



# Pamle Pamle

## Youth Support Services

A leading Aboriginal & Torres Strait Islander youth focused agency.  
Inspiring, equipping and empowering the next generation to change the world  
through creating safe spaces and a platform for youth voices.

*Youth Empowering Youth*

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## Introduction

This manual outlines the organisation's commitment to providing culturally safe and responsive services that meet the unique needs of Aboriginal and Torres Strait Islander young people. It also highlights the importance of the Deadly Inspiring Youth Doing Good's practice frameworks, which provide a holistic and strengths-based approach to working with young people, their families and the wider community. The manual includes comprehensive information on the organisation's operational practices, ensuring that staff and volunteers are equipped with the knowledge and resources they need to deliver effective services.

Overall, the PPYSS Operation Manual is an essential resource for anyone working with young people, their families and support networks and is a testament to the organisation's commitment to supporting the wellbeing and growth of Aboriginal and Torres Strait Islander and culturally diverse young people, their families and community.

## **1.1 Pamle Pamle Youth Support Service Overview and Frameworks**

Pamle Pamle Youth Support Service (PPYSS) is committed to empowering young people who are at risk of disconnecting from family, community, school, training, and employment. Our focus includes working with young people and their families who are at risk of harm to self or others, homelessness, disability, substance misuse or other. We strive to improve their capacity to develop independent living skills, overall health and wellbeing, and life opportunities.

It is important to acknowledge the deep and far-reaching consequences of intergenerational trauma caused by colonisation that has largely impacted Aboriginal and Torres Strait Islander families. This trauma has resulted in the breaking up of many families, forced separation, and cultural destruction, reinforcing genocide and stripping Indigenous Australians of their autonomy and identity.

To address these issues, Aboriginal and Torres Strait Islander families must lead the conversations around what works in their own communities, and mainstream services must recognise and respect the historical and ongoing impact of colonisation on Aboriginal and Torres Strait Islander peoples.

Aboriginal and Torres Strait Islander families have a long and vibrant history, and despite the challenges brought by colonialism, they continue to persevere, preserving the traditions of their ancestors while striving to live in a modern world. National Policy Frameworks insist that Aboriginal and Torres Strait Islander programs must be led by the community itself, with the right to determine and control their own destiny.

However, despite these frameworks, 70% of youth programs in Cairns are delivered by non-Indigenous community-controlled service providers, and Aboriginal and Torres Strait Islander children are still taken from their families at 28 times the rate of non-Indigenous families. Additionally, young people are overrepresented in detention, with 93% of those in the detention center that services the Cairns area identifying as Aboriginal and Torres Strait Islander.

PPYSS acknowledges and respects the Aboriginal and Torres Strait Islander frameworks for working with young people and families. We prioritise the voices and perspectives of Aboriginal and Torres Strait Islander families and communities in all our work. By working collaboratively and with cultural humility, we can empower young people their families and the wider community and provide them with the tools they need to thrive.

### **Organisational Values**

Deadly Inspiring Youth Doing Good (DIYDG) is an organisation that strives to realise its mission of empowering young people to lead change for themselves, their communities and society. DIYDG provides numerous diverse, tailored service offerings that are geared towards achieving the goal of youth empowerment, while promoting strong national First Nations youth presence and voice. The organisation places emphasis on creating a holistic ecosystem with flourishing partnerships and relationships, encouraging innovation and



striving for operational excellence. Additionally, DIYDG works to ensure financial stability and sustainability through transparent and accountable governance, while amplifying powerful youth stories that illustrate and are testament to DIYDG's mission. This strengthens opportunities for young people to lead change so they can create a better future for themselves and those around them.

At DIYDG we are driven by a set of core values that guide our mission to inspire, equip and empower young people, their families and wider community. Our values are:

**Family:** We believe that family is the foundation of our spirit and identity. We create a sense of family and community within our organisation to provide connection and belonging for young people, their families and wider community. We believe that a strong support system is crucial for personal and collective growth.

**Leadership:** We believe that young people have the power to create positive change in the world. We empower our youth to develop resilience, leadership skills, and achieve their goals. We encourage them to become leaders in their communities and inspire others to take action.

**Opportunities:** We believe that every young person deserves equal access to opportunities to pursue their passions and dreams. We strive to provide a safe and supportive space where young people can explore new experiences, take risks, and challenge themselves to grow.

**Wellbeing:** We believe that true empowerment requires a holistic approach to wellbeing. We prioritise physical, mental, and emotional health, and encourage our youth, their families and wider community to prioritise self-care and self-awareness. We believe that a healthy spirit creates a foundation for personal and collective success.

**Growth:** We believe that growth is a lifelong journey. We foster an environment where young people, their families and wider community can learn, explore, and thrive. We encourage our youth to embrace their unique strengths and identities, and to support one another in their personal and collective growth.

These values are at the heart of everything we do at DIYDG, and we strive to uphold them in all of our work. We believe that by empowering and inspiring young people, we can create a brighter future for all.

### **PPYSS - Target group**

At PPYSS, we understand that supporting the family holistically is essential to achieving positive outcomes for young people and children. By working closely with families and communities, we can identify and address the root causes of these issues, providing tailored support and interventions that meet the specific needs of each individual. We believe that by supporting the family as a whole, we can create a safe and supportive environment that empowers young people and children to thrive. Our goal is to ensure that every young person and child has the opportunity to achieve their full potential, and by working together, we can make this a reality.

## **PPYSS - Youth Support Outcomes**

At PPYSS, we recognise that prioritising First Nations perspectives for thriving is a key success indicator in achieving positive outcomes for young people and their families. Our Youth Support model focuses on four key outcomes, with the understanding that by including First Nations perspectives into healing, goals can be met holistically. These outcomes include:

- Promoting positive relationships between young people, their families, communities, and significant support networks
- Encouraging engagement in volunteering, education, training, and/or employment
- Supporting young people to lead healthy and violence-free lives
- Ensuring all young people have access to safe, secure, and stable places to live and be cared for.

We believe that by prioritising First Nations perspectives, we can provide a culturally safe and responsive environment that empowers young people and their families to achieve their goals and thrive. Our goal is to work collaboratively with First Nations communities and families to ensure that our approach is culturally appropriate and effective in meeting the unique needs of each individual.

### **1.2 Social Justice**

At PPYSS, we believe that First Nations social justice inclusion is crucial in promoting equity and fairness for all individuals and communities. Our approach is guided by the values of social justice, which involves challenging social institutions and attitudes to create a fairer society. We recognise that social justice is concerned with ensuring equity, rights, access, and participation for all people, regardless of their socioeconomic background.

Our social justice perspective acknowledges the reality of structural disadvantage and seeks to increase the power, rights, and access of the disadvantaged.

Our aim is to support individuals and communities in understanding and exercising their rights, identifying their requirements, and obtaining resources and services that enhance their capabilities to achieve self-determination. By prioritising First Nations social justice inclusion, we can create a culturally safe and responsive environment that promotes positive outcomes for young people and their families. Our goal is to work collaboratively with First Nations communities to create a fairer and more just society that empowers all individuals to thrive.

### **1.3 Trauma Informed Care**

DIYDG recognises that trauma is a significant issue for many Aboriginal and Torres Strait Islander peoples. Historical and ongoing experiences of colonisation, forced removal from families, and discrimination have resulted in high levels of trauma and stress in these communities. As such, DIYDG is committed to providing culturally safe and trauma-informed services that recognise the unique experiences and needs of Indigenous peoples.

The Aboriginal and Torres Strait Islander Trauma-Informed Care and Practice Framework is one example of a framework that DIYDG draws upon to guide our service delivery. This framework was developed in collaboration with Indigenous communities and service providers to ensure that it reflects the experiences and needs of Indigenous peoples. It recognises the importance of creating a safe and supportive environment for healing and emphasizes the role of culture and community in the recovery process.

Cornell University's Therapeutic Crisis Intervention (TCI) training strengthens DIYDG's practice frameworks and Aboriginal and Torres Strait Islander best practice frameworks by providing adults with the skills and knowledge to prevent or de-escalate crises, acquire the skills and knowledge to help children improve their coping strategies, and use crises as an opportunity to help children learn and grow. Additionally, the Australian Psychological Society's formal apology and increasing awareness of the need to develop interventions that improve the social and emotional wellbeing of clients from Aboriginal and Torres Strait Islander cultural backgrounds has led to the development of culturally informed case conceptualisation. This, in turn, has led to the development of trauma-informed care, which can be used to work with Aboriginal and Torres Strait Islander communities. Furthermore, frameworks for understanding Aboriginal and Torres Strait Islander approaches to health have been developed to provide courses for both Aboriginal and Torres Strait Islander and non-Indigenous practitioners who work with Aboriginal and Torres Strait Islander children, families, and communities.

Another framework that DIYDG incorporates into our service delivery is the National Aboriginal and Torres Strait Islander Trauma Recovery Framework. This framework recognises the impact of intergenerational trauma and the need for services to be holistic and strengths-based. It emphasizes the importance of empowering Indigenous peoples to take control of their own healing journey and the need for services to be culturally responsive and trauma-informed at all levels.

By incorporating these frameworks into our therapeutic practice framework and service delivery, DIYDG is committed to providing culturally safe and responsive services that meet the unique needs of Aboriginal and Torres Strait Islander peoples. We recognise the importance of acknowledging the impact of trauma and the need for services to be tailored to the experiences and needs of Indigenous peoples. Our work is guided by our commitment to human rights and equity and our values of family, leadership, opportunities, wellbeing and growth, and social justice principles.

#### **1.4 DIYDG's Culture, Wellness & Empowerment Framework**

The later years of childhood, adolescence and transition to adulthood are critical developmental phases that build on early childhood development and education and, in turn, impact on adult health and wellbeing. Youth is both an exciting and vulnerable time – entering the age of identity and risk-taking and initiating sexual activity. It is also the period when individuals, test their voice, and seek to be heard and recognised outside their family, to interact independently with the broader community. Positive experiences during this period contribute to positive physical, mental, and social outcomes in the long term (Social and Emotional Wellbeing of Indigenous Youth, 2013, p.17).

DIYDG's Our Way Family Tree has a shared goal to engage young people in whatever life circumstances they are facing in a transformative (life changing) experience that will enrich their future life trajectory. Each program and service in the Our Way Family Tree offered by DIYDG and our service collaborators does this in different ways. We seek to be as responsive to the circumstances, strengths, hopes and needs of each young person, their families, and their communities.

##### **DIYDG Programs and Services Collaborators:**

- Understand and acknowledge both the big-picture and local challenges facing youth in their everyday life
- Meet the young person where they are in the stages of change; tailor approaches and expectations with these in mind
- Apply the doctrine of 'many ways, many paths' – i.e., employing many mechanisms to engage youth in a transformative experience and facilitate positive transition through gains in self-esteem, cultural identity, voice, choice, empowerment and autonomy in engagement, process and direction-setting
- Authentically apply principles of Indigenous knowledge and worldview by embedding Aboriginal and Torres Strait Islander 'ways of being' and 'ways of doing' across the program
- Help youth to develop the confidence to aim high, feel positive possibilities and aspirations, and channel the energy toward incremental and realistic change over time
- Provide culturally safe processes within programs, and facilitate access to other appropriate programs and supports
- Create and maintain a safe and supportive program home environment for the workforce and clients based on Aboriginal and Torres Strait Islander ways
- Taking the time and space to find the right path with the community
- Having a vision of the program's full potential and a determination to continue

##### **Root 1 - Culture**

###### ***Culture is the central root to the DIYDG Our Way Family Tree.***

DIYDG culture focuses on the centrality of family as the cornerstone to Aboriginal & Torres Strait Islander collective ways of knowing, being and doing. As a predominantly First Nations youth services entity, our philosophy is to promote the protective factors of our culture to connect, repair, restore and empower all young Australians who engage with our, Our Way



Family Tree. Culture is ‘the fundamental building block of identity’ and is essential for children’s sense of being and belonging. (Educators Guide EYLF 2010, 21)

Belonging, being and becoming are integral parts of identity. Children learn about themselves and construct their own identity within the contexts of their family and communities. This includes relationships with people, places and things and the actions and responses of others. Identity...is shaped by experiences.’ (EYLF 2009, 20, FSAC 2011) DIYDG Our Way Family Tree recognise and incorporate the diverse cultures, languages, beliefs and values of families, the community’ and young people we work with, support, train and employ. DIYDG promotes the statement that ‘Being familiar with the rich and long history of Australia, including our Aboriginal and Torres Strait Islander histories and cultures is essential and enriches us all.’ (EYLF Educators guide 2010, page 25)

### **Root 2 - Innovation**

***Innovation is the left root branching out from the DIYDG Our Way Family Tree.***

DIYDG Our Way Family Tree is founded on the collective element of Aboriginal & Torres Strait Islander ways of knowing, being and doing. DIYDG Our Way Family Tree concept is to bring together a core group of collaborators in one Family Tree to holistically address the social, emotional and wellbeing needs of at-risk young people from across urban, rural, and remote areas of Far North Queensland. The Our Way Family Tree collaborators will provide crisis support, offer training and employment along with capacity building and youth leadership with a local, regional, state, national and international reach. DIYDG Innovation involves creative collaborations supporting youth aspirations, providing opportunity for talented young people to realise their potential for achievable everyday success and beyond to greater heights.

