

Collaboration in Service Delivery

1. PURPOSE

The purpose of this policy is to assist The Junction to work collaboratively and productively, both internally and with other services, ensure clear allocation of roles and responsibilities between us and our partner services, and enable us to maintain the good working relationships with other services that will benefit members. The key aim of any relationship or collaboration is to ensure that members of The Junction have access to a full range of well-coordinated services to meet their individual needs.

Related documents	
Related policies and procedures, how-to task lists, forms, registers, or other organisational documents of The Junction	<ul style="list-style-type: none"> • Conflict of Interest Policy • Information Management Policy • Continuous Improvement Policy • Work, Health, and Safety Policy • Privacy and Confidentiality Policy • Service Access Policy • Service Delivery Policy • Feedback Policy • Complaints by Members Policy • Code of Conduct Policy
Other standards	<ul style="list-style-type: none"> • NDIS Practice Standards • The International Standards for Clubhouse Programs
Legislation or other requirements	<ul style="list-style-type: none"> • The Privacy Act 1988 (C'wlth)

2. Scope

This policy will apply to members, volunteers, and employees in their relationships with their colleagues and other services, including government, non-government, and private providers.

3. Policy Statement

The Junction is committed to ensuring collaborative arrangements are in place with internal and external stakeholders for the benefit of members. Collaboration is the act of working with one or more people to create or achieve something. The Junction recognises the importance of fostering positive relationships and developing important levels of trust that assist us in delivering services and activities that respond to the needs and strengths of those who use our service, their families, and their communities.

We want members who use our service to have access to the full range of services that they may need. We assist members to build relationships with other agencies, and we work collaboratively with other agencies at all stages of service planning, delivery, review, and closure when this is appropriate and helpful for each member.

All employees and volunteers hold responsibility to ensure collaborative work practices occur and are expected to participate in internal collaborative activities and external networks that provide benefits to the organisation and members.

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Informal collaborative activities and networks are vital to the success of The Junction and its members. There may be times when a more formal arrangement is necessary, and care shall be taken to ensure these arrangements are in the best interests of the organisation and members. The Director of Operations signs off on all *formal* collaborations.

4. Procedures

4.1 Collaboration in Service Delivery

4.1.1 Informal Collaboration

The Junction utilises the diverse range of established networks and relationships employees, volunteers, and members have developed throughout the Cairns community. We support members to develop and continue to build on their existing community networks, resources and supports. Through peer support, members share their networks, resources, experiences, and feedback with each other, thus enhancing their recovery journey.

The Junction attends external service visits, encourage service visits to The Junction, attend network meetings and local forums, collaborate to deliver local events and share resources to promote effective working relationships with other agencies.

4.1.2 Formal Collaboration

When and where appropriate, The Junction will develop and maintain formal collaborative arrangements including networks, alliances, joint ventures, and partnership agreements e.g., consortium and sub-contracting activities.

Prior to any formal collaborative arrangements, employees are required, in collaboration with relevant members, volunteers and other employees, to:

1. Identify the need for the arrangement, taking into consideration The Junction's vision, mission and values
2. Examine the potential benefits to the organisation and members and challenges such as impacts on governance, WH&S, HR, financial management etc
3. Identify risks including conflicts of interest and perception risks
4. Clarify roles and responsibilities of each party to the arrangement
5. Present an analysis of the above findings to the Director of Operations for approval to proceed (depending on the nature of the formal arrangement the Director of Operations may need to present a recommendation to the Board for final approval)

Whether arrangements are informal or formal, The Junction strives to work collaboratively with other services to foster a coordinated approach that aims to improve the outcomes for members in line with the goals and aspirations identified in their Individual Recovery Plans.

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4.2 Network Participation

Members and employees of The Junction attend bi-monthly meetings of the Far North Queensland Mental Health Alliance, and monthly meetings of the Cairns Alliance for Social Services along with other relevant associated forums and activities. This provides The Junction opportunities for information sharing, service promotion, and updates regarding national, state, and local policy directions and initiatives. It also provides a platform for community promotion & education regarding mental health & wellbeing that assists to decrease stigma, barriers, and raise awareness.

Engagement in these meetings, forums and activities also provides opportunities to strengthen and maintain existing relationships; and establish new relationships, partnerships, and connections.

The Junction maintains strong links with the Queensland Alliance for Mental Health and the Queensland Mental Health Commission allowing employees & members to keep abreast of the latest state-wide mental health sector developments, initiatives, and changes along with funding opportunities and mental health awareness campaigns. This information is utilised by The Junction to inform ongoing program developments, improvements, and activities with a continued focus on improved outcomes for members.

The Junction hosts and participates in key community events throughout the year to raise awareness about mental health; decrease stigma; promote the work of The Junction; improve opportunities for collaboration; and generate further referrals & member numbers.

4.3 Dispute Resolution

At The Junction, disputes or potential for disputes are not to be ignored or hoped that they will go away. The following procedures apply:

- Any formal collaboration process between The Junction and another service will include a dispute resolution clause that is to be followed as soon as possible when a dispute arises, to maintain good working relationships between the affected parties.
- Should informal collaboration turn into a dispute or misunderstanding, as per standard dispute resolution, the people party to the dispute should attempt to resolve it themselves in the first instance. Should this fail, it shall be referred to the management or each organisation and/or management committee or Board for final resolution.

The Junction Clubhouse Cairns Ltd (The Junction) – Collaboration in Service Delivery Policy		
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