

LWB is committed to promoting timely client access to the services and programs we provide, according to their needs. The effective management, coordination and evaluation of services and programs ensures they meet client needs and contribute to achieving better client outcomes, as well as contributing to overall organisational performance.

LWB has a holistic understanding of clients and their needs at individual and community levels. Many clients have complex or multiple needs that require responses from a range of our services and programs. Additional systems and structures are in place to identify and support clients who are high risk of harm. Employees work collaboratively with all others providing support to clients, within or across services and programs, as well as coordination with other organisations involved in client care.

Effective management, coordination and evaluation of services and programs is ensured by:

- providing access through assessment of needs, identification of relevant, available services and programs, and supported referral to identified services and programs
- working in partnership with clients and the community in assessing, planning and reviewing their needs, delivering services to meet their needs and evaluating the outcomes achieved
- undertaking joint case planning and management across services and programs, including identifying a case manager responsible for coordinating the efforts of all staff involved with the client, and providing continuity of care
- providing staff training about person-centred practice and client rights
- supporting staff working together by including requirements in position descriptions, sharing information about services and programs, joint training, consistent case planning and management processes, and cross service and program management meetings
- documenting, implementing, communicating and reviewing service and program processes
- seeking feedback from clients and the community about processes and outcomes
- identifying, managing and resolving conflicts of interest / ethical dilemmas in a timely way
- developing, documenting, implementing and evaluating services and programs, including comparative evaluation across the organisation, with findings used for future planning and continuous improvement activities.

## Related Documents

Further guidance on our approach to managing, coordinating and evaluating services and programs can be found in the documents listed below and other policy guidelines:

- Program Classification Guideline
- Pillars of Practice Framework
- Person Centred Planning
- Our Values
- Documents covering topics including case management, leaving care, leading practice, and service integration and coordination.