

SERVICE PROVISION POLICY



YellowBridge QLD recognises that providing quality service delivery to service recipients is the core business of our company; and is committed to the highest standards of conduct in delivery of all programs and services.

YellowBridge QLD is committed to delivering services that are:

- Accountable
- Strengths based
- Socially just
- Empowering
- Respectful
- Timely

Accountable

YellowBridge QLD has partnerships and collaborates to enable us to effectively work with community support networks, other organisations and government agencies as relevant and appropriate. YellowBridge QLD understands and engages with the community in which we operate and reflects this in service planning and development.

YellowBridge QLD ensures that service recipients and other relevant stakeholders are informed of, and enabled to, access any external avenues or appropriate supports for feedback, complaints or appeals processes and assisted to understand how they access them.

Strengths Based

YellowBridge QLD:

- Values service recipients' participation and collaboration in the design of their service delivery and will provide all necessary supports to allow this to occur
- Is committed to upholding all people's human and legal rights
- Creates an environment where service recipients' views are sought, valued and utilised to improve service delivery including in the planning, monitoring, achieving and review their individual needs and personal goals
- Ensures that service users are provided with accurate and sufficient information to make an informed choice about their service provision prior to entering into any agreements for service

Related Policies

- Confidentiality and Privacy
- Service Recipient Fee Policy
- Critical Incident Reporting Policy

Related Procedures

- All Home Services Procedures
- All Disability Support Procedures
- All Housing Services Procedures

Related Documents

- Housing Act 2003 and Housing Regulations 2015
- Residential Tenancies and Rooming Accommodation Act (2008) RTRAA
- Social Housing Tenancy Management Policy – for funded social housing providers, State of Queensland (Department of Housing and Public Works) 2015.
- Aged Care Act 1997
- Property Law Act (1974)
- Disability Services Act 2006
- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001-2008: Quality Management Requirements

Supporting Information

- All Disability Support specific supporting information

- Supports structure ensures that reasonable care is taken to avoid foreseeable risks without limiting the individual's freedom of choice.

Socially Just

YellowBridge QLD formulates service delivery that respects and values the individual (identity, gender, sexuality, culture, age and religious beliefs) and is appropriate to each person's needs and wishes, age, gender, language, literacy and numeracy skill levels, cultural and religious backgrounds.

YellowBridge QLD is committed to using flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of service recipients. We aim to identify and meet service recipients' individual needs at all steps in the service delivery process including in the following processes:

- information provision
- assessment and intake
- referral and advocacy
- individual planning or tenancy management plan
- service delivery design and implementation
- complaints, feedback, appeals and grievances, and
- exiting the service.

YellowBridge QLD is committed to ensuring freedom from abuse and neglect for its service recipients and has processes for reporting and responding to potential or actual harm, abuse and/or neglect that may occur for service recipients.

YellowBridge QLD has responsibility for eligibility, entry and exit processes, these are consistently applied based on relative need, available resources and the purpose of the service.

YellowBridge QLD has processes to communicate, interact effectively and respond to the individual's decision to access and/or exit services. This includes advice and support when exiting the service; referral to other service providers; information on our grievance procedures and information relating to re-entering YellowBridge QLD at a later date.

Empowering

YellowBridge QLD is committed to ensuring the right of the individual to participate and make choices about the services received is upheld. A range of strategies are employed to ensure communication and decision-making by the individual is respected and reflected in

- All Home Services specific supporting information
- All Housing Services specific supporting information
- How To Find a Translator or Interpreter

Quality Framework References

- Human Services Quality Framework
- Community Care Common Standards
- National Regulatory Code Community Housing

ISO 9001:2008 Quality Management Standards References

- 4.1 – General Requirements
- 4.2 – Documentation Requirements
- 5 – Management Responsibility
- 5.4 – Planning
- 5.6 – Management Review
- 8 – Measurement, Analysis and Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer

goals set by the service recipient and in plans to achieve service delivery outcomes.

YellowBridge QLD is committed to ensuring that service recipients' communication and language needs are considered during all interactions and communication, and will act in accordance with the Queensland Language Services Policy as required to best support our clients including in the following ways:

- Accessing the use of translating and interpreting services as required; and
- Making available all information in a variety of appropriate formats at request.

