



## Service Delivery Policy and Procedure

<b>Title:</b> Service Delivery	<b>Date of Issue:</b> 23.7.2025
<b>Approved by:</b> BYA Board	<b>Review Date:</b> July 2027

### PURPOSE

BYA is committed, through delivery of inclusive and accessible services, to collaborating with young people to maximise their individual potential and co-create opportunities within our local community. BYA services are modelled to meet each young person's individual social, emotional, psychological and physical needs, encouraging help-seeking and reducing the stigma associated with mental health. This policy outlines BYA's shared understanding of the roles of staff, clients, families, communities, services and education in guiding flexible, person-led services, empowering young people to reach their full potential.

### SCOPE

This policy and procedure apply to all Board Members, staff, volunteers, students/interns and contractors.

### POLICY STATEMENT

#### Guiding Principles

- BYA services are person-led, focusing on where the individual is at now, their journey, dreams and goals. Support matches the person's needs, partnering with the young person and with consent, seeking input from family/carers to determine their individual capacities and strengths.
- BYA advocates and adheres to a 'With Youth, for Youth' approach to service delivery. Services are driven by the needs of young people through a continuous loop of program evaluation and feedback.
- BYA's WeR Statement, co-designed with young people, guide BYA's service delivery, ensuring consent, respecting privacy and following their lead in the decision-making process about their care.
- BYA services focus on building awareness of mental health challenges before they escalate through the promotion of resilience and well-being. BYA's environment and services are supportive and non-judgmental to reduce stigma.
- Services are designed to be flexible depending on a young person's needs, providing multiple points of access, continuity of care and appropriate levels of support and linking to resources when exiting services.



- Services are centered around BYA's four tier Pyramid Model, developed based on evidence based frameworks and national and international guidelines.
  - Promotion and Awareness Raising
  - Programs (Education)
  - Early Intervention
  - Treatment
- Services are culturally appropriate, trauma informed and recovery oriented. BYA is committed to ensuring services are provided by qualified professionals, requiring ongoing staff professional development and support for professional reflective practice.
- BYA works to build community capacity by collaborating with families, the community and partnering with local service providers and schools to empower the community to support the mental health of young people.
- BYA supports young people to make informed choices, exercise control and maximise their independence.

## PROCEDURES AND PROCESSES

BYA delivers programs and services to young people aged 12 to 25 (age 11 if in Year 7) in the Warren Blackwood region at our locations in Bridgetown, Boyup Brook and Manjimup. On occasion, BYA will sponsor an event or excursion off site. BYA does not provide afterhours emergency or crisis support. Crisis support information is provided to clients on our website.

### Quality and Safety

BYA is committed to providing a safe environment for young people by:

- Using best practice in recruiting, screening and employing staff. This includes ensuring staff and students/interns have a Working with Children Check, Police Clearance and where applicable reference checks. Board Members, volunteers and contractors will be screened according to their role and involvement with young people in the organisation.
- Training for Board Members, staff, volunteers, students/interns on all policies and procedures related to quality and safeguarding.
- Regularly reviewing the safety of our locations.
- Only working with young people 1:1 when there is a specific need and with consent.
- Adhering to youth work best practice and recommended ratios as follows:
  - At least 2 staff/volunteers are present when delivering programs or events to young people.
  - Ratio of 1:10 for group programs
  - 2 staff members or more for groups larger than 20
  - Ratio of 1:5 for overnight excursions
- Undertaking risk assessments, as part of planning events, to identify potential dangers and develop appropriate safety plans.



- Ensuring staff are trained how to respond to acute incidents, recognising the early signs of distress and responding to a young person's mental health deterioration
- Respecting the privacy and confidentiality of young people unless there is a concern that:
  - Someone is hurting the young person
  - The young person intends to hurt someone
  - The young person intends to hurt themselves
  - Permission is given to share

