

Service Delivery Policy

1. PURPOSE

The purpose of this policy is to ensure that The Junction responds to individual needs by the way we:

- Provide culturally appropriate and inclusive practices
- Are attentive to members' needs and strengths, and to the needs of their families and their communities
- Assess the needs of each member
- Plan individualised service responses
- Undertake activities
- Review members' progress against their individual plans
- Collaborate and cooperate with other agencies
- Promote choice and self-reliance

Having clear, written policy and procedures for the delivery of services provides clarity to members about what they can expect from us within our resource constraints. Being focused on responsiveness to member and community needs and strengths at all stages of service delivery and community initiatives helps us to assist each member and the community to work towards the best possible resolution of their 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"> • Collaboration in Service Delivery Policy • Service Access Policy • Member Service Charter Policy • Harm Prevention and Response Policy • Information Management Policy • Privacy and Confidentiality Policy • SRS Plan • Member File Index Form • Membership Form • Consent to use Name and Image Form • Consent Form to Collect and Use your Information Form • Consent to Release or Share Information Form
Other standards	<ul style="list-style-type: none"> • NDIS Practice Standards • National Mental Health Standards • The International Standards for Clubhouse Programs
Legislation or other requirements	<ul style="list-style-type: none"> • Human Rights Act 2019 (QLD) • National Disability Insurance Scheme Act 2013 • Disabilities Services Act 2006 • Privacy Act 1988 • Age Discrimination Act 2004 • Australian Human Rights Commission Act 1986 • Disability Discrimination Act 1992

Service Delivery Policy

	<ul style="list-style-type: none"> • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Information Privacy Act 2009 • Right to Information Act 2009 • Child Protection Act 1999 • Youth Justice Act 1992
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2. Scope

This policy applies to all members, employees, and stakeholders of The Junction.

3. Policy Statement

The Junction is committed to delivering services and activities that respond to the individual needs and strengths of the members who use our services, their families, and their communities.

Skilled employees are involved in assessing members' needs and providing culturally sensitive, responsive, and inclusive services in collaboration with each member.

We want members to be confident that their needs and issues have been understood 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 within the community as appropriate.

As a very small organisation, The Junction will undertake community development and community education in a limited way, based on available resources and the needs of the community.

4. Procedures

The Junction has a case management system – SRS that documents all aspects of service access and service delivery for each member. It is a person-centred approach documenting personal information, needs assessment, planning, providing and reviewing service delivery responses.

Employees are to uphold the values of The Junction when delivering the following:

4.1 Needs Assessment, Planning, Providing and Reviewing Service Delivery Responses

The Junction is much more than a program, or a mental health service; it is most importantly a membership-based community of people who are working together towards the common goal of participating in and contributing to our community.

Having assessed a client's eligibility for our service, the identification of and referral to any other services that may be relevant or useful assistance we provide to our clients is designed to meet their specific needs and to build on their strengths.

Service Delivery Policy

In collaboration with members, we undertake a needs assessment to identify their needs and service delivery options, considering their needs and their strengths. Utilising a member's SRS Plan, goals are identified as are strengths and constraints and what action a member would like to take to lead to their desired progress and outcomes. The SRS Plan is an ongoing process of assessment, feedback, planning, implementation, and review. The timetable is to be set by the member.

4.2 Self-reliance and Choice

The daily activities of The Junction Clubhouse are organised around the *work-ordered day* structure. This is generally an eight-hour period, Monday to Friday, which parallels the business hours of the working community. Members volunteer to undertake activities such as administration tasks, meal preparation, member support and community service activities.

Members may not yet feel confident or well enough to undertake a part time or full-time job, so the work-ordered day provides meaningful volunteer roles within a supportive environment. This experience and peer support rebuilds confidence and skills enabling members to fully participate in the community life of their choice.

We assist members to develop their self-reliance, so they may feel more confident about the choices they make, both within service delivery choices and in their personal lives. When needed, we represent or advocate on behalf of members at their request.

Each member has the right to exercise choice in the way they access and receive our services. Members are included in all activities of The Junction, so they can make choices about which activities they may wish to access during each day. To assist in their choices, information about The Junction and other services is available from their support person or any other employee at The Junction.

4.3 Statement of Values

The Junction and its members have developed and embraced the following values where every member has:

- A right to a place to come
- A right to meaningful work
- A right to meaningful relationships
- A right to a place to return

The Junction Clubhouse Cairns Ltd (The Junction) – Service Delivery		
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