DIYDG promotes Innovative, creative, and aspirational collaborations as a positive one-stop-shop approach to meeting the needs of young people with a diverse range of needs, hopes and dreams. DIYDG Our Way Family Tree Collaborators remain autonomous, maintaining their identity, service and structure while being able to operate within their scope as a collective and where appropriate, provide targeted social, emotional, wellbeing and cultural support. *It takes a village to raise a child. (African Proverb)*

### **Root 3 - Empower**

***Empower is the right root branching out from the DIYDG Our Way Family Tree.***

DIYDG Our Way Family Tree is a place for holistic healing, building productive peer to peer, service to service relationships that promotes an environment of empowerment. Empowered young people means immediate needs being met and long-term support nurtured for a sustainable, productive future. Training, employment, and governance opportunities are crucial to marginalised young people feeling a sense of empowerment, to be active citizens empowering others and breaking cycles of hopelessness.

DIYDG empowered youth founders are aware of transformational change having experienced first-hand what can happen if a collective change in mindset, skillset, along with opportunities, and culturally safe environments come together and successfully align with a new aspirational narrative across the spectrum of education, health, and youth services.

Collaborative Youth empowerment is the end game when young people interact with the DIYDG Our Way Family Tree. Youth empowering youth is a powerful force for change, if valued, nurtured, guided, and mentored by invested collaborators for change. An empowered sense of knowing, being and doing as a collective is the strength of DIYDG culture, vision, mission, and values.

#### **Root 4 - Connection**

***Connection is the branches above ground bringing the DIYDG Our Way Family Tree together.***

DIYDG Our Way Family Tree depends on all its' proposed elements to successfully connect to the vision and mission of DIYDG. Connection is the vital component of the framework to ensure a solid, stable structure and foundation of the Our Way Family Tree. Connection is a characteristic of a collective culture, a vital proponent of Aboriginal & Torres Strait Islander peoples wellbeing. All elements of the collective culture must connect for a complete sense of wellness. For Aboriginal and Torres Strait Islander children and young people, the development of Aboriginal or Torres Strait Islander spirituality is closely linked to family and country or land, and spiritual development depends on connections to particular people and places being maintained.' (FaHCSIA 2009 cited in EYLF in Action AISWA 2011, 104)

At DIYDG, we strive to adhere to five core principles and the four roots for success. In line with this, we have built our 'Deadly Inspiring Youth Doing Good' approach to service delivery around three main aspirations: to inspire, equip and empower.



## 1.5 Inspire, Equip & Empower – Program Design Framework



At DIYDG, we are passionate about working with each individual young person to help them recognise that their problems and challenges do not define their identity. We believe that every young person has unique strengths and talents, and we are committed to bringing these out to provide opportunities for self-discovery and growth. Our team and volunteers work closely with each young person, providing guidance and support as they navigate the challenges of adolescence and young adulthood.

DIYDG has a framework that is designed to inspire, equip, and empower young people. Each of these three components plays an essential role in supporting young people to develop their skills, confidence, and identity.

### **Inspire:**

The Inspire component of the DIYDG framework is focused on providing young people with the motivation and support to pursue their goals and aspirations. This may involve exposing them to positive role models, providing opportunities for them to learn new skills, or connecting them with mentors who can offer guidance and encouragement. The Inspire component is designed to help young people develop a sense of purpose and direction, and to believe in themselves and their abilities.

### **Equip:**

The Equip component of the DIYDG framework is focused on providing young people with the tools and resources they need to succeed. This may involve providing them with access to educational programs, training opportunities, or employment support. The Equip component is designed to help young people develop the skills and knowledge they need to pursue their goals and to overcome any barriers they may face along the way.

**Empower:**

The Empower component of the DIYDG framework is focused on providing young people with the agency and autonomy to make decisions and take action. This may involve providing them with opportunities to participate in decision-making processes or supporting them to develop leadership skills. The Empower component is designed to help young people become active and engaged members of their communities, and to recognize their own power and agency to create positive change.

Overall, the DIYDG framework is grounded in a strengths-based and youth-led approach, which recognizes the unique skills and assets that young people bring to their communities. By inspiring, equipping, and empowering young people, the DIYDG aims to support them to reach their full potential and to make a positive impact in their communities.

**1.6 Child Placement Principals & Family Matters**

PPYSS is committed to delivering services that meet the 5 Child Placement Principals, which are a set of principles that guide the placement of Aboriginal and Torres Strait Islander children who require out-of-home care. The 5 Child Placement Principals are based on the belief that Aboriginal and Torres Strait Islander children have the right to be raised in their own culture and community whenever possible. PPYSS program delivers services that respect and uphold the cultural rights of Aboriginal and Torres Strait Islander children and their families by ensuring that the following principles are adhered to:

**Prevention:** PPYSS recognises that the prevention of the need for child protection intervention is the first priority. The program works to prevent the need for child protection intervention by providing early intervention and support services to families and communities. The service also works to identify and address the underlying issues that may lead to child protection intervention.

**Partnership:** Partnership between the Aboriginal and Torres Strait Islander community and child protection agencies is essential in decision-making processes. PPYSS works collaboratively with families and communities to identify the cultural needs of the children and provide culturally appropriate support services. PPYSS also works closely with child protection agencies to ensure that all decisions regarding placement and care of Aboriginal and Torres Strait Islander children are made in partnership with the community and with the child's best interests at heart.

**Placement:** Placement with kin and community is the preferred option for Aboriginal and Torres Strait Islander children who require out-of-home care. PPYSS recognizes the importance of family and community connections for Aboriginal and Torres Strait Islander children and works to maintain these connections throughout the placement process. The program also provides support and resources to children and their families to help them maintain their connection to culture, community, and country.

**Participation:** Participation of the Aboriginal and Torres Strait Islander community in the decision-making process is essential. PPYSS recognises the importance of involving the community in the decision-making process and works to ensure that the community is

consulted and involved in all decisions regarding the placement and care of Aboriginal and Torres Strait Islander children.

**Connection:** Connection to family, community, culture, and country is essential for the wellbeing of Aboriginal and Torres Strait Islander children. PPYSS recognises the importance of maintaining the cultural connections of Aboriginal and Torres Strait Islander children and works to provide support and resources to help children and families maintain their connection to culture, community, and country.

### **Family Matters – Commitment to Action**

DIYDG has committed to taking action and has joined the Family Matters campaign in Australia. The Family Matters campaign is a national initiative aimed at ensuring that Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community, and culture. The campaign seeks to address the over-representation of Indigenous children in out-of-home care and improve outcomes for Indigenous children and families.

DIYDG has committed to following the Family Matters Roadmap for service delivery and setting targets. This involves implementing a range of strategies to ensure that their services are culturally appropriate, responsive, and inclusive of Indigenous children and families. Some of the key strategies that DIYDG has committed to include:

1. **Cultural Respect and Safety:** DIYDG has committed to ensuring that their services are culturally safe and respectful for Indigenous children and families. They have implemented cultural competency training for their staff to ensure they have a better understanding of Indigenous culture, history, and experiences.
2. **Engagement with Indigenous Communities:** DIYDG has committed to engaging with Indigenous communities to ensure that their services are culturally appropriate and that they are meeting the needs of Indigenous children and families. They work closely with Indigenous elders, leaders, and community members to ensure their programs and initiatives are culturally relevant and inclusive.
3. **Recruitment of Indigenous Staff:** DIYDG has committed to ensuring a majority (51% or higher) of staff are Indigenous to ensure that our services are more reflective of the communities we serve. We actively seek to recruit Indigenous multi-cultural staff members to ensure that their services are culturally appropriate and relevant.
4. **Setting Targets:** DIYDG has committed to setting targets to improve outcomes for Indigenous children and families. These targets include reducing the number of Indigenous children in out-of-home care, increasing the number of Indigenous children who are reunified with their families, and improving educational outcomes for Indigenous children.

By following the Family Matters Roadmap for service delivery and setting targets, DIYDG is demonstrating its commitment to improving outcomes for Indigenous children and families.



This is an important step towards building stronger communities and promoting a stronger culture for Indigenous Australians.

### **1.7. Harm Minimisation**

At DIYDG, we apply evidence-based harm minimisation strategies to support young people who are struggling with substance misuse. Our approach is guided by the principles of harm reduction, which prioritise the health and well-being of individuals who use drugs, with the goal of reducing the risks associated with substance use.

One of the key strategies we use is education and awareness. We provide accurate and up-to-date information about the risks and benefits of substance use, using evidence-based resources and materials.

DIYDG focus on safe use practices, such as providing access to harm reduction supplies, as well as brief interventions on how to reduce the risks associated with substance use. We provide support to young people who are using substances to help them monitor their drug use and reduce the harms associated with it.

In addition to these strategies, DIYDG provides access to treatment and support services for young people who are struggling with substance misuse by way of referral to specialist support agencies.

Finally, we advocate for policy and regulatory frameworks that prioritise harm minimization, such as decriminalization of drug use and harm reduction programs. We believe that these policies can help reduce the harms associated with substance use and support individuals who are struggling with substance misuse. Overall, DIYDG's harm minimisation strategies are designed to provide comprehensive and holistic support to young people who are struggling with substance misuse, with the goal of reducing the harms associated with substance use and improving their overall health and well-being.

### **1.8 Staff Views & Values**

PPYSS recognises that values and beliefs play an important role in delivering services to young people and all DIYDG workers are expected to:

- Continually explore and reflect on their personal values and beliefs, and the impact of these on professional practice.
- Work in a manner that reflects the values of Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation and the philosophical underpinnings of the program.

There are no easy solutions to value conflicts, but there are ways in which they can be managed for example by:

- Being aware of our own personal views and values.
- Understanding how our values might conflict with the values of people in the community, coworkers and the organisation.
- Considering the impact of our values when reflecting on our practice.

If at any time a worker is unsure about any issue related to personal / professional values, they should contact the program manager for support and assistance.

## **1.9 Learning Organisation**

DIYDG is committed to developing and implementing the learning organisation framework within the organisation and across all programs. This framework stands to:

- Provide an effective strategy for organisational development and build change capability.
- Significantly reduce compartmentalisation, fragmentation and disconnection and create empowered teams that share, grow and learn together.
- Provide a safe and normalised environment to take risks with new ideas and behaviours.
- Heighten our ability to see the relationships between, across and within systems.
- Balance the need for economic viability with excelling at individual and collective levels.
- Nurture the healthiest kind of environment for people to work in.

The dimension that distinguishes learning from more traditional organisations is the mastery of certain disciplines. Within this framework five core disciplines are identified as critical to the others' success; each provides a vital dimension for building organisations that can truly 'learn'. The five core learning disciplines include:

### **Systems thinking:**

- Is based on the fundamental proposition that the world and therefore organisations are not created of separate, unrelated or isolated parts; that wholes and connectedness are a truer reflection of the way systems work than our western tendency to dissect, fragment and break things down.
- Allows us to see processes and patterns more clearly and to better understand interdependency, in order to more effectively deal with the consequences of our decisions and actions.
- Increases our ability to see how simplistic driven solutions only shift a problem somewhere else – yesterday's solutions cause today's problems.

### **Shared vision:**

- Provides common focus, commitment and mutual purpose.
- Brings about new ways of thinking and acting through fostering risk taking and experimenting as a normalised part of change.
- Encourages a commitment to the long term without getting locked into a culture of short-termism.

### **Mental models:**

- Involves exploring and talking about mental models without defensiveness. This helps us to see how our mental models impact upon self and others, and find ways to form models that serve us and others better.
- Tend to exist below the level of awareness. They are generally invisible to us until we look for them.

- Involves conducting more skillful conversations where people feel safe to expose their own thinking and constructively challenge each other's assumptions to create shared meaning.

**Personal mastery:**

- Involves developing an awareness of ourselves and the impact of our behaviour on others.
- Requires a commitment to truth and a relentless openness to uncover the ways we limit and deceive ourselves and others.
- Is considered the most elusive of the disciplines as it involves inner work on self and emotional intelligence.
- Entails a genuine willingness to have our own beliefs and values challenged.

**Team learning:**

- Acknowledges that teams, not individuals are the fundamental learning unit in learning organisations.
- Identifies that the learning ability of a team is greater than the learning ability of any individual in it.
- Recognises that the biggest barrier to team learning is moving away from ingrained habits of individualism and established modes of individualised work.

**1.10 Key practice imperatives**

The following imperatives support effective work with young people under the PPYSS approach:

***Young person-centered***

Young people have the right to participate in decisions that involve and affect them. Workers are flexible and provide a service that is responsive to individual young people's specific situation. The needs and well-being of the young person are the primary focus.

***Family focused***

Young people under 18 years need the support and guidance of families, and families in turn have a right to be supported in this role. Where parents cannot provide safe care for young people, young people benefit from being supported to connect with other family members or persons who can provide this.

***Relationship-based***

Developing a trusting relationship is fundamental to working effectively with young people. Treating young people with respect, and ensuring consistent and reliable communication and interaction, assists with developing rapport and sets the foundation for a positive working relationship with a young person.

***Holistic***

Young people have the right to receive holistic services which are not fragmented and disconnected. Workers understand that multiple factors impact a young person's functioning and employ a holistic approach. Workers focus on identifying key influencing

factors and developing strategies to address these where required. The needs of vulnerable young people are best served by coordinated and integrated service responses.

### ***Focused on connections***

Young people exist within the context of their families, support networks and communities rather than as isolated individuals. Positive connections with peers and community structures (schools, social groups, churches) increase young people's well-being. Youth support workers seek to enhance connections for young people across a range of settings.

### ***Cultural safety***

PPYSS workers are sensitive to the diverse cultural beliefs and practices of young people and families including awareness cultural and linguistic diversity, and of Aboriginal and Torres Strait Islander cultures.

In particular, the way in which youth support workers work with Aboriginal and Torres Strait Islander young people is informed by an understanding of the lasting impacts of the systemic discrimination experienced by Aboriginal people and Torres Strait Islander people including the disruption of traditional kinship arrangements, separation from country and removal of children.

