Ignite Community Network
Practice Framework

Established: April 2018

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INTRODUCTION

The Practice Framework is designed to be a guiding document to ensure all Ignite Community Network Employees, Board members, volunteers and representatives align with the Organisation's Family Network person-centred approach to service delivery and carry out their roles within the vision, mission and values of the Organisation.

The Framework supports transparency and accountability in relation to the Organisation's core services and supports quality assurance and the ability to achieve consistency.

The Framework demonstrates how Ignite Community Network incorporates the National Standards for Disability Services and into every day business to allow flourishing of its employees and Individuals.

DEFINITIONS

At Ignite Community Network we use the term '**Individual'** to describe the person who uses our service and support. This is primarily people with disability who use a service or support that we offer. 'Individual' is used instead of words such as 'consumer', 'client' 'participant' or 'service user'. This terminology is consistent with the National Standards for Disability Services.

FURTHER QUERIES

Please contact the Ignite Community Network office on **08 6499 9913** or by email at **admin@ignitecn.com.au** if you have any questions regarding the Practice Framework, policies, procedures and/or review details or if you would like to be involved in the Organisations policy review process.

ABOUT IGNITE COMMUNITY NETWORK

Ignite Community Network was established with the vision to build the capacity of Individuals, families and local communities. What sets Ignite Community Network apart from other providers is the Family Network approach. The Family Network enables the Individual to exercise choice and control of their decisions and to ensure that key goals, life stages and direction of services is led by the Individual and their family.

Ignite Community Network strives to empower Individuals regardless of race, ethnicity or gender and believes that all people have goals, ambitions, hopes and dreams. No matter how big the goal is we support all Individuals to develop the necessary skills, experience and confidence to achieve what is important to them.

Ignite Community Network promotes a person-centred approach to ensure that the person with the disability is in control of decision making in relation to goals, service delivery and the team that will deliver services. All Individuals who connect with Ignite Community Network take part in person-centred planning as a strategy to design and implement their supports and services.

SERVICES

Ignite Community Network aims to deliver high quality services and continuously improve delivery of services through consultation and feedback from Individuals and their families, employees and the wider community.

The United Nations Convention on the Rights of Persons with Disabilities, the National Disability Insurance Scheme Act 2013, and National Disability Strategy promote access, inclusion and choice for people with disability and a focus on their individual needs, goals and aspirations. Ignite Community Network aims to promote these principles within all aspects of policy and service delivery.

Ignite Community Network is committed to providing people with a high standard of service aimed at meeting individual need and promoting a sense of dignity, purpose and security. Ignite Community Network is committed to ensuring that it provides a consistent and transparent approach to all people entering or exiting the service.

Ignite Community Network's access to supports and services is clear, transparent and non-discriminatory. The Organisation promotes cultural practices to ensure equity and fairness is applied.

A Feedback, Complaints and Improvement Policy guides how Ignite Community Network assesses and responds to service complaints, feedback and continuous improvement. Feedback supports Individuals and their families to understand how services are managed and promotes the opportunity to identify how can be improved. A rigorous Feedback and Complaints Policy will ensure the viability, quality and accountability of our service.

Ignite Community Network is committed to providing supports and services of the highest quality. Key to meeting this commitment is using feedback from those who use the services as opportunities to improve the quality, consistency and transparency of the services provided.

Ignite Community Network will facilitate a person-centred approach that places the Individual at the centre of decision making, planning and service arrangements. Supports should be provided based on their own wishes, interests, talents, goals and needs which are documented in the Service Plan.

Ignite Community Network is committed to ensure that the physical environment, information provision and service delivery is culturally appropriate, delivered by employees with adequate training, and, all information is available in a format that suits the Individual.

