

Service Delivery Policy

1. Purpose:

The Y is committed to providing a person-centred approach to service delivery whereby individuals can determine the direction of their life based on their own strengths, abilities, networks, and preferences to meet their needs. The Y will support inclusiveness, privacy, individualism, rights, choices, dignity, and respect by ensuring the person requesting or requiring support is the driver, rather than the Y just providing the support.

The Y is committed to optimising access to the organisation's services for all eligible people and aims to ensure equity of access that meets statutory obligations, funding agreements and relevant standards.

2. Scope:

This policy applies to any person wanting to access services at the Y. Service delivery decisions may occur throughout anytime of support provision, with sufficient time and information given to consider support options.

3. Policy

Access to Services

The Y shall:

- ensure service delivery is respectful, safe, flexible, welcoming, and sensitive to all individual needs
- design programs, activities, facilities, and premises to maximise physical and cultural access for all people who use the organisation services.
- provide services without discrimination and prejudice and reflect a fair use of resources within the criteria of relevant funding agreements
- recognise the needs of people who are affected by physical and intellectual disabilities or mental health challenges and design programs and activities that are appropriate, safe, and accessible to these individuals and groups
- recognise the needs of ATSI communities and support their active inclusion in the organisation's services. The organisation will make programs and activities accessible, culturally safe, and respectful. The organisation will build and maintain relationships with ASTI communities and service providers to ensure that the organisation services are responsive and sensitive to the needs of ASTI people
- recognise the needs of CALD communities and design programs and activities that are appropriate, safe, and accessible to these individuals.

Person Centred Planning

We will ensure that the people we support where required have individual plans in place to support the uniqueness of clients and to assist in delivery of appropriate positive individual outcomes. We will develop individualised support plan with the involvement of clients and their support networks to establish the best outcomes for clients.

Active Service Approach

The Y supports people to actively live in the community independently. Services will be delivered 'with the person' not 'for the person'. Flexible and timely responses based on needs will be implemented in partnership with the people we support through care aimed at capacity building that maximises independence.

Advocacy and Support

The Y supports the right of people who use services to have an advocate, legal advisor, or other independent support of their choice to negotiate on their behalf regarding intake, assessment, reviews, complaints, participation in meetings or groups, or any other communication with the organisation.

- The Y will work co-operatively with nominated advocates or support people, treat them with respect and ensure they are provided with current and timely information.
- The Y also acknowledges the right of people who use our service to change their advocate or support person at any time and will provide people who use services with information and support to access an advocate or independent support person where appropriate.

Participation and Choice

We are committed to supporting people to make informed choices, and to respecting these decisions. The Y encourages and supports people's choice to:

- play an active role in decisions that affect their lives and to make choices
- participate in the community as equal and valued community members
- build self-reliance and maintain social inclusion
- not engage with our service or participate in community activities if the choice is the result of informed decision making.
- Make changes to supports to reflect participant choice.
- Develop and review program and supports being delivered.

Service Agreements

A written agreement known as a Service Agreement will be in place between a participant and the Y. It sets out how and when supports will be delivered and is different from your NDIS plan. Your plan lists your NDIS supports, but a Service Agreement is about delivering those supports. A person may provide their plan to assist with the development of a service agreement and development of supports.

Information included in the Service Agreement include:

- The supports provided under the Service Agreement and how long supports will be provided
- Ratios of staff during service delivery
- The cost of those supports
- How, when and where you would like your supports to be provided
- How any problems or issues that may arise will be dealt with
- Your responsibilities under the Service Agreement
- Your provider's responsibilities under the Service Agreement
- How you or your provider may change or end the Service Agreement.

Service Fees

The Y will charge a service/ program fee for participants accessing program/ services. This fee covers any non-funded activities, such as meals, consumables, and accommodation.

It is payable each time the program is accessed unless payment has been arranged and documented on the participants' service agreement and is separate to the amount participants pay for the actual activity they are undertaking and depending on the activity enrolled (this is paid directly to the restaurant or venue).

Consumption of Alcohol

Throughout support provision some programs/ services of the Y involve going to places where alcohol can be purchased. The following guidelines are adhered to on all programs and services:

- it is against the law to consume alcohol if under 18 years of age.
- each person is asked about the frequency/ strength and level of alcohol consumption is preferred/ or permitted.
- staff are aware that some participants do consume alcohol and will occasionally request an alcoholic drink on suitable programs. Staff will follow the directions stated in client file, however, excessive consumption will not be permitted.
- if staff consider that a participant is under the influence of alcohol or prohibited drugs which cause risk to the participant, staff or another person support may be refused.
- in the instance that a participant on a probationary license drives to a program, no alcohol is to be consumed by that person whilst on program.

4. Definitions:

CALD - Culturally and linguistically diverse
ASTI - Aboriginal and Torres Strait Islander

5. Related Policies

- Concerns and Complaints Policy and Procedures
- Connection and On-boarding Policy

6. Related Procedures and Supporting Documents

- Connection and On-boarding Procedure
- Cash Handling Procedures
- Advocacy Procedure
- Service Agreement

7. Legislative and Industry Requirements

[Link](#) to Legislative Compliance Register

8. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

9. Policy Owner

The General Manager Inclusion Services is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.

10. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 13/06/2024.

Versio n:	Description of Amendment, Approver and Date:	Amended by:	DCR Updated	New Issue Date:	Policy Location:
4	Addition/ Merging of Advocacy policy, fees policy, alcohol policy	Annette Jurisch	13/06/22	13/06/22	Shared:Drive>YMAC>Policies_Final>Community Services
3	Full review of policy and procedure, adding Service Agreements, Service Bookings, Changes to Services and NDIS related information.	Annette Jurisch	12/09/17	12/09/17	Shared:Drive>YMAC>Policies_Final>Community Services