

Cycle of Support

Community Connections Australia (CCA) has a range of systems designed to tailor services so that each person has the supports that they want and choose. The cycle of support is driven by the person and whomever they choose to assist them in this process.

Community Connections Australia (CCA) firmly believes that discussion between the person receiving support and the organisation is one of the key drivers to ensuring that supports are reflective of each person's wishes. Every person is encouraged and supported to be involved in all aspects of service delivery.



1. Practical Policy

CCA has a comprehensive set of policies and procedures that cover all areas of service delivery for people receiving services and all staff of the organisation. These are supplemented by flow charts and are available in plain English, audio and translated into other languages as required. These policies comply with legislative and funding requirements, reflect good and safe practice and are reviewed at regular intervals.

2. Individualised Assessment and Care Planning

CCA takes a holistic approach, emphasising individualised and flexible services so that each person may achieve their dreams and aspirations. There are a range of tools used within a formal process that centres on the person, and involves their family and significant others. Each person's plan has clear goals, delegated plan of action, measurable outcomes and is reviewed on a quarterly basis. Feedback to the person about their progress and the ability to make changes to goals as people's lives change is integral to all planning processes.

3. Suitable Staffing

Finding the right fit between the person receiving services, the worker, and the varying tasks required is a focus within the set up and ongoing delivery of services. People receiving services determine who will work with them, when they will work with them and the tasks being undertaken. Staff are recruited specifically to work with individual participants or to a group of people with similar needs. All employment checks are undertaken. CCA has a flexible rostering system that allows for people to make their own decisions about service times, and a policy that no shifts will be unfilled.

4. Service Delivery

Involves senior staff working with designated staff to ensure quality service provision. A comprehensive rostering system provides the ability to deliver a flexible and responsive approach to changing needs and wants. Feedback is encouraged from the person and their significant others to ensure service satisfaction.

5. Supervision/Monitoring

All services are regularly monitored by senior staff and the results of that monitoring documented as part of the organisation's performance monitoring systems. All people receiving services are encouraged to participate in the monitoring of their services, and any changes to service provision are implemented.

6. Continuous Training

CCA's Cycle of Support places great commitment to providing the best opportunities for staff to become competent and focused on people's needs. Our training division specialises in training staff to work successfully in the disability sector and is tailored as required to suit staff from CALD/ATSI communities. Staff training is compulsory. All staff are encouraged to seek further qualifications.

7. Reporting/Feedback

CCA's system of reporting/feedback covers all aspects of service delivery. Various mechanisms include six-monthly questionnaires, regular meetings, a complaints mechanism, telephone surveys, and documented shift reports. Any issues requiring action and subsequent actions are noted in the person's file and are used to improve ongoing care.

8. Quality Assurance

The use of a quality management system involving customer satisfaction, risk audits, documentation, training, legal & compliance requirements. The set-up external quality assurance process with other similar organisations for peer support. Performance of the organisation is developed and monitored through a triennial strategic and business planning process.