### ***Equity***

PPYSS are delivered without discrimination or favour to all young people regardless of gender, sexuality, relationship status, ability or behaviour. Youth support workers respect the diversity of young people including their values, beliefs and experiences, and understand the impact of societal discrimination against marginalised young people.

### ***Open access***

Young people and families have the right to be directed to an appropriate service for their presenting need (if one exists), irrespective of their initial access point. Supported referrals ensure against young people "falling between the gaps".

### ***Collaboration***

Collaborative practice recognises the principle that service provision in the community sector is best achieved through an integrated network of services including non-government, government, and other community supports and services.

Collaboration is enhanced through the valuing of a multi-disciplinary service response that respects professional differences and values the practice knowledge of others.

## **2. Funding and Operations**

At DIYDG, we deliver a variety of fee for service offerings to build the foundations of our organisation. We strive to provide high-quality services to our clients, while also ensuring that our organisation remains financially sustainable. To achieve this, we seek out appropriate funding sources that strengthen our service offerings without compromising on our cultural values.

Our approach to funding is focused on sustainability, and we are always looking for new and innovative ways to generate revenue. We believe that by diversifying our funding sources, we can ensure that we are able to continue delivering high-quality services to our clients.

As a registered charity with DGR, we are able to offer tax-deductible donations to our supporters. This enables us to attract funding from a wide range of sources, including individuals, philanthropic organisations, and government agencies.

Overall, our goal is to build a strong foundation for our organisation, so that we can continue to deliver high-quality services to our clients for years to come. By seeking out appropriate funding sources and delivering fee for service offerings, we are able to achieve this goal while staying true to our core values and cultural identity.

### **2.1 Operating Hours and Shift Allocations**

The PPYSS provides 24 hour access to young people within the Cairns and surrounding regions. DIYDG's Operational office hours are 8:30am – 5:00pm Monday to Friday.

PPYSS shift postings are made available through Microsoft Teams and the Shifts App as Open Shifts. Staff members can request to take the available shifts that suit their availability and preferences. In situations where multiple staff members have requested the same shift, PPYSS Program Manager will assess and allocate the shift to the most suitable staff member, taking into account factors such as staff availability, cultural considerations, gender preferences, and staff equity.

We understand that shift requests may sometimes need to be rejected, and therefore, we provide reasons for such rejections upon request. Our aim is to ensure that all staff members are given equal opportunities to work shifts that fit their needs while ensuring that our organisation is appropriately staffed at all times.

### **2.2 Geographical Catchment**

PPYSS staff travel wherever necessary and provide quick support or ongoing outreach between Cairns, Yarrabah, Tablelands and the Cassowary Coast. PPYSS has previously assisted young people in travelling interstate, and are able to offer services to regional as well as remote communities when the need arises.

### **2.3 External Support Agencies**

The PPYSS work with external service providers to provide a holistic response to a Young Persons care plan. PPYSS work closely with include, but not limited to;

- Families and supportive others
- Allied health agencies
- Police Services & Youth Justice
- School and Educational Services
- First Nations Businesses and Support providers
- Government and Non-government organisations e.g. Department of Children, Youth Justice and Multicultural Affairs
- Sporting, cultural and community services



- Community controlled organisations eg; Wuchopperen Health Service Limited, Nintirnganyi Cultural Training Centre

## **2.4 Target Groups**

PPYSS (PPYSS) targets young people and their families who are facing significant challenges, including disconnection from their support networks, disengagement from school, training or employment, self-harm, and homelessness. These risk factors can have a profound impact on the well-being of young people and can result in negative health outcomes if left unaddressed.

PPYSS recognizes the importance of early intervention in addressing these challenges, and provides an essential response to young people who are experiencing these risk factors. Our services are designed to provide support and guidance to young people and their families, with the goal of helping them overcome these challenges and build a brighter future.

Our team of experienced professionals works closely with young people and their families to identify the underlying issues that are contributing to their challenges. We then develop tailored programs and strategies to address these issues, with a focus on promoting positive outcomes and preventing harm.

PPYSS is committed to providing a safe and supportive environment for young people and their families. We believe that every young person deserves the opportunity to reach their full potential, and our services are designed to help them achieve this. By providing early intervention and support to young people who are facing significant challenges, we are helping to prevent harm and promote positive health outcomes for our clients.

Overall, PPYSS plays a vital role in supporting young people and their families who are experiencing significant challenges. Our services are designed to provide early intervention and support, with a focus on promoting positive outcomes and preventing harm. We are committed to providing a safe and supportive environment for our clients, and helping them to overcome the challenges they face and build a brighter future.

## **2.5 Exit Strategy**

DIYDG prepares an individualised exit plan for each young person in PPYSS program. This ensures each young person has appropriate supports and referral where available. Exit plans are developed in collaboration and partnership with the young person, internal/external stakeholders, family and identified support networks.

In accordance with required data management protocols, Client records are securely retained for the specified period of 7 years then securely disposed through an approved disposal provider.

## **3. DIYDG Programs**

DIYDG's programs are diverse and designed to cater to the needs of young people and their families who face significant challenges and seek to become leaders of their communities.

Our programs are aimed at building skills, improving well-being, and promoting positive outcomes for our clients.

**Our Lift Leadership program** is focused on developing emerging leaders, providing them with the skills, knowledge, and support they need to succeed in their chosen fields. The program aims to empower young people, providing them with the tools they need to achieve their goals and make a positive impact on their communities.

**The Kunjur Men Collective** is a program that focuses on suicide prevention among young men, using cultural connections and on-country experiences to engage young men and provide them with the support they need to overcome challenges and build resilience.

**Naytive Mentorship** is a program that provides training and development for aspiring songwriters, singers, and producers. The program is designed to help young people build the skills they need to succeed in the music industry, while also promoting positive mental health outcomes.

**No Shame in My Game** is a music therapy program that uses the power of music to promote mental health and well-being among young people. The program provides a safe and supportive environment for young people to express themselves and connect with others through music.

**Good Vibrations** is a youth suicide prevention program that focuses on volunteer engagement and community building. The program aims to empower young people to take a proactive approach to suicide prevention and build strong and supportive communities.

**Youth for a Voice** is a program that provides a platform for young people to advocate for a voice in parliament, in line with the Yes! campaign. The program aims to empower young people to make their voices heard and to promote positive change in their communities.

**Deadly Drivers** is a program that provides road safety education and accredited driver training for young people. The program aims to reduce the number of young people who are involved in road accidents and promote safe driving practices.

**Level Up** is a program that provides alternative learning opportunities for young people who are disengaged from education and have a criminal history. The program is designed to provide a first nations perspective on education and help young people build the skills they need to succeed in life.

**Wanna Know** is a program that supports research and development and facilitates youth engagement with researchers, corporations, and government. The program aims to promote youth engagement in research and development, and to help young people build the skills they need to succeed in the workplace.

### 3.1 Services Offered by PPYSS

At PPYSS, we understand that every client has unique needs and requirements. That's why we offer a diverse range of services that can be tailored to meet those specific needs. We take pride in our ability to be responsive and flexible to ensure that our clients receive the best possible support.

For example, we have experienced case managers who work closely with clients to understand their needs and goals. They can develop a personalized support plan that outlines the specific services required to achieve those goals. We understand that situations can change, and we are always ready to adapt and modify our services as necessary.

We also recognize the importance of collaboration and communication with referring agents and other stakeholders involved in a client's care. We can share information about the client's progress and support needs upon request, and we welcome feedback about our services. This feedback helps us to continuously review and improve our offerings to ensure that we are meeting the needs of our clients and providing the best possible support.

Overall, our responsiveness and flexibility are key factors that set us apart, and we are committed to providing high-quality services that are tailored to meet the unique needs of each client.

**Crisis Accommodation:** We provide placement support in short-term commercial accommodation for young people who are experiencing a crisis situation. Our crisis support is available 24/7, and we offer crisis response within the family home or community, providing cultural, emotional, mental, and physical support to young people and their families.

**Assertive Outreach:** Our assertive outreach team works with young people who are disengaged from services, providing them with support and connection to appropriate resources.

**Family Contact:** We offer supervision of family connections, behaviour management, and parenting support to help families stay connected and work through challenges together.

**Remand:** We provide watch house and detention visits to young people who are in remand, offering support and advocacy.

**Court:** Our team can assist young people and their families with court proceedings, providing support and advocacy throughout the process.

**Transport:** We offer transportation services to children, young people, and their families to help them access the support and resources they need.

**Diversion Activities:** Our pro-social activities, such as fishing, sports, youth mentoring, and cultural activities like basket weaving, boomerang, and didgeridoo making, aim to keep young people engaged and provide them with positive outlets.

**Transition to Adulthood:** We help young people develop daily living skills such as cooking, budgeting, and finances to prepare them for independence.

**Cultural Outreach:** Our cultural outreach programs aim to strengthen cultural connections and support young people in exploring their cultural identity.

**Cultural Mentoring:** We provide activities such as cooking, weaving, painting, yarnng, and on-country experiences to help young people connect with their culture.

**Cultural Support Plans (Family Mapping):** We explore connection, kin, and lineages with young people and their families to help them understand and appreciate their cultural heritage.

**Foster and Kinship Cultural Support:** Our team provides mentoring to non-Indigenous foster and kin carers to help them support young people in their care.

**Intensive Cultural Case Management:** We provide family-inclusive support to manage complex and extreme cases related to cultural identity and heritage.

**In-Home Support:** We offer parenting support to help families build culturally appropriate structures and routines, as well as safety planning to build safety and support networks.

**Targeted Response:** Our team works with families to empower them to address worries and concerns and find solutions to challenges.

**Mentoring:** Our youth mentoring program provides culturally appropriate support and guidance to help young people navigate daily challenges. We also offer systems mentoring, supporting young people and their families with multiple departmental engagements such as NDIS, Child Safety, and Youth Justice.

### **3.2 Case Coordination**

Pamle Pamle Youth Support Services (PPYSS) utilises a comprehensive case management model to deliver our services. The model is designed to ensure that each client's unique needs are addressed in a coordinated and effective manner. Our case management process includes several key steps, beginning with an entry screening to determine whether our services are appropriate for the client's needs.

Once a client is accepted into our program, we conduct a thorough assessment to identify their needs in several areas, including crisis resolution, housing, income, health, education, and social and personal development. For example, if substance misuse is a concern, we also assess the level of use and associated risks. Based on this assessment, we work with the client to develop a personalised care plan that includes goal setting and planning to help them make informed choices.

Our direct service provision and coordination involve addressing personal and social development needs, using a range of interventions such as referral, advocacy, motivational interviewing, harm reduction, relapse prevention, case conferencing or family mediation,

and supporting the client to connect with other services. We also monitor and review progress regularly, adapting care plans as necessary, and evaluating outcomes with the client's input using tools such as the Common Assessment Tool and tailored Outcome Stars.

The benefits of our case management model are numerous. First and foremost, it ensures the quality and consistency of our services and outcomes. It also increases the involvement of clients in decision making and access to services, empowering them to measure and evaluate their progress. By sharing responsibility for outcomes, our model helps to reduce the burden on our services and build a sense of ownership and accountability among clients. Finally, it provides clarity about where and how we can assist clients, as well as identifying any gaps in support that we need to address.

Our case management model is based on best practices in the industry, drawing on research and evidence-based approaches to support our clients effectively. We regularly review and update our approach to ensure that we are providing the most effective and efficient services possible. Ultimately, our goal is to help young people and their families overcome challenges, build resilience, and achieve their full potential.

### **3.3 Outreach and Diversion**

PPYSS is committed to providing outreach services and diversion programs that are culturally sensitive and strength-based for young people. We recognize the importance of cultural connections, on-country learning, and education in First Nations practices in helping young people build resilience and overcome challenges.

Our outreach services and diversion programs are designed to engage young people in positive activities that promote their well-being and connect them with their culture. We work closely with Elders and community leaders to develop these programs, ensuring that they are grounded in cultural practices and designed to meet the unique needs of young people.

Research has shown that programs that incorporate cultural connections and on-country learning can have significant positive impacts on young people's mental health and well-being. For example, a study conducted by the University of South Australia found that young people who participated in cultural programs reported improved self-esteem, better social connections, and increased resilience.

At DIYDG, we offer a range of activities that incorporate cultural connections and on-country learning, including bushwalking, fishing, and camping trips, cultural workshops, and dance classes. These activities are designed to be fun, engaging, and positive, promoting a sense of connection and belonging among young people.

We also provide education in First Nations practices, including traditional healing, bush medicine, and storytelling. These activities provide young people with a deeper understanding of their culture and history, helping them to build a strong sense of identity and pride.



By offering outreach services and diversion programs that are culturally sensitive and strength-based, DIYDG is helping young people to overcome challenges and build resilience. Our approach is grounded in evidence-based best practices and is designed to promote positive outcomes for young people and their families.

### **3.4 Brokerage**

DIYDG believes in utilising all available partnerships that offer resources to ensure the best outcomes for clients, including access to brokerage funds administered in a transparent and consistent manner. As a registered not-for-profit organisation with DGR status, DIYDG can seek philanthropic support for crisis circumstances and may employ external support agencies prior to utilizing internal funding or external resources.

Brokerage funds, defined as the use of designated funds to purchase services or goods to address individual client needs, are viewed as a strengths-based intervention that contributes to sustainable change for young people who are substance misusing. The allocation of brokerage funds is intended to achieve sustainable and effective strategies related to results for clients.

The underlying principles of brokerage at DIYDG include investing in people's lives and promoting client self-determination, viewing brokerage as a flexible tool that supports sustainable change, and allocating funds that contribute to a client's capacity to live without drug or alcohol dependence or misuse. The management and allocation of brokerage funds also leads to improved collaboration and service delivery arrangements between relationships with other agencies.