Ignite Community Network delivered the following services to its Individuals:

- Independent living support
- Daily living support
- Respite
- Community connections
- Life skills and support
- Support coordination
- Leisure and recreation
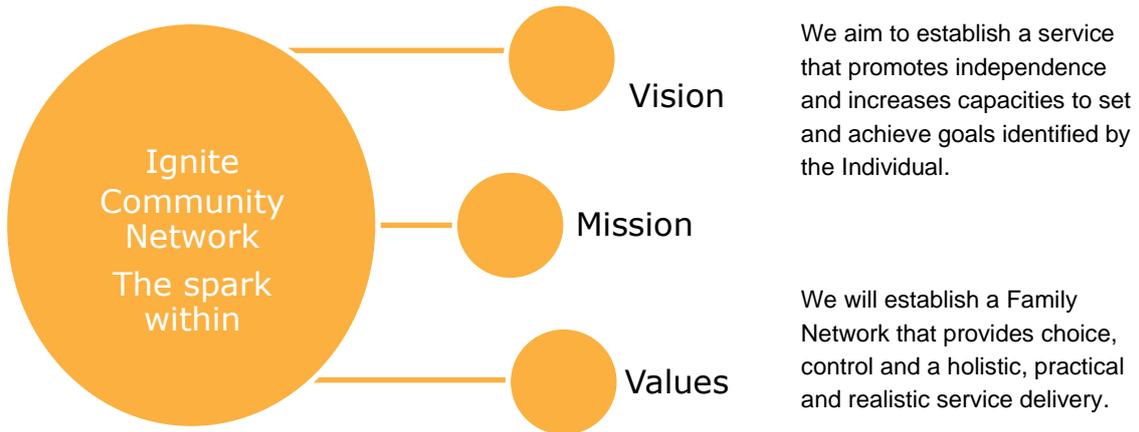- Mentor assistance
- Employment planning and experience

VISION, MISSION AND VALUES

Ignite Community Network promotes strong culture, accountability and effective work practices through its values framework. The Organisation's Charter identifies a clear vision and mission statement and four core values which underpins its strategic leadership and service delivery.

Values Framework

Ignite Community Network
The spark within

Vision

Mission

Values

We aim to establish a service that promotes independence and increases capacities to set and achieve goals identified by the Individual.

We will establish a Family Network that provides choice, control and a holistic, practical and realistic service delivery.

Excellent Service

We anticipate, listen and respond to your needs and provide a safe, effective and caring service.
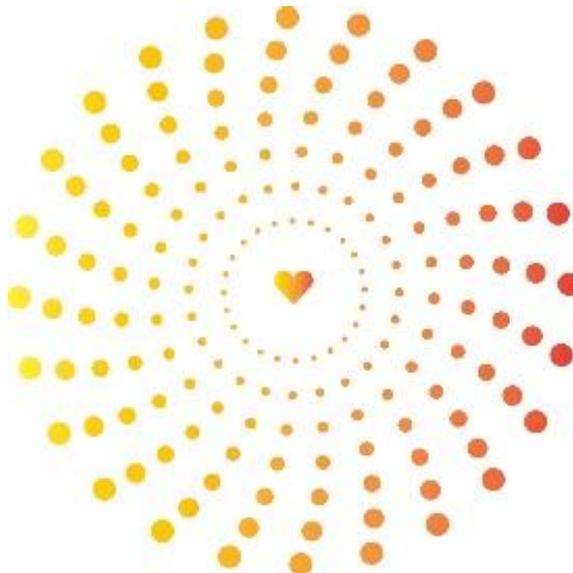
Creativity

We will work with you to develop a plan that encourages independence. Services will be led by the Individual/family.

Mutual Respect

We listen and respond to your personal and cultural needs to facilitate an effective and caring service.

Service Feedback

We will encourage service feedback to promote a person centred, creative and caring service.

PRACTICE APPROACHES AND ACTIONS

The Ignite Community Network Practice Framework sets the objective of safe, effective, connected and person-centred community services for everybody, every time.

The Framework outlines the principles, domains, roles and responsibilities of the Organisation. Ignite Community Network will plan and deliver quality community services that have a real and tangible impact on people's lives.

Effective quality governance is fundamental to consistently delivering safe, effective, connected and person-centred community services.

This Framework aligns with the Department of Communities and National Disability Insurance Agency Governance. Further, supports and services facilitated by Ignite Community Network align with the National Standards for Disability Services. Each of the six Standards is documented and prompted through the Organisation's policies, procedures and guidelines.

