

Southern Community Care Development Inc (SCCD)

POLICY 3.1 - PRINCIPLES FOR SERVICE DELIVERY

SCCD ENSURES A CONSISTENTLY HIGH STANDARD OF SERVICE DELIVERY BY ALL SCCD PROJECTS.

SCCD Projects provide their services in accordance with the following principles:

- clients are the focus of SCCD Projects;
- the client target group for each SCCD Project is defined by the specific *Policy and Practices Manual (3.PROJECT)* and relevant funding agreements;
- each client is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- clients have a right to make choices in their lives;
- clients have a right to dignity, respect, privacy and confidentiality;
- clients have a right to access services on a non-discriminatory basis; and
- the community has a right to expect SCCD to be an accountable organisation.

In delivering services to clients of SCCD, the following principles will be followed:

Duty of Care

SCCD has a duty of care to ensure that people involved with the services provided through the SCCD Projects are not injured or harmed as a result of any action or inaction of the organisation or its workers. In regard to service delivery, this means that:

- clients are given details all relevant service delivery information at assessment, re-assessment and informed of changes as they occur;
- everyone is entitled to privacy and confidentiality, except in cases where the breach is necessary as the only way to avoid foreseeable harm;
- wherever possible, SCCD obtains the client consent or at least advises when confidentiality cannot be maintained; and
- wherever possible, SCCD actions involve the least possible restriction of client rights and to protect from injury or harm any person who has been diagnosed with dementia, mental illness or is developmentally delayed.

Provide Options

SCCD staff do not assume that they know what service would be best for, or preferred by, a client; each client is presented with a full range of options in order to allow informed decisions. Staff respond to each client request with a range of options within the context of the respective Project's objectives and resources (*SCCD Funding Agreement, SCCD Budget, Project-specific Job Descriptions & Workplans*), and individual expressed needs. Within this context, services delivered by SCCD Projects are tailored to suit the client and meet his/her needs and modified, where appropriate, to meet clients' changing needs over time. If SCCD Projects can't meet an individual's need, staff will make a referral to more appropriate organisation/s.

When providing a service type designed for clients as a group, SCCD Projects plan in response to the expressed needs of the majority (see **1.4 Planning & Evaluation**), but also endeavour to meet the unique needs of individuals.

Options may include a choice of:

- assistance by the relevant staff;
- service from another SCCD Project or those provided by other organisations;
- the day and/or time of service; and
- activities of groups.

Sometimes the client's choice may be whether or not to participate.

Encourage Feedback

Obtaining feedback from clients is important in ensuring that on an individual level, SCCD services are continuing to meet client needs, which may change over time, and on a broader level to obtain information for service planning (see **1.4 Planning & Evaluation**).

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Client participation in SCCD Projects is based on key principles:

- respect for difference between clients, in regard to need, background, communication style, opinions and so on, including special needs groups;
- honest acknowledgment by SCCD Projects of problems;
- provision of information and opportunities for participation in a range of formats and media;
- allowing clients to find a comfortable level of participation;
- minimising power imbalances between clients and SCCD staff;
- turning client participation into real outcomes for SCCD Projects and their clients.

Formal feedback is sought, at least annually, through client surveys (see **3.PROJECT**) and, on an ongoing basis, through complaints mechanisms (see **3.4 Client Complaints**).

However, it is anticipated that generally clients will tend to provide limited formal feedback on SCCD services. For this reason, SCCD staff work to encourage informal feedback from clients and to provide varied and frequent opportunities for clients to give feedback (see **3.PROJECT**).

Client feedback is passed on to the relevant staff and/or supervisor (see **2.1 Staff Accountability**) and SCCD Management Committee for discussion as soon as practical (see *Organisational Structure*). Where possible, such input will be recorded in confidential files held by the relevant Project, including a Feedback file.

Opportunities provided for informal feedback include:

- Staffs talking individually to clients at group activities / meetings or whilst transporting / travelling with clients to or from meetings;
- Staffs talking openly to their clients during service delivery episodes / meetings / visits / phone calls;
- Staffs discussing SCCD services and future plans informally with clients at SCCD events; and
- Staffs encouraging clients to talk on a one-to-one basis about their needs and the services provided.

Feedback concerning difficulties with the service, ways to improve the service or positive feedback on specific aspects of the service is briefly recorded in writing and reported, as relevant, on the next work day.

All client feedback is utilised to consider ways to improve SCCD Projects, on a day-to-day basis where possible and/or through established planning and review mechanisms, including advisory committee meetings, staff appraisals, workplans and annual organisational planning activities, including client surveys at least annually (see **1.4 Planning & Evaluation & 3.PROJECT**).

Key documents: *DADHC Funding Agreement, SCCD Budgets, Project-specific Job Descriptions & Workplans, Project-specific Client Surveys, Organisational Structure*

MANAGEMENT COMMITTEE APPROVAL: 3/12/09