As a socially responsible organisation, DIYDG has partnered with Givit.org.au, a leading donation service platform that provides brokerage support to individuals and communities in need. Through this partnership, we have been able to extend our reach and impact beyond our immediate community, and contribute to the broader social welfare and development of our society.

Givit.org.au has proven to be an invaluable partner in our efforts to provide support and assistance to those in need. Their platform enables us to connect with individuals and organisations seeking assistance, and to provide them with the necessary resources and support that they require. Through this platform, we are able to coordinate and deliver aid more effectively and ensure that our resources are directed to those who need them the most.

Our partnership with Givit.org.au reflects our commitment to social responsibility, and our belief in the power of collective action to bring about positive change. We are proud to be associated with such a reputable and impactful organization, and we look forward to continuing our partnership to improve the lives of those in need across our communities.

## 4. Eligibility

PPYSS uses the Outcome Star and Common Assessment Tools to determine the level of support need that guides the decision-making process to determine eligibility for young people seeking services.

The Common Assessment Tool (CAT) is a standardized tool that is used to assess a young person's needs across a range of domains, including education, health, social etc. The CAT is used to identify any areas where a young person may require additional support, and to develop a plan to address these needs. The tool is designed to be used by multiple agencies and professionals, which ensures that young people receive consistent and coordinated support.

DIYDG holds a license with OutcomeStar.org.uk, a recognised tool used to measure a person's progress and identify areas where they may require additional support. The Outcome Star is an evidence-based and user-friendly tool that consists of ten different scales, each of which assesses a different area of a young person's life, such as relationships, self-esteem, and education. Through the Outcome Star, DIYDG works closely with young people and their PPYSS worker to identify their strengths and areas where they may require additional support. This information is then used to develop a tailored support plan that is designed to meet the young person's unique needs and goals. The Outcome Star is an invaluable tool that allows PPYSS to work more effectively with young people and to provide them with the support that they need to succeed. We are committed to using evidence-based tools and methodologies to ensure that we are delivering the highest quality services to the young people we serve.

The CAT is used as the initial holistic assessment that highlights the areas of concern the young person identifies. Pending the high priority domain, PPYSS workers then select the most appropriate Outcome Star that addresses the identified area of need and develops a support plan that improves the outcomes of that life domain.

PPYSS workers continue to use the CAT to assess all areas of an individual's life with each domain of concern, having a individual support plan created using the Outcome star tool. Overall, the Outcome Star and CAT are important tools used by PPYSS to ensure that young people receive the appropriate level of support, based on their individual needs and strengths. By using these tools, PPYSS can make informed decisions about eligibility and develop support plans that are tailored to each young person's unique needs and goals.

### 4.1 Assessment of Eligibility

Determining eligibility will involve consideration of referrals within a risk management framework and matching clients to the programs and services offered by PPYSS. When considering the potential clients the team will take into account ages and developmental, behavioural, social and personal needs. The PPYSS team will use their professional expertise to determine eligibility, assess potential risks and match clients as appropriately as possible. They will also gather as much referral information as possible and consider current clients, case load, programs and the availability of other relevant services. When assessing risk of harm the PPYSS team will take into account potential risks from:

- Other clients.
- Actions (or inaction) of workers in the service.
- Physical surrounds.
- The nature of the service and programs.
- The client themselves, to themselves and to other clients and people.
- Beyond the organisation.
- The process to inform clients about how their safety and wellbeing will be protected.
- Any actions the client is required to take or not take while using the service.

The PPYSS assessment form is used to assist in determining eligibility and assessing risks. This form can be completed by a PPYSS worker, a young person and / or an external organisation or individual. This form includes prompts to gather information including:

- The young person's, parent / guardian and referring agency's details.
- The young person's presenting issues, risks, vulnerabilities and current accommodation.
- The support required by the young person.

#### **4.2 Acceptance of Referrals Services will be offered in the case that:**

- The request is for a service provided by PPYSS;
- Any risks have been assessed and are considered reasonable: and
- The service has capacity to provide services at the time of receiving the request.

Once eligibility has been determined, the referred young person is to be assisted to attend PPYSS in person to begin the intake process. This will include supporting the young person to attend the service through the daily pick-up routine.

#### **4.3 Disability Access**

PPYSS is available to all young people including young people with physical or intellectual disabilities. The physical environment is set up to cater for people with a variety of disabilities and includes wheelchair access; accessible doorways and walkways; appropriate bathroom facilities; and onsite youth worker support.

Due to several factors including the nature of the service and the youth worker model, there are some limits to the level of support available to assist clients with disabilities. For example, all clients must be physically independent and be able to manage personal hygiene activities and be able to manage other personal or social activities without constant one-on-one supervision or assistance. Transport facilities also limit the support available to clients requiring wheelchair accessible transport. In this case PPYSS would make arrangements with an external provider i.e.: taxi service, to provide transport to the client to attend the service and relevant appointments or activities as a part of their support plan with PPYSS.

In the case that a client experiences a hearing impairment PPYSS would make arrangements for the assistance of an appropriate language interpreter and use alternative methods to communicate for example writing or drawing.

In the case that a client experiences other disabilities requiring specialist services, PPYSS would wherever possible make arrangements to engage the assistance of these support services.

Requests for support for a young people with a disability will be assessed on a case by case basis taking into consideration the limits mentioned above and the availability of specialist services to assist PPYSS to provide safe and appropriate services. In the case that the service is denied due to the limitations with the support available, the PPYSS team must provide the young person, their parent / guardian or referring party with information about other services.

#### **4.4 Denying Access**

Access to PPYSS may be denied in the following situations:

- The service does not have the capacity to take additional clients.
- Request for services by or on behalf of a former client who is unable to return before completing a process to negotiate their re-entry into PPYSS.
- No identified funding sources is provided

In the case that services are denied, the PPYSS team are to provide an explanation for denying the service as well as support, information and referral to other appropriate services. Brief details of the request and reason for denying services should be recorded in the client's case records.

#### **4.5 Disputes**

The complaints procedures outlined in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation policy and procedures manual will be used to respond to any disputes or complaints about the eligibility criteria, assessment process or application of this procedure.

#### **4.6 Clients in the Care of the Department of Children, Youth Justice and Multicultural Affairs (Dept CYJMA)**

When a client is referred by the Department of Child, Youth Justice, and Multicultural Affairs (CYJMA), they specify the goals that the young person or their family need to achieve and the expected time frame for achieving those goals. The Child Safety Officers then assign tasks and determine the case plan goals based on the needs and circumstances of the individual client.

Although the Dept CYJMA holds the overarching case management responsibility for young people in care, PPYSS can negotiate with the client and the Child Safety Officer for a short term care plan identifying the steps to address the client's immediate needs, including the need for possible treatment. Throughout this process PPYSS may act as an advocate for the client to ensure the Child Safety Officer is aware and considerate of their needs and desires. PPYSS may participate in the Dept CYJMA's formal case planning processes if invited by the client and Child Safety Officer.

#### **4.7 Youth Justice and Community Corrections Orders**

PPYSS regularly works with young people with Youth Justice or Community Corrections orders for example probation or conditional bail. Brief information about the order should be recorded on the client's file during the intake process.

In the case that a young person with a legal order is referred to PPYSS by Youth Justice or Community Corrections, a copy of the order or brief details about the reasons for the order should be collected and included in the case notes. This provides PPYSS with some information about the young person's previous experiences, behaviours and legal implications. The worker:

- Should offer support to assist the young person to fulfil their legal requirements for example to attend appointments or court, access legal advice or participate in relevant programs.
- Discuss the conditions of the order with the client and encourage them to make informed decisions about fulfilling their legal requirements.

The role of PPYSS is to provide engagement, support and diversion. We are not responsible for enforcing legal orders or setting consequences for breaching orders. A client with a Youth Justice or Community Corrections order is expected to abide by the same guidelines as other clients to maintain their involvement with the service. It is understood that at times the guidelines of PPYSS Services may differ to the expectations of the legal order for example curfew times and supervision. In this case, the worker should remind the client:

- That it is their responsibility to fulfil the requirements of their order.
- About the possibility and consequences of being found in breach of their order by Youth Justice, Community Corrections or police

The Young person should also be informed that:

- As long as they work towards fulfilling their care plan with PPYSS their involvement will not be at risk unless there is a legal consequence for being found in breach of their order by another party.
- PPYSS is not responsible for enforcing legal orders, but the service may be asked if the client is abiding by the set conditions and at no time will the service be able to give false information about the client's activities.

#### **4.8 Communication and Language**

Workers at PPYSS Services are required to possess highly developed communication skills and the ability to use language appropriately. Communication skills include the ability to express ideas and information verbally, non-verbally and in writing. Communication is only successful when both the sender and receiver understand the same information. Listening plays an important part in effective communication. Below are some tips regarding communication:

- Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way towards helping you to create good and lasting impressions on others.
- Be an active listener. Active listening involves listening with a purpose. It can be used to gain information or directions, understand others, solve problems or show support.

- Use nonverbal communication. Nonverbal communication includes facial expressions, gestures, eye contact, posture and tone of voice. Much can be understood through non-verbal communication and appropriate use of non-verbal behaviour shows the other person that you are listening and will prompt further communications.
- Give feedback. Providing feedback is a way to demonstrate that you are actively listening, to confirm the communications between you and others, and ensures that further communications are understood.

#### **4.9 Clients from Culturally and Linguistically Diverse Backgrounds**

PPYSS often engages with young people from culturally and linguistically diverse backgrounds. The service acknowledges the possible barriers for young people of culturally and linguistically diverse backgrounds including issues related to language and communication. In response to the needs of young people from culturally and linguistically diverse backgrounds Pamle Pamle Youth Support Services will:

- Embrace diversity including diversity in language and culture.
- Facilitate the involvement of interpreters or present information in languages other than English where required.
- Encourage the involvement of a representative from a relevant cultural background in service delivery to ensure:
- Will ensure Cultural protocols are understood and observed by PPYSS workers.
- Communication mechanisms and service provision is culturally sensitive.

Young people from culturally and linguistically diverse backgrounds have a right to communicate in their own language. Clients at PPYSS should not be prevented from communicating in their own language unless it is determined through non-verbal cues, that the communication is disrespectful or inappropriate. In this case the worker on duty should remind the clients involved about the guidelines and respect or implement consequences as appropriate.

#### **4.10 Interpreters**

When engaging with young people and their families who have diverse languages, it is considered best practice to provide culturally appropriate support that takes into account their individual needs and preferences. In Queensland, interpreter services play a crucial role in achieving this goal by providing professional and accurate translation and interpretation services to bridge the language gap. This can be complemented by other means such as providing bilingual support, using visual aids or written materials in different languages, and ensuring that communication is clear and easy to understand. By adopting a culturally responsive approach that respects and values diversity, young people and their families can feel more supported and empowered to participate in decision-making processes and access the services they need.

The following are contact numbers for interpreter services in Queensland:

- Interpreter Liaison (enquiries from interpreters): 1300 132 621
- Automated Telephone Interpreting Service (ATIS): 1800 131 450
- Interpreter pay enquiries: [interpreters@homeaffairs.gov.au](mailto:interpreters@homeaffairs.gov.au)



In order to promote the use of Indigenous community languages, DIYDG encourages their use and provides support through their community connections. In cases where interpretation assistance is needed when communicating with Aboriginal or Torres Strait Islander young people and communities, staff may reach out to the communities of origin and request assistance from interpreters. This approach ensures that communication is effective and culturally sensitive, and helps to build stronger relationships with Indigenous communities.

#### **4.11 Clients with Hearing Impairments**

When engaging with people who have hearing impairments, it is important to adopt best practices that ensure effective communication and respectful engagement. One of the key best practices is to use appropriate communication methods such as sign language interpreters, captioning, or assistive listening devices to facilitate communication. It is also important to make sure that the physical environment is conducive to effective communication, for example, by reducing background noise and using adequate lighting. Another best practice is to communicate clearly and directly, while avoiding speaking too quickly or in a manner that is difficult to understand.

Additionally, it is important to be patient and attentive, allowing sufficient time for the person to understand and respond. By adopting these best practices, people with hearing impairments can feel more included and empowered to participate fully in social, educational, and professional settings.

#### **4.12 Literacy**

PPYSS acknowledges that young people accessing the service have varied educational histories, and that some young people may have difficulty reading or writing. PPYSS does not assume that all young people can read or write proficiently and usually relies on verbal communication but will also include pictorial formats where required. The worker on duty is responsible for ensuring clients understand all information presented including written documents. Clients should be supported by the worker on duty to:

- Understand any written information including program brochures, flyers or forms as well as documentation from other services.
- Complete any documentation for the program or other services.

Where appropriate, clients should be referred to services that provide assistance to develop literacy skills for example Queensland TAFE, Reading Writing Hotline etc.

#### **4.13 Employees' Use of Language**

Workers must ensure:

- Their use of language and style of communication is appropriate, professional and respectful at all times.
- They communicate in a manner that is easily understood by the target group.
- They develop and maintain an understanding of language and cultural differences, and are respectful of these differences.

Examples of inappropriate, unprofessional and disrespectful language include swearing, slang, excessive jargon, derogatory terms or other words / sayings that may be difficult to understand or make people feel uncomfortable.

#### **4.14 Clients' Use of Language**

Clients are informed during the intake process that respect including respectful language is extremely important at PPYSS. Examples of disrespectful or inappropriate language include excessive swearing, derogatory terms, name calling or other words / sayings that may be difficult to understand or make people feel uncomfortable. A client's use of disrespectful or inappropriate language should be addressed immediately. The worker on duty should remind the client about the guidelines and respect or implement consequences as appropriate.