Promoting choice, quality and safety in service provision are key areas of focus that underpin current disability reforms. Ignite Community Network's practices are guided by our purpose, values and evidence based best practice.

Ignite Community Network implements a Family Network as each Individual connects with the Organisation. The aim of the Family Network is to bring together key people within the Individual's family unit along with neighbours, friends and health care professionals to work with the Individual to deliver a personal and pragmatic service.

The intention of the Family Network is to act as a safeguard between formal and informal supports to improve communication and provide targeted practical supports. The Individual along with their family unit (where applicable) will design the roles and responsibilities of everyone within the Family Network. The Network will be led by the Individual and their family, the Individual ultimately has choice and control of who sits within the Family Network. The Family Network Coordinator will work with the with the Individual and their family to identify to understand specific roles and responsibilities and to assist in identifying new informal supports.
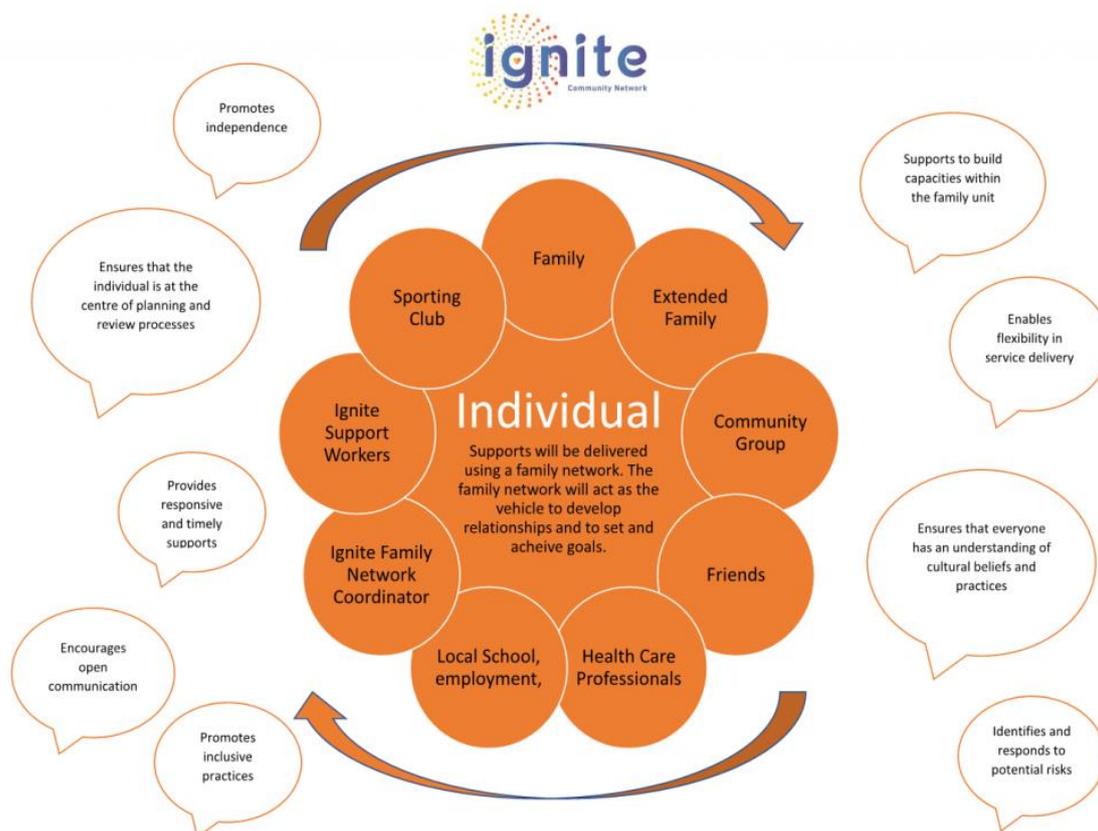
POLICY AND QUALITY ASSURANCE

POLICY

Ignite Community Network's vision focuses on identifying the Individuals' level of independence and ability to set and achieve identified goals. Promoting independence has a direct relationship with the development of a Family Network. Ignite Community Network encourages Individuals to understand their capacities and to use independence to design, implement and evaluate their supports and services.