Where YellowBridge QLD is unable to provide services to a person due to ineligibility or lack of capacity, there are processes in place to refer the person to an appropriate service. The involvement of an advocate in making decisions about the services they receive is supported.

Respectful

YellowBridge QLD values and ensures engagement of service recipient, carers and other significant persons through a suite of engagement and feedback tools.

We are committed to fair, accessible and accountable feedback complaints, grievances and appeals processes where complaints, grievances and appeals are managed efficiently and effectively. This includes effectively communicating feedback.

Timely

YellowBridge QLD is committed to ensuring that timeframes are adhered to across all operations including in all service delivery processes such as:

- responding to Service recipient enquiries
- giving timely referrals
- keeping service recipients informed of any delays or changes to the expected service
- undertaking advocacy as a matter of urgency, and
- complying with timeframes for complaints, grievances and appeals.

Specific areas of Service Delivery in Housing

In relation to tenancy and rent management YellowBridge QLD complies with:

- Housing Act 2003 and Housing Regulations 2015;
- Privacy Act (1988)
- Property Law Act (1974)
- Residential Tenancies and Rooming Accommodation Act (2008) RTRAA
- NRSCH PO1A, C, G – Tenant and Housing Services;
- National Community Housing Standards – 1.2 Establishing and maintaining tenancies, 1.3 Changing needs of tenant; and
- Based on the Social Housing Tenancy Management Policy – for funded social housing providers, State of Queensland (Department of Housing and Public Works) 2015.

YellowBridge QLD Housing programs are intended to provide safe, secure and stable accommodation for the most vulnerable in our community for the duration of that need.

YellowBridge QLD works with tenants to **sustain successful tenancies** and will build capacity to allow them to transition to other long-term housing options including the private rental market. We will implement our services fairly and consistently, show respect for persons and property and respect for the community where social and community housing is located. We endeavour to:

- Ensure our tenants are well informed about their tenancy responsibilities including the payment of rent and consequences of breaching their tenancy agreement
- Assist tenants to understand their rights and responsibilities under tenancy agreement
- Link tenants to appropriate services and supports where required
- Provide information on YellowBridge programs, services and opportunities for tenant participation and engagement including the provision of feedback
- Respond to issues identified during tenancies in a timely and supportive manner, giving tenants an opportunity to rectify situations early and address issues before they escalate
- Build increased capacity in tenants to meet tenant responsibilities, independently manage and sustain a tenancy
- Support tenants by referring to appropriate services and supports
- Achieve successful housing outcomes and transition to longer-term housing options

YellowBridge QLD will undertake regular and comprehensive reviews of tenants' circumstances to manage tenancy plans, record progress and manage and monitor rent contributions and changes to tenants' circumstances.

YellowBridge QLD has processes in place to manage **rent processes** including:

- Keeping records of rent calculations
- Calculation of rent using electronic rent calculator,
- Collection of rent offering a range of options for payment;
- Managing rent arrears (in line with RTA Guidelines – identify at 5 days, make contract and follow breach procedure at 7days)

- Provide information to tenants in regards to rent calculations, rent reviews and arrears to alleviate serious arrears of rent
- Review assessable income and rent contributions on a regular basis or when tenant has advised of a change in circumstances
- Management of rental subsidies

YellowBridge QLD has processes in place for **tenancy management** including:

- Tenancy planning which identifies a desired outcome (long-term housing) or pathway
- Clear and fair expectations of behaviour and expected property maintenance requirements
- Review of ongoing eligibility for support
- Tenancy support and referral to other agencies to build tenant capacity
- Regular reviews of client barriers and tenancy plan progress
- Rights of Entry
- Tenant engagement and participation
- Identification of changing needs of tenants – including rent reviews, changes in circumstances and review of barriers
- Termination and vacating tenancies, abandonment of tenancies and/or goods
- Tenant complaints and neighbourhood disputes
- Modifications to properties to meet tenant needs
- Under/over occupancy
- Managing tenant damage including options for payment plans as well as access to preferred suppliers and contractors

YellowBridge QLD has an **Asset Management Plan** to manage and monitor conditions of properties, management of identified property damage and degradation and responsive and scheduled maintenance programs.