#### **4.15 Client Rights**

**The rights of clients with PPYSS are as follows:**

- To be treated with respect.
- To feel safe – emotionally, physically, spiritually, mentally.
- To have a safe, comfortable, clean environment where you are welcomed.
- To access support from the workers.
- To have a supportive environment that facilitates social, personal and physical well being and development.
- To participate in and get support with my care plan - to be made aware of all options and to take part in decisions affecting your life.
- To confidentiality. This means that information you share with workers stays with the PPYSS. We keep records about your engagement with PPYSS and you can read these just speak to a worker to arrange a time so that you can view your file in a supervised environment. You are able to decide with who and how your information is discussed; the Youth Support Worker will make every attempt, within reason, to inform you if they are going to share your information.
- There are some limits to confidentiality. These include:
  - Safety issues for example discussion of harm to self or others.
  - Health issues for example when a client becomes sick and needs medical attention.
  - For clients under the age of 16 years and not receiving an independent income information may be shared with your parent or guardian.
- To make a complaint. If you have a problem with one of the workers, the agency or some other issue, you can:
  - Talk with worker.
  - Talk to someone else who can discuss it with a PPYSS worker.
  - Complete a have your say feedback form or write a letter outlining the complaint.
  - Contact Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation.
- To be listened to.
- To be believed.
- To not be judged.
- To be treated fairly.

Young people and their families are informed about these rights during the intake process. These rights are included in the information for client's booklet and displayed in public areas of the service. During the intake and assessment process clients are also informed about the procedure for making a complaint if they believe that their rights have been breached. This procedure is also displayed in public areas of the service.

#### **4.16 Upholding Young Peoples' Rights**

All workers are responsible for ensuring young peoples' rights are upheld and protected. Workers must be mindful of the potential for young people to act in a manner that threatens the rights of others and any incident that may jeopardise people's rights should be addressed immediately. Workers must also ensure their professional practice protects the rights of young people and that the work of PPYSS does not result in further marginalisation of young people.

#### **4.17 Breaches of Young Peoples' Rights**

All complaints regarding breaches of young peoples' rights must be taken seriously. The worker on duty should explore the complaint and use the grievance procedure outlined in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedures Manual as a guide for responding to the issue. Brief details regarding the situation are to be recorded in the PPYSS PowerApps Events case noting system.

#### **4.18 Client Guidelines**

Client guidelines for PPYSS are as follows:

1. This service runs on respect. Above all else, respect you, each other and the workers.
2. Everyone will have a care plan. A care plan is setting up the steps to take you from where you are now to where you want to be. You need to be continually working on your care plan.
3. Abusive / threatening behaviour is not acceptable in this service. Abusive behaviour includes verbal and non-verbal threats, physical, emotional and mental abuse.
4. Sexual behaviour and touching that is inappropriate or unwanted is not permitted in this service.
5. Respect the neighbours and other services within the building by keeping the noise down for example TV, music or loud talking.
6. Weapons and stolen property are not permitted on the premises.

The rules are included in the information for Client's Booklet. As described in the intake procedure all guidelines must be explained thoroughly. It is the worker's responsibility to ensure clients fully understand the guidelines and what is expected of them while they are supported by PPYSS.

The guidelines are extremely important at PPYSS. Guidelines provide the framework for a safe and supportive environment for both clients and workers. They give clients and workers a clear understanding of:

- Expectations, responsibilities and commitments.
- Appropriate and inappropriate behaviour.
- Boundaries and limits.

Consistency among all workers in applying the service guidelines is crucial to the effective operation of PPYSS however it must be acknowledged that:

- Guidelines cannot be set to cover every possible situation in a service, which responds to young people within times of crisis.
- Often situations in which guidelines are breached have unique features or influences.

Taking these factors into account, it is important for workers to utilise all available skills to assess each situation, determine the level of the breach and identify and set appropriate consequences.

It must be acknowledged that clients attending PPYSS and abiding by the rules may become difficult for other young people considering they may:

- Have past experiences of marginalization or trauma.
- Be under the influence of a substance.
- Be familiar with acting to meet their own needs and setting their own boundaries.
- Be experiencing stress as a result of their situation.

In considering these factors it is important for workers to demonstrate equity, flexibility and sensitivity when responding to breaches of the guidelines and ensure clients are supported to maintain their relationship with PPYSS when possible.

In applying guidelines it is extremely important for workers to be aware of and disciplined in the use of their own values, beliefs and judgments. It is essential that responses to breaches of guidelines are not the result of a worker's personal reaction to or feelings about a particular situation or client. In the case that a worker is unsure about the implementation of guidelines and consequences, they should refer to the Information for Client's booklet, the operational manual or contact the Program Manager for clarification or support.

#### **4.19 Feedback and Evaluation**

PPYSS encourages and welcomes feedback from clients, families and other community members. Feedback provides the program with information about:

- Client and community satisfaction with the service.
- Areas for development and improvement.
- Gaps in service delivery.

#### **4.20 Have Your Say**

The 'Have Your Say' form includes a variety of questions regarding:

- What is most / least liked about PPYSS and why.
- Assistance provided to reach goals while at PPYSS.
- Learning and skills developed while at PPYSS.
- Level of use and risk while engaged at PPYSS.
- Workers' qualities.
- Feeling safe, respected and treated fairly at PPYSS.
- Progress in their ability to meet personal needs.

- Satisfaction with services and activities.
- General comments.

All clients are encouraged throughout their support period to complete a have your say form. All exiting clients are to be asked to complete a have your say form prior to leaving the service. Clients are encouraged to provide honest feedback regarding their experience with PPYSS. Have your say forms can be completed anonymously and placed in the box located in the reception areas. Alternatively completed forms can be handed to a worker or left in another area to be found by a worker.

Completed 'Have Your Say' forms are completed online. At the end of each month, responses from all have your say forms are collated and recorded in the have your say client feedback format and included in profile on PPYSS Events PowerApp. Client feedback is also included as a regular agenda item for staff meetings and all comments are shared with the staff. Any issues identified in the feedback will be discussed and decisions regarding any action to be taken will be made by the team.

#### **4.21 Informal / Verbal Feedback**

Clients, families and other community members frequently provide informal or verbal feedback. Workers should note and explore all feedback provided and inform the program manager as appropriate. Clients providing verbal feedback can also be encouraged to complete a have your say form.

#### **4.22 Complaints procedure**

Feedback may take the form of a complaint. Complaints can be made informally, formally, verbally or in writing. Complaints can be minor or serious, and for information about how to respond to complaints refer to the grievance procedure in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedure manual. In the case of receiving a minor complaint the worker on duty should:

- Discuss the concerns and offer support.
- Encourage the person to document their complaint on a 'Have Your Say' form or in a letter.
- Note the complaint in the Events PowerApp if appropriate.
- Inform the program manager if appropriate.

Complaints and progress with responding to complaints will be discussed by the program manager with:

- Staff via supervision or staff meetings as appropriate.
- Clients via meetings or phone.
- Decisions regarding action to be taken as a result of the feedback / complaint received will be made by the program manager or all employees at a staff meeting.

#### **4.23 Intake procedure**

The intake procedure is completed by the worker on duty with all clients (including ex-clients) at the time of their arrival to PPYSS, or during Outreach if appropriate. In the case that this process is not completed at this time, it must be completed within 7 working days of the support contract approval.

The intake procedure is designed to:

- Encourage the establishment of a relationship between the worker and client.
- Provide an opportunity to identify and address any immediate support / practical needs the client may have.

**Ensure the Young Person is informed about:**

- Services provided by PPYSS.
- Their responsibilities while being supported by PPYSS.
- Client guidelines and clients' rights.
- The regular routine of PPYSS.
- Provide an opportunity for the client to ask questions about PPYSS.
- Gather relevant personal details from the client.
- Assist the client to make an informed decision about whether PPYSS is appropriate to meet their support needs.

**When completing the intake procedure the worker should utilise all available skills to:**

- Demonstrate respect, warmth, empathy and genuineness.
- Assist the client to feel comfortable and welcome at PPYSS.
- Ensure the client understands all information presented.
- Identify and address immediate support and practical needs.
- Identify longer term support and practical needs.
- Be sensitive to the client's privacy needs.

**4.24 Program compliance - Forms to be completed**

The intake procedure involves completing the following forms:

- Intake form: This form records details about the client including:
  - General demographics.
  - Involvement with the Department of Child Safety, Youth Justice, and other service providers.
  - Information regarding parents / guardians including contact details if appropriate.
  - Emergency contacts.
  - Presenting situation.
  - Family and significant others.

Privacy form: This form describes PPYSS privacy policy including the ways in which personal information is handled. It also records the client's declaration of understanding of this policy.

- Client Intake & Assessment form (CAT)
- Details regarding the young person's circumstances after accessing support from PPYSS, and
- services provided during their episode of care should be completed after the client exits the service.



#### **4.25 Additional Processes To Be Completed**

The intake procedure also involves:

- Discussion of the Young Person information booklet. This booklet includes information about:
  - The vision of Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation
  - The philosophy of PPYSS.
  - General responsibilities of PPYSS and clients.
  - Guidelines
  - Information about the storage of their information
  - Young Person's rights.
  - Grievance procedure and feedback options.
- Discussion of the information booklet is the most important part of the intake procedure. It is the worker's responsibility to cover all information with the client in detail, and to emphasize the importance of client's rights and responsibilities and how they apply to all clients and workers at PPYSS.
- Providing the new client with a tour of the premises, identifying rest and recovery areas, bathrooms, client areas and kitchenettes.
- Explanation of fire safety procedures including evacuation procedures, meeting points, location of alarms and extinguishers.
- Addressing any immediate needs including access to a meal, shower or laundry facilities, telephone to inform family or friends of their whereabouts, first aid supplies, clothing and personal hygiene items.
- Discussion of any questions or concerns.

#### **4.26 Contacting Parents / Guardians**

When a young person under the age of 16 years and not receiving an independent income is accommodated at PPYSS, the worker on duty is required to inform the client's parent / guardian. Clients are not required to speak with their parent / guardian if they do not feel ready to do so. The worker should provide the parent / guardian with brief details i.e.: the name of the service, telephone number and services provided by PPYSS.

In the case that:

- The client is in the care of the Department of Children, Youth Justice and Multicultural Affairs, the Child Safety officer or Crisis Care (if intake is completed after business hours) must be notified that the young person is accessing PPYSS. This contact must be made for all clients in the care of the Department of Child Safety.
- A guardian cannot be located, the worker is to contact the Department of Child Safety or Crisis Care and inform them about the client and that their parent / guardian cannot be contacted. Relevant details are to be provided.
- The client refuses for her parent / guardian to be contacted, the worker must contact the Department of Child Safety or Crisis Care and the police, and provide relevant details for them to pass on to the parent / guardian in the case that they are in contact with them.
- There are serious concerns for the safety of a client should their parent / guardian is informed about their whereabouts, the worker must contact the Department of

Child Safety or Crisis Care to make a notification about the young person and their circumstances.

Clients receiving an independent income or aged over 16 years should be offered access to the telephone to contact parents, family members or significant others and inform them of their whereabouts. PPYSS is not obligated to contact parents / guardians in this situation unless the client is in the care of the Department of Child Safety.

#### **4.27 Case/Safety Planning**

Once a young person is engaged with PPYSS, the worker will meet with the Young Person to discuss their plans, goals and needs. These topics are documented on the care plan form. The care plan also documents who will be responsible for the activities. Care plan meetings also provide the worker with an opportunity to spend some time with all clients and enquire about their:

- General wellbeing.
- Satisfaction with the workers and services offered by PPYSS.
- Satisfaction with services received from other organisations.
- Immediate, medium term and long term needs and goals.

Care plan meetings can be a time to explore dissatisfaction, identify areas requiring support or advocacy and negotiate intervention to assist the client to achieve their goals.

At PPYSS, the priority in care planning must be on working towards reducing harms and risks associated with misusing substances i.e.: cutting back use, referral to treatment, having a health check up regarding their substance misuse and its affect on the body and mind, as well checking for blood borne viruses as a result of lifestyle choices. Other components of a care plan may include job seeking, attending school / TAFE / work, keeping appointments with Centrelink or doctors, obtaining identification or other belongings, attending to legal matters, paying rent or developing skills as determined by the client. Care plans must be up to date, reviewed regularly at client overview meetings and identify the steps for the client to work towards exiting the service for example:

- Broad and specific plans.
- Goals to be achieved and needs to be met prior to exiting the service.
- Planned exit dates, expected length of engagement and plans for the future.

A copy of the care plan is kept in the client's file and another is offered to the client. Clients then meet with the worker to regularly review progress with their care plans and identify any areas to be changed. Workers are to informally review care plans and outcome to report on during client overview meetings.

Clients are required to continually be working on their care plan. In the case that a client repeatedly fails to work towards their care plan goals they will be asked to decide whether they are ready to be supported by PPYSS and given the opportunity to engage at a later date.

#### **4.28 Collaborative Care Planning**

Care plans may be developed in collaboration with family, significant others or other service providers. In this situation the care plan should specify the roles and responsibilities of each party. Clients may invite a support person to assist them to participate in the care planning

process. This may include the support person attending care planning meetings or presenting information about the client's needs to PPYSS. A support person may be any person who the client feels comfortable with for example a family member, a worker from another organisation, a representative from their cultural background or a representative from the Commission for Children and Young People and Child Guardian.

#### **4.29 Referrals and Advocacy**

Through the case management process, referrals are made to appropriate organisations to address issues such as treatment, housing, health, income, employment, social and personal development issues. Referrals may be offered:

- Formally – when the worker contacts the referral organisation to arrange an appointment on behalf of the client.
- Informally – when the employee offers to contact the referral organisation on behalf of the client or provides contact details for the client to contact the organisation themselves. An informal referral may not be acted on at this point in time.

