



Section	Client
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1. LEGISLATION

- a) Disability Act 2006 (Victoria)
- b) National Disability Insurance Scheme Act 2013 (Commonwealth)
- c) Charter of Human Rights and Responsibilities Act 2006 (Victoria)
- d) National Disability Insurance Scheme Act

2. STANDARD/S

- a) Department of Human Services Standards (DHS) (2014)
 - i. Standard 1 - Empowerment
 - ii. Standard 2 – Access and Engagement
 - iii. Standard 3 – Wellbeing
 - iv. Standard 4 – Participation
- b) National Standards for Disability Services (DSS) (2012)
 - i. Standard 1 – Rights
 - ii. Standard 2 - Participation and Inclusion
 - iii. Standard 3 - Individual Outcomes
- c) NDIS Quality and Safeguards Commission (from 1 July 2019)

3. PURPOSE

The purpose of the Service Delivery Policy is to outline ConnectGV's approach to delivering an integrated client service informed by a human rights and contemporary evidence-based approach. This policy should be read in conjunction with ConnectGV's Quality and Empowerment Framework, Human Rights, Risk Management, Positive Behaviour Support and Restrictive Interventions and Client Related Plan Policies and ConnectGV Code of Conduct.

This policy refers to individuals who are supported through the provision of funds provided by DHHS and/or participants of the NDIS as clients.

4. POLICY STATEMENT

In accordance with ConnectGV's stated vision, mission and values, ConnectGV delivers client focussed services which promotes dignity, well-being, equity and access to quality services, regardless of the ethnicity, gender, sexuality, beliefs, age, social status, or other individual differences of both the client, and employees.

The central principle for ConnectGV service delivery is the right of the client to be in control of his/her own life decisions.



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ConnectGV employees take responsibility for the services they offer and their professional behaviour as articulated in the Code of Conduct.

ConnectGV respects the rights of individuals and/or families to choose what forms of service delivery they wish to purchase.

ConnectGV provides clients with opportunities for inclusion, choice and growth through service delivery that is informed by contemporary and evidence-based practice.

Three core phases of actions are used to describe the process of ConnectGV service delivery, these are:

- a) Engagement and Assessment**
(Identifying supports, requisite services and opportunities for growth & development)
- b) Seeking Opportunities and Solutions**
(Support and Service Inclusions Design)
- c) Enriching Opportunity, Quality of Life (QOL) and Personal Outcomes**
(Support and Service Implementation and Monitoring)

Each phase in turn necessarily reflects the key perspectives embedded in the foundations of ConnectGV Service Delivery. In the phases of work these are represented by 3 key markers to assist, guide and also reflect on ConnectGV practice 'in action', these markers are:

- a) person, family and safety centred;
- b) strength and evidence-based; and
- c) capture and deliver on individual needs.

In each phase of the service delivery cycle, ConnectGV will make best endeavours to:

- a) accept that individuals and/or families in specific cases, are generally in the best position to be the natural authorities of their own lives. Individuals and/or families central involvement in decision making, choice and control over their support is demonstrated across the full spectrum of service delivery.
- b) monitor and respond to client feedback, take into account issues, requests and suggestions raised/made by clients and/or their supporters in order to co-design practical and sustainable solutions.
- c) maintain a feedback and complaints policy that supports clients to make complaints, be heard about their concerns and for ConnectGV to respond in a meaningful way
- d) maintain a grievance policy that supports the opportunity for staff and other persons to raise, pursue or have resolved a grievance and/or complaint without fear of discrimination, repercussion or retribution;

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- e) recognise and meet the needs of people with a disability for self-determination;
- f) ensure employees are afforded training opportunities to fulfil their responsibilities, act in good faith, with due diligence and care in the best interest of the Clients and ConnectGV;
- g) deliver quality services with appropriate internal controls that are observant and responsible to the principles of choice and control in the National Disabilities Insurances Scheme (NDIS) Act. These internal controls include and are not limited to:
 - i. process and systems reviews;
 - ii. policy reviews;
 - iii. operational outcome and practise leadership development; and
 - iv. regular input from those who receive the service.
- h) recruit and develop a skilled workforce that adheres to ConnectGV values and applies the principals of the Disability Act 2006 and NDIS Act 2013, adheres to person-centered practice. ConnectGV practice guidelines are developed around:
 - i. quality of life;
 - ii. positive behaviour support;
 - iii. person centred active support;
- i) build and sustain a positive organisational culture through strong and effective clinical and corporate governance by:
 - i. providing services / supports to clients in accordance with Service Agreement;
 - ii. meeting its compliance and reporting obligations;
 - iii. embedding a culture of continuous improvement e.g.by implementing quality management systems; and
 - iv. verifying the efficiency of its stated mission through appropriate governance process.
- j) demonstrate that:
 - i. staff and volunteers where relevant, are appropriately trained and supervised to support clients;
 - ii. recruitment practices are merit based;
 - iii. training and equipping staff and volunteers to meet the needs of people who choose to be supported through ConnectGV;
 - iv. optimal service delivery outcomes following the principles of “choice and control”; and
 - v. strategic planning for future workforce requirements.
- k) ensure that legal and human rights, safeguards and positive wellbeing of clients are upheld in all aspects of service planning, administration and delivery;
- l) ensure sound occupational, health and safety systems are in place to provide:



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- i. a safe physical environment where risks are appropriately monitored and mitigated; and
 - ii. the context of mutually agreed levels of acceptable of risks are discussed with the relevant stakeholders so as to be able to tailor appropriate services.
- m) supported employees and clients to:
- i. implement an appropriate policy which promotes and supports people with a disability in a safe and sustainable manner; and
 - ii. manage resources effectively to deliver optimal services in a business sustainable manner.

