Community Connections

POLICY & PROCEDURE

RESPONDING TO INDIVIDUALS/FAMILIES AND COMMUNITIES

POLICY

Community Connections will deliver services and activities that are responsive to the needs and strengths of individual young people, their families and their communities.

PROCEDURE

Community Connections will ensure responsiveness to young people and families through initial and ongoing assessment of young people and families needs and strengths. Community Connections' workers will develop their assessments of young people and families needs and strengths through:

- Listening and dialoguing with young people and families on own knowledge, experience and learnings;
- Communicating where possible with the young people and families significant others;
- Through individual supervision with Team Leader; and
- Through Case Meetings

Community Connections will allocate services on the basis of assessed need and available resources. Planning for allocation will occur in worker supervision and case meetings.

Community Connections will cease service delivery for young people and families:

- at their request;
- they exit the geographic area and Community Connections is unable to continue support;
- needs are resolved and there is mutual agreement to end service;
- Community Connections is unable to continue to offer support. This may be for reasons of being unable to contact young people and families, or danger to workers, or other reason which make ongoing work untenable.

Where service delivery ceases the Community Connections worker will complete a Client Cessation form (Reconnect) or outcomes form (YSC).

Community Connections will actively collaborate with other organisations to provide assistance to young people and families. Collaboration will be enhanced through agency meetings, interagency meetings, supervision of staff and case meetings.

Community Connections will engage in community development activities that are responsive to the needs and strengths of individuals, families and community. Community development activities will be formulated and reviewed at planning days and case meetings. Individual

staff involved in community development activities will be supported on community development activities through individual supervision and case meetings.