YellowBridge QLD is committed to providing a mechanism whereby tenants and clients can report their concerns freely and without fear of repercussion. We will ensure tenants and clients can raise genuine concerns regarding tenancy issues without fear of reprisal or feeling threatened by doing so. YellowBridge QLD will:

- Investigate all reported concerns appropriately and will, where appropriate, provide feedback regarding the outcome of the investigation.
- Will take the necessary course of action in response to the outcome of the investigation.
- May seek external expertise in the investigation process to ensure appropriate processes and reporting are adopted and outcomes are followed.
- Ensure tenants and clients will not be discriminated against or disadvantaged when speaking up in accordance with this Policy. We will take all reasonable steps to ensure that adequate and appropriate support and protection is provided for those who speak up.

Specific areas of Service Delivery in Home Services

YellowBridge QLD Ltd will demonstrate a clear commitment to ensuring the delivery of quality services to our Home Services Clients. Key parameters for this services delivery are:

- Services are only delivered to clients (or their carer) that have been provided with the YellowBridge Privacy Statement and who have given their consent.
- Services are only delivered to clients that are eligible under the program the services is being delivered.
- All services delivered are to assist clients to be able to remain independent and safe in their own home.
- Clients will only receive services that are appropriate that are planned and delivered with consultation with themselves (or their carer) and they will be fully informed on how these services will be delivered.
- Clients (or their carer) are fully informed of their rights and responsibilities.
- Clients (or their carer) will be fully informed of how they can make a complaint through either the Department of Communities, Child Safety and Disability Services Complaints Unit or the Aged Care Complaints Commissioner.
- Clients (or their carer) choice of advocacy will be respected and if required YellowBridge QLD will assist the client to access an advocate.
- Clients will be assessed and prioritised in line with the YellowBridge QLD Referral and Review Protocols and with client consultation.
- Clients that are eligible for financial assistance will have access to financial assistance in line with the YellowBridge QLD Home Services Service Recipient Fee Policy.
- All services will be delivered by an appropriately skilled staff member or Tradesperson as outlined in the YellowBridge QLD Handypersons Guide.
- Clients will have the opportunity to submit feedback on services delivered under a suite of engagement tools and/or surveys, that will be used to assist YellowBridge QLD in their quality improvement as outlined in the YellowBridge QLD Quality Policy.
- When YellowBridge is unable to deliver a service due to ineligibility or lack of capacity, clients (or their carer) will be informed of an appropriate alternative service.

Specific areas of Service Delivery in Disability Support

YellowBridge QLD Ltd is committed to a sustainable service system that delivers specialist disability support in an easy to use, responsive and fair way, and achieves improved outcomes for people with a disability, their families and carers. We will ensure our processes are consistent, transparent and responsive to people who are seeking supports through contact, assessment, prioritisation and linking to services. We will also act within relevant frameworks and legislation including the Disability Services Act (2006), Guardianship and Administration Act (2000), Human Services Quality Framework, AS/NZS ISO 9001-2008: Quality Management Requirements and the Quality Assurance and Safeguards Working Arrangements in place under the National Disability Insurance Scheme.

In the provision of disability support YellowBridge QLD Ltd commits to upholding the following principles:

- Collaborative practice approach: we commit to working with the individual, their family/informal support networks, and other agencies in a spirit of cooperation and partnership to achieve the goals of the individual
- Valued roles and meaningful participation: we commit to supporting the individual to engage in activities, develop new skills, be a part of their community and achieve goals that are meaningful and important to them
- Strengths-based and person-centred approach: we commit to focusing on the individual's strengths, interests and skills and using these to help them achieve their goals. We include the individual in all aspects of service delivery including assessment, planning, implementation of supports, monitoring and review. We will support the individual to have choice and control in relation to the supports provided
- Least restrictive approach: we commit to providing services that uphold the individual's rights and are as least restrictive as possible whilst considering the individual's safety, wellbeing, participation and choice
- Developmental approach: we believe that every individual can continue to learn new skills and grow as a person throughout their lifespan. We commit to supporting the individual to maximise their independence and live the life they want to lead
- Continuous improvement: we commit to working within a continuous improvement approach in which we regularly reflect on our service delivery and look for ways to improve to meet the needs of the individuals we support. We welcome feedback from our clients and their support networks as part of this process