5. RESPONSIBILITY FOR IMPLEMENTATION, COMPLIANCE MONITORING, MEASURING AND CONTINUAL IMPROVEMENT

These positions are responsible for implementation and compliance monitoring of the policy in their work areas:

The Board and CEO

ConnectGV will fulfil its Vision and Mission through appropriate governance structures and processes.

General Managers

- a) ConnectGV is informed and responsive to the service delivery requirements of the National Disability Insurance Scheme, (NDIS) and the rights of the Client;
- b) make sure relevant legislative, funding agreements and governance requirements are complied with;
- c) exercise discretion to decline an offer of delivery of service to a Client, or to cease an existing service arrangement on any reasonable grounds. (where 'reasonable' related to the capacity of the provider to deliver the required or anticipated service); due consideration of clinical governance to be given in regard to decision making pertaining to decline or acceptance of service provision..
- d) clients are informed of the applicable service delivery options available in relation to funding and/or organisational capacity.

Managers/Co-ordinators/Supervisors

- a) are responsible for:
 - i. recruitment and employment of appropriate staff;
 - ii. training and equipping staff;
 - iii. supervising and developing staff;
 - iv. record keeping and budget management.
 - v. direct delivery of service is measurably and accountably in accord with:
 - a. the stated choices and needs of the Client;



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- b. the vision, mission and values of ConnectGV;
 - c. any agreements between the Client and ConnectGV; and
 - d. recommendations for alteration, development or change to delivery of service following a directive, resolution, complaint, grievance or recognition of excellence.
- b) mechanisms are in place for:
- i. regular accountable data based reporting of service delivery outcomes in accord with the mission of ConnectGV;
 - ii. timely reporting in line with any other parameters required by the CEO / General Managers;
 - iii. service access, delivery, risk, quality, monitoring and exit procedures.
- c) services are financially sustainable and delivered in accord with financial capacity;
- d) clients and/or families are central in the processes of determination, choice review and development of their own service delivery;
- e) reporting and communication is in accord with mutual agreement between ConnectGV and the Client, and is in accord with legislative requirements; and
- f) delivery of service is properly regulated by:
- i. The Fair Work Act 2009;
 - ii. Fair Work Regulation 2009;
 - iii. Industrial relations Act 1996;
 - iv. Long Service Leave Act 1992; and
 - v. Workers Compensation Act 1987.

All staff

Are Responsible for:

- a) upholding the vision, mission and values of ConnectGV;
- b) delivery of service and professional behaviour are provided in accordance with the tenets of this policy, all other ConnectGV policies and relevant legislative requirements; and
- c) work in line with organisational policies and procedures that outline best practice in service delivery for people with disabilities.

6. SCOPE OF POLICY

This policy applies to all staff, volunteers, agency staff and contractors in relation to all Clients.

7. DEFINITIONS

Client

Is the recipient of goods, services obtained from a seller or supplier for a monetary or other valuable consideration.



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Client Service

A series of activities designed to enhance the level of Client satisfaction.

Framework

A structure to hold together or support something. Underlying set of ideas, principles, agreements and rules that provide the basis and outline for something (in this case 'quality' and 'empowerment) intended to be continuously developed and improved over time.

Participant

An individual whose access request has been determined 'eligible and they are in receipt of services under the NDIS

Practice

Professional actions carried out in response to and in support of a stated Client choice, expectation or need

Quality

Meeting or exceeding individual's expectations and consistently delivering on what you promise.

8. RELATED DOCUMENTS/LINKS

- Department of Health and Human Services (DHHS) Victoria- Disability Services Access – An Implementation Guide
- NDIS –'Tracking Supports' Fact Sheet
- NDIS- 'Increased flexibility for Participants' use of NDIA funded supports' –fact sheet
- NDIS – 'My Pathway, My Choices, My Goals'-Information for Participants
- Medication Policy
- Transition Planning Policy
- Client related plans Policy
- Choice and advocacy Policy
- Family relationships Policy
- Diversity Policy
- Positive behaviour supports and restrictive interventions Policy
- Human rights Policy
- NDIS Quality Safeguards Commission



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- NDIS Business Processes Policy and Procedure

Accountable	Chief Executive Officer
Responsible	General Managers – Managers – Co-ordinators - Supervisors
Review Date	28 December 2021

REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Approval Date	Management	Committee/ Board	Document Reference
V1	Approved	30/03/2016	CEO		Client
V2	Amended	14/04/2017	CEO	Senior Staff	Client
V3	Amended	17 Aug 2018	CEO	Management Operations	Client
V4	Amended	28 Dec 2018	CEO	Management Operations	Client