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| <b>9.20</b> | <b>INTERAGENCY SERVICE CO-ORDINATION &amp; PROCESS FOR ADDRESSING DISAGREEMENTS</b> |
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| <b>Applies to:</b> HECIS Co-Ordinator, Staff       |
| <b>Specific responsibility:</b> HECIS Co-Ordinator |

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| <b>Version:</b> 1                |
| <b>Date approved:</b> 11/11/2014 |
| <b>Next review date:</b> Aug 21  |

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|---|--|
| <b>Policy context:</b> This policy relates to |  |
| Standards or other external requirements      |  |
| Legislation or other requirements             |  |
| Contractual obligations                       |  |

## POLICY STATEMENT

HECIS is committed to co-ordinating service delivery to shared clients with other agencies to work together to address the needs of client children and families through shared case planning, management and coordination efforts.

The practice of interagency case management to build a common case plan and goal improves the quality of the service outcomes received by the child/family.

HECIS is also committed to:

- **building better local networks** which foster an understanding of the agencies and professionals that are operating in the local area.
- **agreeing on ways to work together to support shared client/families** by establishing both formal and informal networks of service providers in the local area and actively undertaking joint case planning, case conferencing and/or cross agency referrals.
- **establishing partnerships** to develop integrated responses and address service delivery gaps. Through these partnerships organisations can pool their resources and consolidate their efforts to respond to complex client needs that one agency alone cannot resolve.
- **establishing formal protocols** to ensure that the roles and responsibilities of all parties are clear in supporting client/families. Protocols can provide guidance for workers to engage with one another across agencies and services.
- **Creating opportunities for shared training** which would promote and improve understanding of agencies' and professionals' respective roles and responsibilities, as well as promoting a shared knowledge and awareness between agencies/professionals.

## PROCEDURES

The HECIS Co-Ordinator will:

- Establish and facilitate collaborative partnerships with community partners to integrate service provision at a local level
- Develop and maintain networks and/or informal partnerships with relevant agencies and professionals to assist HECIS provide an integrated support for the child/family
- Identify and develop referral pathways for families

## *HECIS: Interagency Service Co-Ordination & Process for Addressing Disagreements*

HECIS staff will:

- Maintain current information on service networks through participation in local interagency groups.
- Ensure their knowledge and understanding of, and facilitate collaborative partnerships with community partners to integrate service provision at a local level
- Ensure their inclusion in, and assist to maintain networks and/or informal partnerships with relevant agencies and professionals to assist HECIS provide an integrated support for the child/family
- Identify and develop referral pathways for families
- Maintain current information for the referral process to relevant agencies and professionals
- Ensure that feedback and information from all services involved with the referral/management of the client/family is sought. The HECIS case manager may conduct case coordination meetings to gather information from all relevant sources. (HECIS staff to ensure client/family consent is obtained to share information with other agencies/professionals prior to any discussion of client/family case).
- Maintain effective documentation to monitor and review the support provided by other agencies/professionals involved with the client/family.

### **Resolving differences between agencies**

Effective collaboration requires all partners to be committed to working together and being open to challenges and feedback received from interagency partners.

Different perspectives and competing priorities will occur from time to time, for example:

- Decisions in relation to a client/family
- Roles, professional and organisational philosophies, priorities and cultures
- System issues
- Status and real or perceived power issues
- Communication
- Level of commitment to the interagency approach and group dynamics
- Attitudes and beliefs about families and community standards

Where differences arise these should be acknowledged and discussed as soon as possible so that each party can consider ways of resolving the issue that is in the best interests of the child/family concerned and that may inform more effective practices and procedures.

Effective collaboration requires that a resolution is reached and agencies/professionals work together in the best interests of the client/family.

Where a fundamental difference is identified a combined interagency review of the matter may be necessary. It is expected that all agencies that HECIS has partnerships/networks with, would have a clear policy/procedures on grievance, complaints & disputes.

HECIS Staff experiencing an issue with a staff member from another agency or professional working with the client family should refer to and be guided by *5.12 Staff/Volunteer Grievance, Complaints & Disputes policy*.

The HECIS Co-Ordinator will work collaboratively with the relevant agency supervisor or professional to resolve the matter. In need a mutually acceptable external mediator will be selected to assist with obtaining a resolution.

**DOCUMENTATION**

| <b>Documents related to this policy</b>                 |   |
|---|---|
| Related policies  | Staff/Volunteer Grievance, Complaints & Disputes Policy<br>Intake & Referral<br>Case Management<br>Client Assessment & Review |
| Forms, record keeping or other organisational documents |   |

| <b>Reviewing and approving this policy</b> |                           |                      |
|--|---------------------------|----------------------|
| <b>Frequency</b>                           | <b>Person responsible</b> | <b>Approval</b>      |
| Annually                                   | HECIS Co-Ordinator        | Management Committee |

| <b>Policy review and version tracking</b> |                      |                    |                        |
|---|----------------------|--------------------|------------------------|
| <b>Review</b>                             | <b>Date Approved</b> | <b>Approved by</b> | <b>Next Review Due</b> |
| 1   | 24.11.15             | HECIS Co-Ordinator | Nov 2016               |
| 2   | 20.2.17              | HECIS Co-Ordinator | Aug 2017               |
| 3   | 15.8.17              | HECIS CoOrdinator  | Aug 2018               |
| 4   | 6.9.18               | HECIS CoOrdinator  | Aug 2019               |
| 5   | 17.9.19              | HECIS CoOrdinator  | Aug 2020               |
| 6   | 15.9.20              | HECIS CoOrdinator  | Aug 2021               |

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