Formal referrals are made to other organisations only with the client's consent. In this instance, only names are given in order for appointments to be made or for the worker in the referral organisation to contact the client directly. Further details are given if the referral organisation needs more information to determine whether the referral is appropriate.

All referrals are to be noted in file notes on the Events PowerApp.

Advocacy involves representing a client and / or their needs to another party for example the Department of Children, Youth Justice and Multicultural Affairs, police, other service providers or family members. Advocacy should always occur with the client's permission and may include:

- Speaking or acting on a client's behalf.
- Supporting a client to speak or act on their own behalf.
- Ensuring a client understands all information provided to them by another party.

Workers should carefully balance clients' needs for advocacy and support, with their needs to develop independence and skills. It should never be assumed that clients are unable to address their own needs and where ever possible clients should be encouraged and supported to act and speak for themselves. In situations where this is not possible, workers must ensure they have a clear understanding about the issues to be discussed with the other party. Clients should be invited to participate in, attend or listen to all discussions regarding their circumstances and needs.

All occasions of advocacy support are to be noted in client files.

#### **4.30 Record Keeping, Data and Client Files**

At DIYDG, we take data security very seriously, and we understand that the privacy and confidentiality of client information is of utmost importance. Our PowerApp has been designed with a range of security measures that ensure all client data is stored securely and can only be accessed by authorized staff members.

Our PowerApp uses industry-standard security features, such as encryption and multi-factor authentication, to protect client information from unauthorized access or disclosure. This means that all client interactions, incident reports, brokerage expenses, family and behavioral observations are kept safe and secure.

We also ensure that all staff members who use our PowerApp are trained in data protection best practices and understand their responsibilities when handling client data. This includes regular staff training and ongoing monitoring to ensure that our security protocols are adhered to.

Moreover, we conduct regular security audits to identify and address any potential vulnerabilities in our system. Our team is constantly monitoring the latest security threats and trends to ensure that our security protocols remain up-to-date and effective.

At DIYDG, our commitment to data security extends beyond our PowerApp. We have a robust data protection policy in place that outlines our approach to data security and privacy. We comply with all relevant data protection legislation, and we strive to exceed industry standards for data security and privacy.

In summary, our PowerApp is designed with the highest level of security and privacy in mind. We take a proactive approach to data protection, and our team is committed to ensuring that all client information is kept safe and secure. With our PowerApp, staff members can be confident that the client information they collect is protected and can be accessed quickly and easily to support the delivery of high-quality services.

Workers are responsible for completing and maintaining a variety of records and it is crucial that all record keeping, data and files meet high standards in documentation. All recordings must be completed professionally and be written in a manner that will stand scrutiny.

Employees:

- Are responsible for all information they record.
- Are required to assume professional ownership of their records.
- Should be able to explain and verify their records with confidence.

All physical records must be:

- Legible.
- Indicate the date of creation.
- Maintained in quality folders or books with no metallic objects such as pins or paper clips.
- Filed in alphabetical order.
- Returned to the appropriate file immediately after use.
- Securely.

Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation has a Privacy Policy to guide the collection and treatment of clients' personal information. The policy ensures that:

- Collection of information is done directly, is not unreasonably intrusive and is necessary for case management.
- Clients consent to sharing their personal information, are informed about their rights regarding their personal information and understand why the information is collected and how it will be handled.
- Reasonable steps are taken to ensure personal information is secure.
- Personal information is made available on request by a client.

We understand that client privacy and confidentiality is of utmost importance, not only in the digital realm but also in the physical realm. We take great care to ensure that client information is kept secure, whether it is in digital form or hard copies.

During the intake procedure, clients are asked to sign a privacy form outlining their rights regarding the collection and dissemination of their personal information. This form serves as an agreement between the client and DIYDG, ensuring that the client's privacy rights are protected.

Clients' files are kept in a locked filing cabinet in the office, providing an additional layer of security for the hard copies of client information. If a client wishes to access their file, they are to approach their worker, who will inform management and arrange a time for supervised access. This ensures that the client's privacy is protected while allowing them to access their information when needed.

We also understand that clients may wish to take copies of their information for their own records. While we allow clients to make copies, we ensure that all original documents are returned to the file immediately after use, maintaining the security and confidentiality of the information.

If a client disagrees with any details recorded in their file, they have the right to have the information removed. We respect our clients' right to their privacy and ensure that they have control over their personal information. It is also important to note that clients' files can be subpoenaed to court, so we take great care to ensure that details are accurately and professionally recorded.

At DIYDG, we are committed to ensuring the security and confidentiality of our clients' information, whether it is in digital form or hard copies. We take great care to ensure that our clients' privacy rights are protected at all times.

#### **4.31 Storage of personal belongings**

Clients are informed during intake that they are responsible for their own belongings while at PPYSS. They should be offered to store their valuable or personal items safely if necessary. Small items can be stored in the office filing cabinet and larger items can be stored in the store room or lockers.

Exiting clients can also store items at PPYSS if they are unable to take their belongings at the time of exit. Items belonging to clients who fail to return should be packed and stored in the store room. Clients are to be advised that they must collect their belongings within 1

month and that items remaining in storage for longer than this period will be given to Life Line. All items stored in the office or store room must be securely labelled with the owner's name.

Access to storage facilities must be supervised by the worker at all times. Workers should be mindful of the possibility of items being taken by mistake and check labels to ensure clients are only taking their belongings. Belongings must only be collected by the owner unless they have given PPYSS permission (this can be a verbal agreement) for someone else to collect them or if the person's parent / guardian collect them. Brief details regarding the storage of and access to belongings in storage should be noted in the Clients Profile PowerApp

Storage facilities are regularly cleaned and tidied. This job will be delegated to workers where available. When disposing of items in storage, the young people and / or their guardians should be contacted to arrange for items to be picked up or delivered to an alternative place. In the case that a young person is unable to be contacted, the items should be taken to Life Line.

#### **4.32 Medications**

PPYSS is available to all young people regardless of their health status however medications need to be handled appropriately to ensure the safety of all clients and workers. Workers need to be aware of clients' use of medications to ensure that medications are:

- Used as directed.
- Not misused by other clients.
- Not stolen or given to other clients.
- Not resulting in physical reactions for example allergies.
- Being taken as required to manage the potential for infection with contagious conditions.
- Known medications should be listed on Clients Profile PowerApp with an alert set on the profile

Workers are required to gather adequate health history through the intake procedure. Clients are informed that:

- They are responsible for managing their own health and taking medication as required.

Workers do not dispense or administer medication including panadol or cough syrup without direction from a medical professional. In situations where there are concerns for inappropriate use, workers may ask to observe a client's use of their medication. Brief details regarding client's taking their medication should be recorded in case notes for example, client taking 2 x panadol or client taking medication.

Workers should monitor all clients' health and address any inappropriate use or lack of use of medication immediately. In the case that:

- A client suffers a reaction to medication the worker should contact the ambulance for medical treatment.



- A client consumes another's medication the worker must monitor their health closely and contact the ambulance for medical treatment. Any client involved in distributing medication to others or stealing medication will be asked to leave. Any client involved in taking un-prescribed medication will be given a warning.
- A client requires medication or other medical treatment, contact the ambulance or refer the client to a medical centre / doctor, depending on the severity of the health complaint.

Details regarding any of these situations should be recorded in client medication tracker and scanned to file on the Events PowerApp after each admission. See the Client Medication Administration procedure.

#### **4.33 Substances And The Tools For The Use Of Substances**

PPYSS is a drug, alcohol and inhalant free zone. All clients are informed during intake that:

- The use of substances and,
- Possessing substances and tools for using substances are not permitted on the premises.

Persons under the influence of substances are permitted onsite to rest and recover from their substance misuse, young people are provided with rest, access to a shower, rehydration, food and support. Young people under the influence utilising rest and recovery are permitted to stay on site pending the availability of staff and space. Young people who are currently known to PPYSS are able to access this during office hours if supervision is able to be provided by a staff member.

Young person receiving counselling or participating in a diversionary activity are not allowed to be under the influence of substances as a risk management principle due to the physical or psychological harm that may occur as a result of participating in these activities while under the influence.

PPYSS understands that young people may engage in the use of substances for various reasons including recreation, experimentation or self medication. The role of the service is to support young people to make informed and healthy choices while providing a safe and respectful environment. PPYSS can assist young people to make changes to their substance use if requested for example by linking young people with treatment services such as Adolescent Drug and Alcohol Withdrawal (ADAWs) and other Rehabilitation services. However, the primary focus of the service is to maintain safety for all clients and workers, and it is within this context that the guidelines regarding substances have been developed.

Workers should respond immediately to any concerns regarding the use or possession of substances by a young person. It is important to remember that the effects of substances can be unpredictable and may impact on the facilitation of a safe environment. For example:

- The service/diversion activity may become unsettled due to the behaviour of someone affected by substances.
- A person under the influence of substances may exhibit unpredictable, aggressive or threatening behaviour.

- Other clients or workers may be at risk of injury due to coming into contact with tools for using substances.

#### **4.34 Clients Using Substances on the Premises**

A client found to be using substances on the premises is to be asked to stop their use. The worker should:

- Assess / monitor the client's general health and safety
- Discuss the behaviour, potential risks and implications
- Inform the client if they are under 16 and or in the care of the Department of Child Safety and that, Child Safety will be informed.

If the situation cannot be managed safely, the worker should contact the manager on-call for assistance and if necessary emergency assistance for example the ambulance service or police. Brief details regarding the incident should be recorded in the case notes and a incident report completed and forwarded immediately to the Program Manager, Senior Manager for further processing. .

#### **4.35 Possession of Substances and Tools for Using Substances**

A client found to be in possession of substances and / or tools for using substances is to be informed that they will have the substance confiscated and destroyed or they should leave the service immediately. All substances and tools are to be confiscated by the worker and disposed of appropriately. In the case that a client informs a worker that they are in possession of substances or tools for using substances, the worker on duty should:

- Remind the client about the client guidelines and that the inappropriateness of having these items on site.
- Negotiate for the worker or client to dispose of the items immediately.

Substances may be disposed of by putting them in the bin, down the sink or returning pharmaceutical drugs to a chemist. Tools may be disposed of by putting them in the bin or in the sharps container in the office filing cabinet. The sharps container can be placed in the normal rubbish bin when it is full or taken to a Needle and Syringe Program. Care should be taken when disposing of used injecting equipment. For further information refer to the sharps procedure in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedure manual.

#### **4.36 Distributing Substances to Other Clients**

A client found to be distributing substances to other clients will be informed that they have been asked to leave the service. If the situation can be managed safely, the client should be informed that they may return to PPYSS at a later date. If the situation cannot be managed safely the worker on duty should contact the Program Manager or police for assistance if necessary. Brief details regarding the incident should be recorded in an incident report if appropriate.

#### **4.37 Computers**

DIYDG provides community and young people with access to computers and printers as part of its commitment to supporting the development and well-being of young people. The

organisation recognizes that access to technology is essential for young people to succeed in today's world and has established a computer lab that is open to all members of the community.

The computer lab is equipped with modern computers and printers that are available for young people to use free of charge. DIYDG staff are on hand to provide support and guidance to young people to help them complete resumes, assignments, and access Centrelink services.

In addition to providing access to technology, DIYDG also offers workshops and training sessions to help young people develop their digital skills. These may include courses in basic computer skills, social media management, and website design. By providing access to technology and training opportunities, DIYDG is helping to bridge the digital divide and ensure that young people have the skills and knowledge they need to succeed in the modern world.

Overall, DIYDG's commitment to providing access to technology and training opportunities is a testament to its dedication to supporting the development and well-being of young people in the community. The organisation recognizes the importance of digital skills in today's world and is working to ensure that young people have the tools and resources they need to succeed.

#### **4.38 Transport**

PPYSS recognizes that transportation can be a major barrier for young people and their families in achieving their goals. To address this, the organisation offers support with transport to help young people and their families access the services and resources they need to succeed. Whether it's transportation to school, work, or community events, PPYSS works closely with young people and their families to ensure that transportation is not a barrier to achieving success. This support can include arranging transportation, covering the cost of public transportation, or helping families to access transportation subsidies. By providing support with transportation, PPYSS is helping young people and their families to overcome one of the most significant obstacles to achieving their goals, which in turn helps to promote their overall well-being and development.

#### **4.39 Vehicle**

Employees must possess a current driver's license and are expected to take care when driving the work vehicle. Clients are also informed that they must act appropriately in the vehicle and not put themselves or others at risk for example by engaging in:

- Any behaviour which makes it difficult for the driver to concentrate or drive the vehicle safely.
- Conflict with others in the vehicle.
- Inappropriate or disrespectful behaviour while travelling for example yelling at pedestrians or other vehicles.

In the case of conflict between clients or inappropriate behaviour in the vehicle, the worker is to address the issues immediately. The vehicle should be stopped if necessary to resolve the situation safely. For further information refer to conflict resolution procedure in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedure manual or the house rules procedure in this manual.

Brief details of an incident should be noted in the activity overview, case notes and / or incident report if appropriate upon return to the office.

#### **4.40 Incidents / Accidents**

The procedure for responding to damage of the vehicle including minor damage such as small scratches and dents is as follows:

- Record details of the incident in the activity overview, case notes and / or incident report if appropriate upon return to the office.
- Inform the Program Manager of the incident as soon as possible.

The Program Manager is to:

- Contact the finance officer regarding the incident and required repairs.
- Organise quotes and repairs of the damage as soon as possible.
- Inform the senior managers and forward a copy of the incident report to the administration office.

