

The Junction Clubhouse Cairns Ltd (The Junction)		
Policy: Collaboration in service delivery		
Policy number: JQS.P3.2v.1		Date adopted: 22/08/2018
Authorised by: The Director		
Date last reviewed: 17/06/2020	Reviewed by: Quality Review Panel	Date of next review: 17/06/2022
Related Documents:		
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	Policies: <ul style="list-style-type: none"> • Conflict of Interest • Information management • Continuous improvement • Work, Health and safety • Privacy and Confidentiality • Service Access • Service delivery • Feedback • Complaints by members • Code of Conduct 	
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs 	
Legislation or other requirements	<ul style="list-style-type: none"> • <i>The Privacy Act 1988</i> (C'wlth) http://www.privacy.gov.au/act/index.html 	

1. Purpose:

This 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.

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: Our commitment

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 recognizes 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.

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 signs off on all *formal* collaborations.

4. Procedures

4.1 Collaboration in service delivery

4.1 Informal collaboration

The Junction utilises the diverse range of established networks & 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 & local forums, collaborate to deliver local events and share resources to promote effective working relationships with other agencies.

4.2 Formal collaboration

When and where appropriate, The Junction will develop and maintain formal collaborative arrangements including networks, alliances, joint ventures and partnership agreements eg 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 for approval to proceed (depending on the nature of the formal arrangement the Director 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.

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, so as 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 of each organisation and/or management committee or board for final resolution.

5. Review processes

Policy review frequency: Annually	Responsibility for review: The Director of Operations
Review process: The Director of Operations as Chair of the Quality Review Panel convenes the panel to conduct review.	
Documentation and Communication: Documentation and communication: All policy decisions will be documented and communicated using the Quality Review Panel observing the Document control HTTL. Note: add version number after review.	