Handout 5: Direct Service

Direct service involves actual work with and for the clients including the provision of services such as information, accommodation and referrals. Each client has a right to:

• be assisted and responded to in critical situations that aim to ensure client safety and the safety of others;

• achieve his/her individual case plan;

• receive relevant information regarding needs and options.

The provision of direct service to clients at CCPC is carried out within the overall framework of the service's policy and procedures. Areas of policy and procedure, which have a strong impact on direct service include:

• Effective Service Management. Clients have a right to services, which are well managed and are efficient and effective.

• A statement of client rights and responsibilities which include confidentiality of client information, client control, client involvement in service management and information for clients.

• Client complaint forms and client feedback forms.

• Having information available to clients in their own language setting out the services available, clients' rights and responsibilities and rules and complaints procedures.

• The safety of staff and clients.

• Duty of care.

• How a client's medication needs will be handled including storage, dispensing, disposal and recording of medication. It is necessary to act with caution, as there are legal implications of medication being administered by unqualified people.

• Ensuring services are delivered by staff that are properly trained, resourced and supported.

• Record keeping which includes how client files will be kept, what information will be recorded and who has access to the files.