In the case of a vehicle accident the employee involved must:

- Ensure the safety of self, others, the vehicle and belongings.
- Contact emergency services when required.
- Apply first aid when appropriate.
- Not admit any liability.
- Comply with police reporting requirements.
- Obtain the following information if another vehicle or other person is involved:
  - Owner's name, address and telephone number.
  - Driver's name, address, telephone number and license number.
  - Name of the owner's insurance company.
  - Make, type and registration number of the vehicle.
  - Name and address of any witnesses and who they will be a witness for.
- Inform the program manager as soon as possible about the accident and action taken.
- Record details of the incident in the day activity return to the office.
- Complete an incident report outlining the incident in detail, including a report to the Department of Industrial Relations if necessary upon return to the office.
- Offer support and debriefing to clients involved in the accident.

Following an accident the Program Manager is required to:

- Offer follow up support and debriefing to the employee and clients involved.
- Lodge all details with the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation finance officer.

- Forward the completed incident reports to the senior managers finance officer and / or Department as appropriate.
- Advise the senior managers and HR officer of any injuries and potential worker's compensation claims.
- Notify other relevant parties including parents / guardian or Commission for Children and Young People and Child Guardian about the incident.

Staff are to refer to the Incident Management procedure for more information.

## 5. Administration and Staff Coordination

DIYDG understands the importance of precise data entry and reliable administrative support, as well as the role of effective administrative practices in establishing strong governance, best practices, and quality assurance. By prioritizing accurate data collection and efficient administration, DIYDG can inform decision-making, measure progress, and ensure compliance with legal, regulatory, ethical, and professional standards. Ultimately, these practices strengthen the organisation's foundation and support its commitment to professionalism and ethical conduct.

### 5.1. Organisational Apps

To effectively communicate, coordinate, record, and connect, DIYDG utilizes Microsoft Teams. All staff members are provided with mobile devices and are responsible for ensuring that the organization's mandatory apps are installed on their devices. Staff members are also responsible for monitoring communications via each app. The organization's mandatory apps include:

**Happy HR:** This app enables staff members to manage all HR-related tasks, such as accessing policies, supervision, performance management, and submitting leave requests.

**Quickbooks WorkZone:** Staff members can record their timesheets digitally, and managers must approve timesheets before final approvals are completed by the executive team.

**Weel:** DIYDG uses a digital finance system that allows staff members to Tap&Pay as required. Program managers are allocated budgets, and expenses must be approved before they are incurred.

**Microsoft Teams:** Teams is the go-to platform for DIYDG to manage everything from vehicle management, compliance, organizational notices, staff bookings, shift bookings, program development, financial management, to reporting.

**Microsoft PowerApps:** DIYDG has developed in-house apps for capturing case notes, events, incidents, outcome assessments, and receipts. These apps are essential for tracking and recording important information.

In summary, DIYDG utilizes a range of apps to ensure effective communication, coordination, and record-keeping. Staff members are responsible for installing and

monitoring these apps on their mobile devices to ensure that the organization's operations run smoothly.

## **5.2 Time sheets**

To help streamline its time tracking process, DIYDG utilizes the Quickbooks "Work Zone" app to capture timesheets. To ensure timely and accurate processing, all timesheets must be submitted by 10am every Monday. Once submitted, program managers will review each timesheet before processing, with final approvals completed by the executive team post-review.

For instructions on accessing Work Zone, team members can reach out to the finance team. By following these guidelines and utilizing the designated app, DIYDG can ensure that time tracking is efficient and effective, allowing the organisation to allocate resources and plan projects with accuracy and precision.

## **5.3 Office/shift times**

The standard office hours for PPYSS are Monday to Friday, 8:30am-5pm. However, youth worker shifts are allocated according to the negotiated contract, and may include after-hours, overnight, and weekend shifts. This approach allows PPYSS to provide comprehensive support and care to young people, while also ensuring that the organisation operates efficiently during regular business hours. By accommodating a range of shift options, PPYSS can effectively meet the needs of its clients while also fostering a positive and supportive work environment for its staff.

## **5.4 Staff Meetings**

Staff Meetings are to be held fortnightly where possible: staff meetings are a time to discuss improvements, challenges, staff movements, clients, training requirements, and opportunities, staff members should also use these meetings to discuss any workplace health and safety concerns. This could include identifying any potential hazards or risks, discussing ways to mitigate these risks, and ensuring that all staff members are aware of the necessary safety protocols and procedures.

Furthermore, staff meetings should also cover sector updates, such as changes to regulations or other relevant developments that may impact the organization's operations. It is important to stay up-to-date with the latest sector news and trends to ensure that the organization is well-positioned to respond to any changes that may arise.

Contract updates should also be discussed during these meetings to ensure that everyone is aware of any changes, deadlines, or requirements related to the organization's contracts. This will help to ensure that the organization is meeting its contractual obligations and is in compliance with any relevant regulations or policies.

By recording staff meetings in each program's Teams Site the organization can address any issues or opportunities promptly and effectively, and ensure that it is operating in a safe, compliant, and efficient manner.



## **5.5 Worker Role**

At PPYSS, the workers have a crucial role to play in providing assistance and support to clients. Their primary responsibility is to facilitate a safe, respectful, and supportive environment that promotes the well-being of all clients. To achieve this, workers are required to perform a wide range of tasks that include offering support, information, advocacy, and referrals to clients and community members.

In addition to this, workers must also help clients develop skills in various areas such as harm minimization, personal care, communication, assertiveness, relationships, and conflict resolution. By providing guidance and support in these areas, workers can help clients make positive changes in their lives and improve their overall well-being.

Another critical responsibility of workers at PPYSS is to identify clients' needs and determine how best to meet them. This requires a thorough understanding of each client's unique circumstances and challenges. Workers must be able to assess their clients' needs accurately and develop effective strategies to help them overcome the challenges they face.

Furthermore, workers must also discuss clients' plans and activities regularly to ensure that they are on track with their goals. This includes conducting intake and assessments with new clients to get a clear idea of their needs and requirements. Workers must also provide transportation to clients when necessary and facilitate recreational activities to promote socialization and a sense of community.

Encouraging clients to make informed decisions and take responsibility for their choices is another critical aspect of the workers' role. Workers must be able to provide clients with accurate information and guidance to help them make informed decisions that are in their best interests. They must also ensure that clients understand all information discussed and are fully aware of the consequences of their actions.

Finally, workers at PPYSS must communicate positively with all individuals in the service, including clients, co-workers, and visitors. Effective communication is essential to creating a supportive and safe environment where everyone feels respected and valued. By performing these tasks to the best of their abilities, workers can help create a supportive, safe, and respectful environment for all clients at PPYSS.

## **5.6 Communication**

To ensure effective communication with clients, community members, DIYDG staff, and PPYSS stakeholders, it is essential to be polite, respectful, and culturally appropriate at all times. When answering or speaking on the phone, it is important to clearly identify yourself, your position title, and the service you work for.

It is also necessary to have a clear understanding of what PPYSS does and its contractual obligations. To ensure clarity around PPYSS service provision, all staff members are expected to articulate this information as required. The PPYSS Service Overview document is a valuable resource that can guide staff members on the level of information they should provide.

Written communication should be organised, clear, and concise, while oral communication should be clear, concise, and easily understood by clients and co-workers. Staff members should feel comfortable presenting information in group situations.

Documenting client engagements and interactions is a critical aspect of the workers' role. It is essential to document these interactions in a way that respects client confidentiality, allows for an effective response, and meets agency and professional standards. By following these guidelines, staff members can ensure effective communication and maintain professional standards at all times.

### **5.7 Client Engagement**

Effective engagement between a client and Youth Worker involves more than just interaction and communication. It involves participating in positive activities that promote comfort, trust, and a sense of belonging. This can take many forms, such as playing games, doing crafts, having conversations, going on outings, and more. The goal is to create a safe and supportive environment where the client feels valued, respected, and understood.

Engagement also involves identifying and reaching out to members of the target group in their natural environments. This can be challenging, as it requires establishing trust and rapport with individuals who may be skeptical or guarded. However, by showing genuine interest and concern, Youth Workers can build relationships that lead to positive behavior change and improved outcomes.

When working with children and youth, it is essential to foster positive relationships both between participants and with their peers. This involves creating an environment that is physically and emotionally safe, where everyone feels welcome and included. Youth Workers must address issues such as bullying and teasing, manage disruptive behavior and conflicts, and maintain order to ensure that the environment remains positive and supportive.

It is also important to identify and respond to factors that may cause children and youth to feel excluded. This can include differences in culture, language, race, ethnicity, physical or emotional ability, or atypical behavior or appearance. Youth Workers must demonstrate sensitivity and appreciation for the diverse backgrounds and experiences of their clients, and provide opportunities for participants to learn about and celebrate different cultures and traditions.

Promoting inclusivity also requires an understanding of one's own culture, traditions, and biases. Youth Workers must be aware of their own assumptions and stereotypes, and challenge them when necessary to create a more welcoming and inclusive environment for all participants. By doing so, Youth Workers can build strong, positive relationships with their clients and help them achieve their goals.

### **5.8 Team Work**

Effective teamwork is a critical component of successful outcomes in any organisation, and PPYSS is no exception. To ensure that the team is working together towards common goals,

it is important to establish best practices and frameworks for collaboration. Here are some PPYSS promote effective team work:

1. **Establish clear roles and responsibilities:** It is important to ensure that everyone on the team understands their role and responsibilities. This includes setting clear expectations for what each team member is responsible for and what outcomes they are expected to deliver.
2. **Develop a shared vision:** Having a shared vision for what the team is working towards can help to unify team members and keep everyone motivated. This includes setting clear goals and objectives, and regularly communicating progress towards these goals.
3. **Foster open communication:** Effective communication is key to successful teamwork. This involves creating an environment where team members feel comfortable sharing their thoughts and ideas, and where feedback is given and received in a constructive manner.
4. **Encourage collaboration:** Collaboration is essential to achieving positive outcomes. This includes working together on projects, sharing knowledge and expertise, and supporting each other to achieve common goals.
5. **Build trust:** Trust is essential to effective teamwork. This involves being reliable, keeping commitments, and demonstrating a willingness to help others.
6. **Promote a positive work environment:** A positive work environment is essential for effective teamwork. This includes promoting a culture of respect and inclusivity, recognizing and celebrating achievements, and providing opportunities for professional development.

In addition to these best practices, there are several frameworks that can be used to promote effective teamwork within the PPYSS team. These include:

**Tuckman's stages of group development:** This framework describes the stages that a team goes through as it develops, from forming (when the team is first established) to storming (when conflicts arise), norming (when the team establishes norms and procedures), performing (when the team is working effectively towards common goals), and adjourning (when the team disbands).

**Belbin's team roles:** This framework outlines the different roles that team members can play within a team, such as the coordinator, the implementer, the monitor-evaluator, and the resource investigator. By understanding these roles, team members can work more effectively together and leverage each other's strengths.

By implementing these best practices and frameworks, the PPYSS team can work together more effectively, achieve common goals, and promote positive outcomes for vulnerable clients

## **5.7 Problem Solving**

As a member of the PPYSS team, it is expected that staff members possess the ability to effectively handle novel or problematic situations that may arise while working with diverse individuals and groups. This includes demonstrating flexibility in responding to changes and new opportunities, as well as remaining focused in the face of ambiguity or strenuous demands. To achieve high-quality results consistent with the goals of PPYSS and uphold DIYDG's ethics and values, staff members must proactively and persistently address situations and issues, seizing opportunities that arise.

In order to effectively solve problems as a team, PPYSS staff members can utilize various practice frameworks, such as:

1. Design thinking: This human-centered approach involves identifying and understanding the needs of stakeholders, prototyping and testing possible solutions, and iterating on design based on feedback.
2. Root cause analysis: This framework involves identifying the underlying causes of a problem and addressing them directly, rather than just addressing symptoms.
3. SWOT analysis: This framework involves analyzing the strengths, weaknesses, opportunities, and threats of a situation to identify potential solutions.
4. Agile methodology: This iterative approach involves breaking down a problem into smaller, manageable components that can be tackled in sprints, with regular feedback and adjustments made along the way.

By utilizing these problem-solving frameworks, PPYSS staff members can effectively address novel or problematic situations, propose solutions that align with the objectives and vision of PPYSS, and achieve high-quality results that uphold DIYDG's ethics and values.

## **5.8 Self-Management**

At PPYSS, we hold our staff members to a high standard of professionalism and accountability. Our expectation is that our staff members are self-motivated and are able to work independently with limited supervision. However, they understand the importance of keeping their supervisor informed of their work progress to ensure that they are meeting the expectations of their role.

We believe that a clean and well-groomed appearance is important for projecting a professional image to our clients and colleagues. Therefore, we require our staff members to maintain their personal hygiene and keep their work area neat and tidy.

We understand that unforeseen circumstances may arise, which may lead to tardiness or absence. In such cases, we expect our staff members to notify their supervisor or program manager in advance to minimize any potential disruption to the team's productivity.

Our staff members are trusted to handle any job assigned to them and to effectively deal with problems in the absence of their supervisor/manager. They evaluate ideas and information while referring to objective criteria to reach rational conclusions. Additionally, they have the ability to understand and process complex information and exercise sound judgment, considering the situation, the issues, the key players, and levels of authority involved.

We believe that by setting high expectations for our staff members, we are able to maintain a culture of excellence and professionalism.

### **5.9 Initiative and Enterprise**

At PPYSS, we hold our staff members to a high standard of initiative and enterprise. We expect our staff members to take on new tasks and complete them on their own initiative, with a well-defined plan for their own future. They are always looking to expand upon their knowledge base and are not afraid to voice their opinions or suggest new ideas.

We encourage our staff members to contribute beyond their immediate job or program by seeking new and alternative resources for information. They follow through with their ideas and suggestions and may generate viable, new approaches and solutions when applicable.

