

## Service Delivery Policy

It is the Policy of St Chads Communication Centre Trust to utilise a range of platforms (e.g. programmes, placements, social enterprise and natural and formal relationships) to achieve client aspirations. These platforms have a specific aim of providing a range of engaging learning opportunities which support the development of skills, interests and achievement of client goals, whilst maximising the potential for meaningful community participation and ordinary life outcomes. The platforms are designed to evolve and changes as the needs and expectations of clients, their guardians and best practice evolve.

We will do this by:

- Ensuring all activities are accessible and engaging to all people who choose to attend with consideration of Health and Safety
- Designing services around the goals, aspirations, wants and needs of participants
- Focussing services on the development of the necessary skills to lead a fulfilling and active life within the Rotorua community, as similar as possible to the life of a person without a disability
- Recognising that communication is an important tool. St Chads supports its clients to develop and use a range of communication techniques and styles
- Ensuring meaningful community participation and the development of authentic roles are an integral part of St Chads. Opportunities are available for the clients of St Chads to access their communities through social activities, voluntary roles and as active participants in interest groups
- Ensuring Service delivery meets contractual requirements. Individual service specifications are expected to be required under DSS System Transformation

This Policy is for the benefit of service users, staff and Board

The General Manager is responsible for ensuring this Policy is adhered to and any non-compliance with this Policy may be included in performance and appraisal processes at the discretion of the Board Chairperson

### **Guidelines**

1. Delivery attitudes and methods will be consistent with the values of St Chads. Clients will be encouraged to develop their skills resulting in key outcome achievement
2. Supports will continue to aim for increased meaningful participation in the community
3. Continuous Improvement is a team value which will be achieved through ongoing professional and personal development and peer support.
4. A variety of assessment and monitoring methods together with ongoing review processes will identify where change in support, strategies or objectives is needed to promote effective and continuous improvement throughout the organisation
5. The employee appraisal system will be linked to platform delivery to promote high standards of performance
6. Forms of creative expression (e.g. music/art) will be an integral part of the programme
7. A safe environment will be ensured by the recognition and support of diversity throughout the St Chads organisation
8. Supports will be planned in a way that removes any barrier to enable client accessibility and inclusiveness. This means that no matter the ability, all are able to be fully participating members of the St Chads community
9. Families/guardians are encouraged to be actively involved
10. To develop personal planning by:
  - Reflecting clients' needs and aspirations and encouraging active responsible participation and incorporating skill development, that enable participates to live a good life
  - Providing clients with informed choices, meaningful activities, opportunities for achievement and development in any aspects of ordinary life
  - service design is informed by the collation of individual plans and maximising the use of available resources

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Date ratified: July 2007	Date reviewed: February 2020	Next review: February 2022

- To provide opportunities which promote community participation through interest groups, voluntary roles and social activities
- To ensure planning and recording is in line with the principles of good practice, meets contractual expectations and enhances customer satisfaction
- To engage families/guardians in the personal planning process and achievement of outcomes so clients have 'whole of life' support to reach their aspirations

**Supporting Documents**

In order to fulfil the policy, the trust and staff have developed and will regularly review, the following quality standards/procedures provide the framework for service implementation:

Personal planning Process  
Centre schedules/platforms  
Information sharing  
Cultural Understanding Policy  
Health & Safety Policy  
Enrolment Form  
Staff Induction Process  
Planning Process  
Planning and Evaluation Guidelines  
Staff Professional Development and KPI's  
Performance Appraisal  
NZ Disability Strategy  
Enabling Good Lives vision and principles

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