

## **POLICY STATEMENT**

Title:	<b>INDIVIDUAL NEEDS OF CLIENTS</b>
Policy No.:	<b>UPCS 0004</b>
Date of approval:	<b>23 January 2008</b>
Date of operation:	<b>30 January 2008</b>
Date to be reviewed:	<b>30 January 2009</b>
DSQ Service Standards:	<b>2.1, 2.2, 2.3, 2.4, 2.5, 2.6 and 3.3</b>

UPCS shall ensure that individual needs and personal goals are met in the least restrictive way possible, to plan, monitor, achieve and review the clients needs and personal goals (within available resources). This includes providing flexible support in order to meet the changing needs, goals and aspirations of people with a disability and the aged clients.

The Individual needs of clients policy applies to:

- Long term private clients of UPCS, and
- Government funded clients (DSQ / HACC).

### **Policy Principles**

- A personalised plan is developed for each client with the clients consent,
- The client will be actively involved in the 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 development of the plan,
- A copy of the plan will be delivered to each client and relevant stakeholders, and
- The personalised plan must be reviewed in the agreed time frame.

## **1. INDIVIDUAL NEEDS PROCESS**

- Client and relevant stakeholders are to be advised in writing of a scheduled planning meeting for the development of the Individual Needs Plan.
- Conduct assessment with the client and relevant stakeholders to determine their needs aspirations and goals.<sup>1</sup>
- The application of the least restrictive alternative will apply to the development of the plan.
- UPCS is to develop the personal Individual Needs Plan ensuring the plan meets the clients' needs, goals and aspirations.
- UPCS is to conduct risk assessment on all non routine activities.
- UPCS is to deliver the plan in an appropriate format to all stakeholders as a draft for approval of the client.
- UPCS is to release and implement the plan.

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<sup>1</sup> Development Tool for Individual Plan (Annex I)

- UPCS is to review all plans with the client and or relevant stakeholders within the agreed review time frame.