

# OUR ENGAGEMENT MODEL

## A COMMUNITY APPROACH TO SERVICE DELIVERY

### WE DELIVER SERVICES DIFFERENTLY

HELP takes a whole-of-life approach to the needs of young people with disability and continually endeavours to go beyond. We stop to listen and understand the barriers and challenges young people face, and connect each person to their community through our compassionate networks and linkages to find solutions.

“We don’t just care for people, we care *about* them.”

Once a young person is enabled to access and receive the supports they ultimately need to succeed, HELP works to achieve a meaningful and sustainable employment outcome.

### OUR SERVICE DELIVERY APPROACH

In response to greater **choice and control** for young people with disability, along with thorough consultation, HELP has reviewed and enhanced our approach to Service Delivery. As a proud organisation assisting people with disability into jobs and growing their independence through supported employment opportunities for 50 years, our focus is about **enhancing connections** for young people

with employers, HELP’s community linkages and other key stakeholders. Our workforce is passionate about **caring for people** and we emphasise a service tailored to the unique needs of each person. Our **community engagement model**, designed to provide solutions through collaborating and working with communities, is highly valued by the people who engage our support.

#### CUSTOMER EXPERIENCE CHARTER

HELP's Service Delivery approach forms part of our Customer Experience Charter (IPOC) – *to be connected*.



# OUR COMMUNITY ENGAGEMENT PROMISE

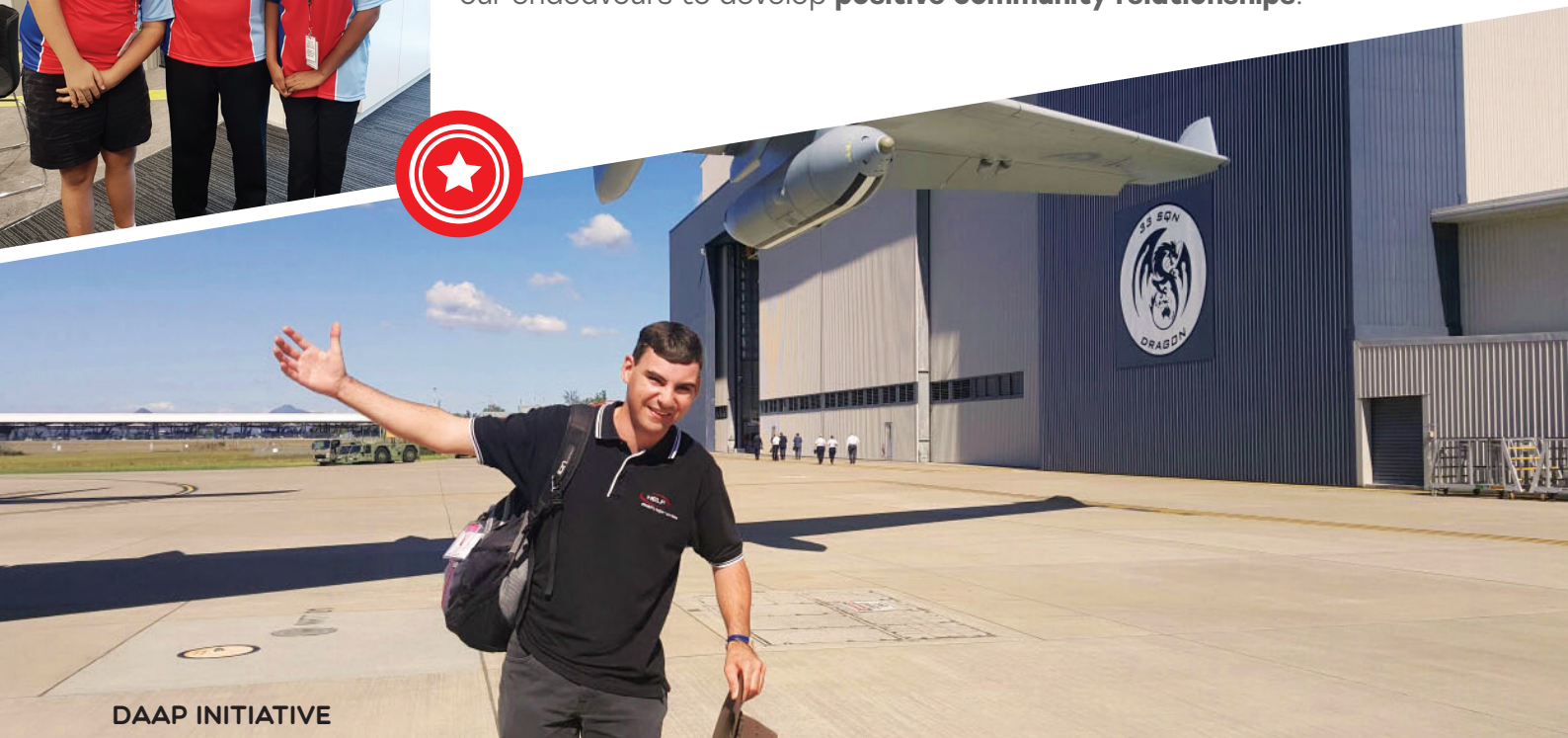
We are dedicated to working with local communities in a variety of ways and seek to positively demonstrate the benefits of engaging young people early, in a proactive and responsive manner.