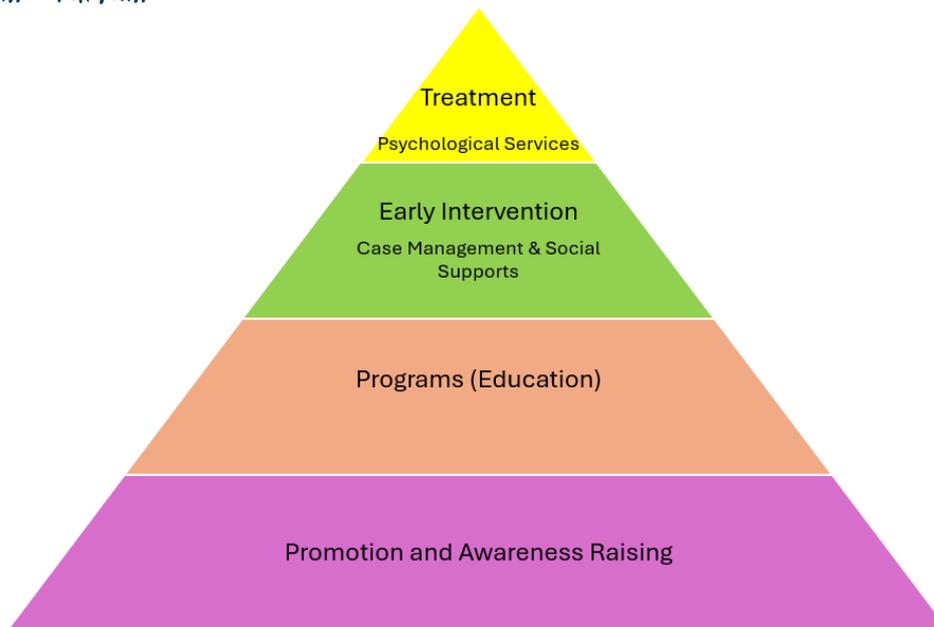
### **BYA's Open Door**

BYA welcomes young people to the Bridgetown and Manjimup locations to hang out, chill and grab a snack.

- Open door hours at each location will vary depending on staff availability, program delivery schedules and events. Open Door hours will be posted on a daily basis on the front windows of both locations.
- Opening times are subject to staff availability and staffing requirements, with a minimum of 2 staff/volunteers present
- A staff greeter will be rostered for one day each week. It is the responsibility of the staff greeter to welcome young people to the space, ensure they sign in, understand The BYA WeR and complete an informal check-in.
- All visitors are required to sign in
- Each area has Youth Only Zones
- Family and carers are welcome to visit locations but are asked to enjoy a cuppa and relax in our front of house Adult Zones

### **BYA Pyramid Model**

Each tier of BYA's Pyramid Service Delivery Model has internal processes that guide service delivery and act as an access point for service. Multi-disciplinary collaboration within the team and external stakeholders is key to ensuring young people have access to services that meet their current needs.



### **Tier 1: Promotion and Awareness**

BYA delivers broader based community youth programs to promote and raise awareness of good mental health and wellbeing to promote recognition of early warning signs of poor mental health to encourage help seeking.

Promotion/Awareness Raising activities are designed to address the social determinants of health to increase young people's resilience, social inclusion and participation. Design and delivery fall under BYA's Social Determinant Streams:

- Healthcare Access and Quality
- Education Access and Quality
- Social and Community Context
- Economic Stability
- Neighbourhood and Built Environment

Event topics are identified through feedback from young people, community collaboration and assessment of arising trends in the community. Scheduled activities correlate to the Social Determinant Streams.

Program evaluation is a key component of delivery. Pre and post surveys are distributed and assessed at events involving young people. A de-brief session is conducted post event to assess

- Strengths of the programs
- Weaknesses of the program
- Opportunities for improvement
- Risks identified



BYA assesses requests for participation at community events based on the following criteria:

- Alignment to mission, vision, purpose, values
- Staff capacity
- Strategic priorities
- Available budget

If an event is to be held in a location away from the young person's hometown and/or travel by bus is planned, parental permission is required for young people under the age of 18 to attend.

A risk and safety assessment must be completed as part of planning activities for all events.

### **Tier 2: Programs (Education)**

Programs (education) activities are designed to address the social determinants of health to increase young people's resilience, social inclusion and participation. Design and delivery fall under BYA's Social Determinant Streams:

- Healthcare Access and Quality
- Education and Access
- Social and Community Context
- Economic Stability
- Neighbourhood and Built Environment

Individual programs are delivered according to the guidelines of the funding stream and the manual developed for the specific program.

