



## Service Policy

*This document outlines the Service Provision Policy of the Can:Do 4Kids, Townsend House.*

### Service Statement

**All services provided through Can:Do 4Kids are client/family centred which focuses on the strengths of the client with the aim to work collaboratively to build the capacity of the family through the development of functional goals within everyday routines.**

This policy outlines the service philosophy that forms the foundations for all service design and provision in Can:Do 4Kids to best support our clients and their families.

### Statement of Commitment to:

#### Evidence Based Practice

- Programs, tools and approaches utilised by the staff are evidence based and ongoing monitoring occurs to ensure new and/or updated approaches are required.
- Maintain agile systems to ensure new evidence can be quickly integrated into service practice.
- It is the bringing together of the skills of the therapist, the evidence that guides practice and the capacity of the client/family that ensures services are targeted and individualised.

#### Family Centred Practice

- Acknowledges that every client and family is unique
- Services focused on functional goals identified in collaboration with families/carers in a co-design approach
- Intake process ensures all relevant information and client preferences are identified to best allocate therapists and to allow them to provide culturally sensitive and accessible services.
- Flexible service delivery model to adjust to the needs of clients/families/carers
- Staff actively work to build capacity of families/carers to take a leading role in their child's skill development

#### Multidisciplinary team

- Actively maximising the benefits of working in a multidisciplinary team
- Provide opportunities for cross discipline learning
- Key Worker model offered when appropriate

#### Innovation

- We take a continuous improvement approach to our service delivery model - new ideas and recommendations are encouraged from all staff
- The team are encouraged to develop projects for pilot and/or implementation to continuously improve outcomes for our clients and families
- We support a culture of questioning and "how can we do this better/differently" mindset

#### Ongoing Learning and Development

- All staff are committed to ongoing professional learning and development.
- Both informal and formal learning opportunities are provided or supported by the Group
- Allied health staff must also maintain their learning obligations outlined by their professional bodies.
- Staff will be encouraged to seek learning opportunities across all areas of their professional framework (professionalism, administrative and technical skills)

#### Reporting and Transparency

- We create a culture of respectful questioning and open problem solving
- We work to maintain transparency across all roles and trust our colleagues
- Staff and clients feel supported to speak up when they witness or become aware of information about an alleged abuse, and they feel they can do so without fear of punishment or retribution