Ignite Community Network has comprehensive policies and procedures which imbed the vision, mission and values into the standards of practice that include professional, legislative, regulatory and all business requirements. Policy documents have been developed in consultation with employees, Individuals, the Board and the wider community. Ignite Community Network have established six key areas of policy which incorporate all procedures, guidelines and protocols to ensure that the National Standards for Disability are upheld through service delivery. Policy documents are reviewed annually (or on an as needs basis if required) by the Chief Executive Officer and endorsed by the Ignite Community Network Board.

Ignite Community Network's six policy areas are outlined below:

Human Resources
This policy area identifies human resource and industrial relations requirements of its Ignite Community Network employees. In addition, this policy area identifies legislative requirements and outlines the Organisation's culture and working conditions. This policy addresses the National Standards for Disability Services Standard 6.

Occupational Health and Safety
This policy area identifies the health and safety requirements of employees and Individuals connected to Ignite Community Network. In addition, this policy area identifies legislative requirements and outlines and outlines safe working practices. This policy addresses the National Standards for Disability Services Standard 3, Standard 5 and Standard 6.

Delivery of Services
This policy area identifies the operational requirements of employees and Individuals. In addition, this policy area outlines core services, safe working practices and highlights the Organisation's feedback and complaints and risk management processes. This policy addresses the National Standards for Disability Services Standard 1, Standard 2, Standard 3, Standard 4, Standard 5 and Standard 6.

Financial Management
This policy area identifies the Organisation's financial management requirements. In addition, this policy outlines delegations' responsibilities, legislative reporting requirements and frequency of financial records. This policy addresses the National Standards for Disability Services Standard 3, Standard 5 and Standard 6.

Governance
This policy area identifies the Ignite Community Network structure and the roles and responsibilities of the Board, the Chief Executive Officer and all employees of the Organisation. This policy addresses the National Standards for Disability Services Standard 1, Standard 2, Standard 3, Standard 4, Standard 5 and Standard 6.

Continuous Improvement
This policy area identifies Ignite Community Network's services and systems. In addition, this policy area identifies the Organisation's culture and safeguarding. This policy area has a direct relationship with all policy areas. Policies and procedures outlined within this policy promote best practice and shapes the culture of Ignite Community Network. This policy addresses the National Standards for Disability Services Standard 1, Standard 2, Standard 3, Standard 4, Standard 5 and Standard 6.

Leadership roles and responsibilities relating to policy are outlined below:

Board – The Board has oversight of financial reporting and governance of Ignite Community Network's policies. The Chief Executive Officer is responsible to draft amendments; however, the Board maintains responsibility for approval.

Chief Executive Officer – The Chief Executive Officer has the oversight of operational requirements, therefore has the responsibility for the development and approval of organisational policies, procedures and templates.

Senior Employees – Senior employees have responsibility to draft amendments to operational policies, procedures and templates. The Chief Executive Officer maintains oversight and approval of documents related to operational matters.

QUALITY ASSURANCE

Quality, innovation and contemporary best practice is something that all Ignite Community Network employees aspire towards. It requires a deliberate and sustained effort and a learning culture. It guides the design and delivery of services and ensures that the Organisation maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organisational improvement.

The Ignite Community Network values of excellent service, creativity; mutual respect; and service feedback are realised through the focus on continuous improvement. Further, the Organisation recognises the importance of promoting and protecting individual rights, safeguarding, and consultation and co-design.

Ignite Community Network recognises the valuable role that Individuals, their families, the Family Network, employees and the wider community play in improving services and outcomes. As such it has established a number of mechanisms to provide feedback, related to concerns, compliments, complaints or service improvements. Ignite Community Network has imbedded a quality assurance function to provide additional opportunities for continuous improvement. The quality assurance role sits outside of the Organisation's service delivery to promote increased opportunities to provide feedback related to the Organisation's services, communication, structures and leadership.