

POLICY STATEMENT

Title:	CLIENTS REVIEW POLICY
Policy No.:	UPCS 0008
Date of approval:	23 January 2008
Date of operation:	30 January 2008
Date to be reviewed:	30 January 2009
DSQ Service Standards:	2.5, 3.2, 3.3, 8.4 and 9.2

UPCS shall ensure that individual needs and personal goals are met in the least restrictive way as possible and will conduct client reviews within the guidelines as set out within this policy.

Policy Principles

- The relevant coordinator is responsible for the scheduling and conducting all client reviews,
- Review personalised plans that have been developed for each client with the clients consent,
- The client will be actively involved in the review process and must have the opportunity to involve a family member or advocate of their choice,
- The health and wellbeing and the cultural needs of the client will be taken into consideration in the review process,
- A revised copy of the plan will be delivered to each client and relevant stakeholders, and
- All reviews must be conducted within the agreed time frame as defined on the original Individual Needs Plan.

1. CLIENT REVIEW PROCESS

- Client and relevant stakeholders are to be advised in writing of a scheduled review meeting for the revision of the Individual Needs Plan;
- Conduct assessment with the client and relevant stakeholders to determine if the current plan is meeting their needs;
- The application of the least restrictive alternative will apply to the revision of the plan;
- UPCS is to revise the personal Individual Needs Plan ensuring the plan meets the clients' needs, goals and aspirations;
- UPCS is to review the risk assessment on all non routine activities;
- UPCS is to deliver the revised plan in an appropriate format to all stakeholders as a draft for approval by the client;
- UPCS is to release and implement the revised plan; and
- The relevant coordinator is to schedule the next review date.