## WHY STAY CONNECTED?

We believe our strength lies in **working with local communities**, who contribute greatly to offering the right support and ensuring we create sustainable employment outcomes for our young people with disability.

HELP has long-standing and far-reaching networks across both metropolitan and regional areas in Queensland which collectively, makes our linkages with key stakeholders second to none. These relationships include employers, industry groups and peak bodies, Australian Apprenticeship Support Network, Government representatives at local, State and Federal level, social services providers, Centrelink, schools, private recruiters, Registered Training Organisations (RTOs) and other community organisations that play a vital role in supporting young people into work.

Another critical aspect is how **HELP coordinates support for people** that we place in employment. For example, in Townsville where we employ people with disability through the Australia Defence Force, DAAP Initiative, we also coordinate assistance for a further three individuals that we do not provide direct support to, but link them with other critical community services. This has naturally occurred through our endeavours to develop **positive community relationships**.



DAAP INITIATIVE

# HOW WE ENGAGE

**HELP has assisted people into long-term, life-changing employment since 1968 and we understand the importance that networks and community linkages have for the lives of those with disability.**

- ▶ Help Disability Care continues to operate under a **person-centred approach**, which considers individual needs at the centre of designing, planning, obtaining feedback and reviewing our Service Delivery Model – ensuring continual service and performance improvements.
- ▶ **HELP Community Engagement Officers** collaborate in our local areas to source suitable opportunities for young people to participate in projects or gain suitable employment that is safe, meaningful and provides real work-life experience relevant to their employment goals.
- ▶ Coordinate **post-school pathway programs** with local schools to access our disability hubs, supported employment sites and other community volunteering initiatives to gain skills, build social connections and confidence. This enhances educational, employment and support options for young people with disability as they leave the schooling system and reduces likelihood of them slipping through the cracks.
- ▶ Our localised **Parent & Carer Forums** provide a safe and open framework for those supporting loved ones with disability to come together and connect, share stories and updates and learn about critical changes occurring in the industry.
- ▶ Registered provider of **'Support Coordination'** under the NDIS and as such, our team of experienced staff facilitate discussions and free preparation and information support workshops open families and communities, encouraging choice and decision making for people with disability to implement their NDIS plans. Our Support Coordination team are there specifically to answer questions and educate individuals about all of their options, of which HELP is just one. We pride our service on being transparent, non-biased and focused on getting the best outcomes for each person.
- ▶ HELP has developed best practice tools for our disability community including, our **'Help Life Plan'**, a tool that generates conversation about all aspects of a person's life to enable discussion about the priorities for support. Another invaluable tool accessible to any person navigating the NDIS, is our easy read planning **'Live Life booklet'** assisting young people with identifying appropriate support for their current needs in order to achieve their future goals.
- ▶ Host **Open Day events** on a quarterly basis inviting our networks and community partners to attend our sites and present their services to young people. This environment strengthens our networks to develop relationships with both our staff and other connections.
- ▶ Attend and support the promotion of various **employment expos** across all regions, including cohort or industry specific events, seasonal youth employment expos and other disability expos or community events.
- ▶ Committed to ensuring HELP offers the best possible training solutions through both our own internal Registered Training Organisation (RTO) **HELP Training Institute**, plus other external training providers offering solutions to employers for upskilling, pre-employment and induction training, post-employment training, traineeships, apprenticeships and much more.
- ▶ Connect with **other training organisations** who offer placement opportunities to further create pathways to employment and address high rates of employment for participants that complete training.
- ▶ **Online community directory** free for any person to access and identify other support organisations in their local area - available via our *Help Employment & Training website*.

## COMMUNITY PARTNERSHIPS IN SPOTLIGHT

- ▶ Partnership with allied health specialists and community support organisations across Queensland that provides mentoring, one-on-one non-vocational support, return-to-work readiness and interventions as part of HELP's service to young people.
- ▶ Connected services supporting young people with mental health and other health or medical barriers including accommodation, psychologists and additional jobseeker services.
- ▶ Close collaboration with specialist multicultural agencies including MDA Inc. with respect to training, placement and settlement services for refugees (eg. we continue to work with MDA in the delivery of specialised programs for our culturally and linguistically diverse (CALD) groups on a quarterly basis).
- ▶ Arrangement with YMCA to deliver specialised youth clubs and provide services under our youth specialist program of HELP2Possibilities.
- ▶ Referral pathway and transportation for young people to access *Dress for Success & Suited for Success*, a partner organisation focused on assisting disadvantaged people by providing professional attire, personalised one-on-one grooming, interview preparation and return to work activities.
- ▶ Continued focus on the inclusion and support for young Aboriginal and Torres Strait Islanders (ATSI), strengthened through our collaboration with committed community linkages, employers and industry groups, along with support from Department of Human Services ATSI Liaison Officer (visiting HELP sites quarterly). We aim to improve participation and outcomes by strengthening local networks, employing a culturally diverse workforce, providing appropriate interventions and supports including Yarning Circles and group activities in line with targeted prevocational assistance.
- ▶ Brokerage agreements with 25 other organisations to provide support to individuals with disability where HELP isn't best suited to provide that particular support. In all these instances, HELP provides some services to the individual, but facilitates other support to ensure that person has a well-rounded supported life.