Evaluation is a key component of all program delivery. Pre and post surveys are distributed. Evaluations are assessed following the completion of a program cycle and feedback utilised to maintain an agile approach to service, driven by the needs of young people.

If an event is to be held in a location away from the young person's hometown and/or travel by bus is planned, parental permission is required for young people under the age of 18 to attend.

### **Tier 3: Case Management**

Case management is the provision of 1:1 social support. It is a holistic service designed to assist young people in navigating challenges related to education, mental health, housing, employment, and overall well-being.

Young people can self-refer to access support. Alternatively, referrals for case management can be received from families, carers, external service providers, including medical clinics using the BYA Connect Referral Form. Internal referrals can be made if staff identify a young person who would benefit from an increased level of support.

Case Management services are delivered according to the guidelines outlined in the BYA Client Journey. The journey has 4 levels of support:



- Access
- Entry
- Support
- Exit

Consent for case management services is required. Clients under the age of 18, deemed a 'mature minor', can provide consent for services without parental involvement if considered to have sufficient understanding and capacity to understand fully the service to be delivered and the outcomes of the service. At entry into case management services, young people are provided with information and asked to provide informed consent about the following:

- Collection, use, retention and disclosure of their information, including information about BYA's responsibility to notify them if our policy changes
- Acknowledgment of BYA WeR Statement
- Acknowledgement of understanding of BYA's Privacy and Confidentiality Policy and Procedure
- Acknowledgement of understanding of BYA's Complaints and Feedback Policy and Procedure
- Acknowledgement of BYA's Supported Decision Making Resources
- Agreement with BYA Connect Client Rights and Responsibilities
- Consent to services.

Documentation requirements are outlined in each stage of the Client Journey and completed in BYA's client management system, Zanda. Records are stored and managed according to BYA's Information and Record Management Policy and Procedure.

BYA supports young people in their right to access a case manager of their preferred gender. All efforts will be made to support specific requests; however, they are dependent on the availability and capacity of case managers.

#### **Tier 4: Psychological Services**

Psychological Services is the provision of 1:1 support for young people, aged 10 to 25, and are provided by a contracted registered psychologist.

Young people can access support if they have a mental health treatment plan and a referral from their GP. Alternatively, referrals for psychological services can be received from families, carers, external service providers, including medical clinics using the BYA Connect Referral Form.

Consent for psychological services is required. Clients under the age of 18, deemed a 'mature minor', can provide consent for services without parental involvement if considered to have sufficient understanding and capacity to understand fully the service to be delivered and the outcomes of the service. The contracted psychologist will have their specific required documentation.



BYA supports young people in their right to access a psychologist of their preferred gender. All efforts will be made to support specific requests; however, they are dependent on the availability and capacity of psychologists.

## **SUPPORTING ORGANISATIONAL DOCUMENTS, POLICIES, PROCEDURES, FORMS**

- BYA Frameworks
- BYA WeR Statement
- BYA Pyramid Model
- BYA Client Journey
- BYA Connect Referral Form
- BYA Constitution
- Board Member and Employee/Volunteer Code of Conduct
- Risk Management Policy and Procedure, Register
- Young Person Health and Wellbeing Policy and Procedure
- Event Risk Assessment Form
- Program Risk Assessment Form
- Connect Client Acknowledgement and Consent Form
- Complaints and Feedback Policy and Procedure, Register
- Complaints and Feedback Form
- Incident Management Policy and Procedure, Register
- Incident Management Form
- Information and Record Management Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Staff Learning and Development Policy and Procedure
- Continuous Improvement Register
- Youth Worker Procedure Manual
- Programs Procedure Manual

## **STANDARDS, LEGISLATION, REFERENCES**

- National Safety and Quality Mental Health Standards for Community Managed Organisations
- National Principles for Child Safe Organisations
- Mental Health Act 2014 (WA)
- Charter of Mental Health Care Principles
- Work Health and Safety Act WA (2020)
- WA Health Working with Youth: A legal resource for community-based health professionals (2020)
- Privacy Act 1988
- State Records Act 2000 (WA)
- Freedom of Information Act 1992 (WA)
- Gillick v West Norfolk and Wisbech AHA [1986] AC 112