Review process: This policy will be updated and reviewed every twelve months and approved by the DISCO Management Committee annually.	
Documentation and communication: All volunteers, management and staff will be required to read and sign this policy upon employment commencement and review it annually (and as necessary) to ensure it can be implemented and adhered to correctly. Any alterations to the policy at any time will require staff and management to reread it and sign it. Changes will be updated as necessary with an up to date version stored and available electronically.	