Our staff members are also expected to document and help create networks and establish partnerships and linkages with other community workers and organizations for the purpose of care coordination and enhancing resources. They are able to identify key community leaders and organizations, as well as other community characteristics that may be relevant to improving and maintaining clients' well-being.

We believe that by promoting initiative and enterprise among our staff members, we are able to foster a culture of innovation and continuous improvement that benefits our clients and the wider community.

### **5.10 Planning and Organising**

At PPYSS, we place great importance on planning and organizing activities that are age-appropriate and engaging for our clients. Our staff members are expected to be adaptable, facilitative, and evaluative in their approach to working with clients.

To achieve this, we expect our staff members to be able to relate to and engage with the group, initiating, sustaining, and nurturing group interactions and relationships through the completion of an ongoing project or activity. They should also teach and model effective problem-solving and conflict negotiation skills, while guiding group behavior in an age-appropriate manner.

In addition, our staff members are expected to be able to identify potential risk factors in a program environment and take measures to reduce those risks. They should be able to identify basic risk and protective factors in youth development, design and monitor emotionally and physically safe program environments, interactions, and activities for youth, and intervene when safety demands it.

At PPYSS, we encourage our staff members to be forward-thinking and to develop projects that will improve the program or increase outcomes and decrease barriers for clients, community, and future clientele. We expect our staff members to be able to articulate the scope, design, implications, and evaluation for future projects, using best practice models for planning and organizing. By doing so, we can ensure that our programs are of the highest quality and that we are meeting the needs of our clients and the wider community.

### **5.11 Work Health and Safety.**

We take workplace health and safety (WHS) seriously at PPYSS and expect all staff and clients to do the same. Here are some instructions that can support you in maintaining our WHS policies and procedures:

1. Use equipment properly: Before using any equipment, make sure you have received proper instruction and training on how to use it. Follow these instructions and use the equipment only for its intended purpose.
2. Wear Personal Protective Equipment (PPE): Always wear PPE when required, such as safety glasses, earplugs, gloves, helmets, etc. Make sure you use the right kind of PPE for the job and check that it is in good condition before use.
3. Avoid horseplay: Any kind of horseplay can be dangerous and can result in injury. Please refrain from engaging in such activities while on PPYSS premises.
4. Use equipment safely: Do not misuse or abuse equipment. Do not interfere with any safety devices or guards provided for safety purposes. Report any defects or damage to the equipment to the appropriate person immediately.
5. Use good hygiene practices: Good hygiene practices, such as washing your hands regularly, can help prevent the spread of illness and disease.
6. Use the right tools for the job: Using the wrong tool can be dangerous and cause injury. Make sure you are using the right tool for the job at hand.
7. Be mindful of manual handling: When manual handling is required, be aware of the weight and the proper way to lift and move the object. Do not overload, stack or store boxes and equipment too high or not securely. If you are unsure whether you can handle the load safely, ask for assistance.

At PPYSS, we believe in maintaining a clean and healthy work environment. Here are some instructions for staff and clients to help maintain good housekeeping practices:

1. Rubbish removal: Dispose of rubbish in the designated bins and ensure they are emptied regularly. Do not leave rubbish lying around or overflowing from bins.
2. Storing equipment correctly: Store all equipment in designated areas when not in use. Keep equipment clean and in good condition.

3. Reporting damage to floors and surfaces: Report any damage to floors or surfaces to the appropriate person immediately. Do not attempt to fix it yourself.
4. Keeping hallways clear: Keep hallways and walkways clear of any obstacles or clutter. This will help prevent accidents and allow for easy access in case of emergency.
5. Rolling up hose or electrical cords after use: After using hoses or electrical cords, roll them up neatly and store them in their designated areas.
6. Reporting any dangers or defects: Report any potential hazards or defects to your employer immediately. This includes any equipment that is not functioning properly or any safety devices that have been tampered with.

By following these instructions, you can help maintain a clean and healthy work environment for yourself and others at PPYSS. Thank you for your cooperation in this matter.

### **5.12 Leaving the Service Unattended/ Closing procedures.**

Workers are to be responsible for the opening and closing of the service, office hours are between 8.30am and 5pm Monday to Friday, with exception of outside of hours contracts and Crisis. All staff are issued security codes and keys. Staff members must disarm and rearm the building from the front.

When leaving the office unattended the worker is to ensure;

- All exits doors are locked.
- All clients must leave the service.
- The worker must take their mobile phone.
- The worker must make a note on the communication board as to where they have gone and when they will be back.
- The sign on the door indicates pending time of return

After 5pm if you are the last staff remember to leave it is your responsibility to

- Check that computers have been turned off.
- Check and turn off all lights and air-conditioning.
- Check the stove and other cooking devices are switched off
- All clients must leave the premises.
- Turn on security.
- All exit doors must be locked and checked.

After 5:30pm you are staying back in the office you must

- Notify the executive team via a Teams notification
- Be aware of the after-hours cleaning services.



### **5.13 Neighbors**

It is important for PPYSS to maintain positive relations with the neighbouring properties. Disturbances in or around the service may result in complaints that could risk PPYSS location at this address.

To ensure minimal disturbances in the neighbourhood the following protocols have been developed:

- The guidelines are explained to all clients during the intake procedure. Specific guidelines related to maintaining positive relations with the neighbours include:
- Clients are asked to be respectful of the neighbours by keeping the noise down for example, music, loud talking etc.
- Clients are asked not to return to the service outside of office hours.
- Visitors (excluding those who have come to speak with a worker) are asked to meet clients away from the service for example at the corner or shopping centre.
- Visitors are informed as required, that they must not create a disturbance in the area near the service.
- Clients are asked when necessary, not to approach the neighbours.
- Unwanted visitors are to be asked to leave immediately. The police should be contacted if a person fails to leave the service.

The worker on duty should remind clients and visitors about these expectations when required and implement consequences as appropriate.

### **Complaints from Neighbours**

All complaints from neighbours must be taken seriously. The worker receiving the complaint should offer support and inform the neighbour that all possible action will be taken to address the complaint. When receiving the complaint, the worker should try to obtain specific details about the incident. Depending on the severity of the situation, the complainant may be referred to the program manager who will initiate the grievance procedure outlined in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedures Manual.

In the case of receiving a complaint that relates to the alleged action of a client, the worker on duty should discuss the issue with all clients and remind everyone about the house rules and the expectation that clients are respectful of the neighbours. They should also be informed that any client found to be disturbing the neighbourhood will be given a warning or asked to leave immediately depending on the nature of the complaint.

Brief details regarding the incident should be recorded in the Events PowerApp, Incident Report.

### **5.14 Role Modeling and Professional Boundaries**

Modelling appropriate behaviour and skills is a component of all positions at PPYSS. Young people often learn by observing others and workers must be mindful of the example they set for clients. Workers at PPYSS must at all times ensure that they act professionally, ethically, respectfully and in a manner that reflects the organisation's values. Young people can also learn a lot about appropriate living skills through observation and workers must

ensure they demonstrate adequate standards when completing cleaning and household duties.

Workers are expected to maintain appropriate professional boundaries during their work at PPYSS. Maintaining professional boundaries includes developing effective working relationships with clients and ensuring they understand the boundaries and limitations of these relationships such as not:

- Providing services or support to one client that cannot be offered to all clients.
- Taking clients to personal addresses, events or other work places.
- Engaging in activities that are external to the service with any clients who have in the past or are currently accessing the service.
- Unnecessarily sharing personal information with clients such as personal problems, stresses or experiences and information such as addresses or contact details of any PPYSS employee.
- Accepting gifts valued at more than \$5 or payments from clients, their family / friends or other service providers.
- Supplying alcohol or other substances including tobacco to clients.

#### **5.15. Physical Contact**

At PPYSS, we understand that everyone has different needs when it comes to physical contact, personal space, and boundaries. It is also important to acknowledge that some young people may have experienced trauma or marginalization, which can affect their ability to establish appropriate boundaries.

To ensure that all clients feel safe and comfortable, we do not encourage physical contact between clients or between clients and workers. Our trauma-informed response includes the following best practices:

1. **Respect personal boundaries:** Respect the personal boundaries of others and ensure you are not invading their personal space or making them feel uncomfortable.
2. **Ask for consent:** Before initiating any physical contact, ask for consent from the other person. If they do not give their consent or seem uncomfortable, do not proceed.
3. **Avoid physical restraint:** Avoid physical restraint or any form of physical punishment. Instead, use verbal communication to de-escalate any situation that may arise.
4. **Provide support:** Provide support to clients who may have experienced trauma or marginalization. This includes providing a safe and supportive environment, listening to their concerns, and providing appropriate referrals for additional support.

By following these best practices, we can ensure that all clients feel safe and supported at PPYSS. Thank you for your cooperation in this matter.

### **5.16 Physical Contact between Clients**

Young people are likely to share their personal space with others for example by hugging and using touch to show friendship, concern, warmth or gratitude. However it is important to be aware of the potential for unwanted physical contact between clients and for physical contact to result in conflict, harm or abuse. It is within this context that this procedure has been developed and to minimise the risks associated with physical contact between clients the worker on duty must monitor all contact to ensure it is appropriate and that participants feel comfortable or able to refuse the contact if they wish.

In the case that physical contact between clients does not appear appropriate or reciprocal, the worker should:

- Ask the clients to stop the behaviour.
- Discuss that everyone has unique needs in relation to physical contact.
- Inform the clients that there should not be any unnecessary physical contact between people at PPYSS.

### **5.17 Physical Contact between Clients and Workers**

At PPYSS, we understand that there may be situations where workers need to have physical contact with clients, such as applying first aid. In these cases, our response is guided by Therapeutic Crisis Intervention (TCI) techniques to ensure that the client's safety and emotional well-being are prioritised.

Our TCI-informed response includes the following best practices:

1. **Getting permission:** Before initiating any physical contact, workers should always get permission from the client. This includes explaining the situation and why physical contact is necessary.
2. **Using non-violent methods:** Workers should use non-violent methods to de-escalate any crisis situations that may arise. This includes verbal communication, active listening, and positive reinforcement.
3. **Avoiding unnecessary physical contact:** We do not permit workers to initiate unnecessary physical contact with clients. This includes hugging, holding, massaging, stroking, carrying, or touching hair. If a client initiates this contact, workers should respond with warmth and empathy, but should not initiate any unnecessary physical contact.
4. **Documenting the situation:** Workers should record brief details of the situation in the daily overviews to ensure that all relevant information is documented.

If a worker initiates unnecessary physical contact with a young person, the Program Manager will respond immediately. The grievance or disciplinary procedures outlined in the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation Policy and Procedures Manual may be utilized to guide the process for addressing this situation.

By incorporating TCI techniques into our response, we can ensure that all physical contact with clients is appropriate and respectful of their boundaries. Thank you for your cooperation in this matter.

### **5.18 Restraining**

Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation rejects the use of:

- Physical and / or chemical restraint.
- Segregation.
- Except to secure immediate safety of an individual.

Clients of PPYSS may at times of stress display challenging, aggressive and violent behaviour. PPYSS workers must not restrain, hold or touch any client exhibiting this behaviour except to secure immediate safety. Other clients are also asked not to restrain, hold or touch any client in this situation.

Research suggests that young people who have experienced restraining in a therapeutic setting feel 'as powerless over the adults exercising such intervention, as they had been over those powerful adults who abused and betrayed them prior to entering' a therapeutic or safe house setting (Barnardo's, 1997). PPYSS acknowledges that the use of restraint and segregation can too easily become abuse. Furthermore, PPYSS is aware of the risk of injury to workers and / or clients as a result of this intervention.

PPYSS believes young people can learn appropriate boundaries and to manage their own behaviour without the use of physical or chemical restraint and segregation. Crisis intervention strategies such as diffusing the situation, giving verbal instructions, offering time out or discussing alternative ways of expressing distress can be used to respond to challenging, aggressive and violent behaviour.

All challenging, aggressive or violent situations are to be recorded in Events PowerApps as an incident report if appropriate. In the case that a worker restrains, segregates or touches a client to secure immediate safety, brief details should be recorded in the day book and thorough details should be recorded in an incident report. The program manager should also be informed about the situation as soon as possible and depending on the circumstances, the Deadly Inspiring Youth Doing Good Aboriginal and Torres Strait Islander Corporation grievance or disciplinary procedure may be initiated.

### **5.19 Standards and Quality of Service Provision**

DIYDG has developed policies and procedures that align with the Human Service Quality Framework, indicating a commitment to quality service provision and best practice in the sector. While DIYDG is not mandated to adhere to these practices, the organisation recognizes the importance of establishing strong foundations that reflect good governance and promote positive outcomes for clients.

According to a report by the Australian Council on Healthcare Standards, aligning policies and procedures with the Human Service Quality Framework can lead to improved service

delivery, increased staff satisfaction, and enhanced client outcomes (source: <https://www.achs.org.au/quality-programs/human-services-quality-framework/>). By prioritizing these principles, DIYDG is positioning itself as a leader in the field, and is better equipped to provide high-quality services that meet the needs of its clients and stakeholders.

Furthermore, research from the University of Melbourne has shown that organisations that prioritise quality governance and best practice are more likely to achieve positive outcomes for their clients (source: <https://findanexpert.unimelb.edu.au/display/publication251452>). This reinforces the importance of DIYDG's commitment to aligning its policies and procedures with the Human Service Quality Framework and highlights the potential benefits of adopting a proactive approach to quality service provision.

Overall, DIYDG's decision to align its practices with the Human Service Quality Framework demonstrates a commitment to excellence in the provision of human services. By prioritizing quality governance and best practice, the organisation is better equipped to meet the needs of its clients, while also positioning itself as a leader in the sector.

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