

Policy: 3.4	Interagency and Service Co-ordination
-------------	--

Policy Statement:
 ODEEP values coordination of services for families and actively builds relationships with other agencies to facilitate coordination.

Responsibilities and delegations	
This policy applies to	ODEEP staff, volunteers, contractors and families.
Specific responsibilities	This policy is developed by the CEO and reviewed by ODEEP staff and Board of Management. It is communicated and implemented by the CEO and staff.
Policy approval	ODEEP CEO

Policy context – this policy relates to:	
Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013 Disability Discrimination Act 1992 (Commonwealth)
Organisation policies	1.6 Privacy 1.8 Child Protection 2.1 Confidentiality 2.2 Access to Confidential Information 2.4 Feedback and Complaints 4.2 Family Centred Practice 4.3 Client Participation and Social Inclusion
Forms, record keeping, other documents	ECIA Code of Ethics NDIS Code of Conduct ODEEP Family Charter Feedback Brochure and Client User Forms Confidentiality Agreements

Goals of Policy:

To assist families of young children with a disability to be aware of agencies, organisations and activities in the community which their child and family could access, and to facilitate a co-ordinated approach to service delivery across agencies.

Procedures:

- ODEEP meets regularly with other organisations in the community to maintain active referral networks and maintain up to date information for ODEEP families about other organisations in the community. Examples of these organisations includes community health, private providers and more importantly the NDIS ECEI partners in the community.

- ODEEP invites staff from other organisations to participate in training to increase awareness of the needs of families with young children with a disability/developmental delays and to increase inclusive practice.
- ODEEP actively seeks opportunities to support inclusive practices in the community and to provide information to other services and agencies.
- ODEEP participates in events such as expos and community and cultural events.
- The IFSP meetings provide opportunities for ODEEP to work with other agencies to coordinate their service delivery for families. The ODEEP Key Worker coordinates service delivery for families across agencies as required by including them in IFSP meetings if families wish, and by sharing reports and other information between agencies as agreed by the family. This is documented in IFSP and in service reports.
- All staff are responsible for maintaining and developing working relationships with other agencies in Orange, Cabonne and Blayney.
- Where possible ODEEP will attend relevant Interagency meetings to ensure connections and networks within the community are maintained. Examples of these may be the Western Region ECEI meetings, Orange Interagency meetings etc.

Record of policy development		
Version	Date approved	Date for review
Version 1	August 2020	August 2021
Version 2	November 2021	November 2022
Version 3	January 2023	January 2024