

POLICY Individual Need and Provision of Service

1. PURPOSE

The purpose of this policy is to define the standard of practice that recognises each client as having unique skills, lifestyle preferences, personal aspirations and support needs

2. SCOPE

This policy applies to all clients and Senses Australia services.

3. POLICY STATEMENT

Senses Australia is committed to ensuring all clients receive services that are designed and delivered around their individual circumstances, needs and preferences within available resources. To ensure this, Senses Australia will:

- involve the client and people significant to the client (if the client wishes), in the development of plans for the provision of services for the client, the determination of their specific support needs and the provision of services;
- take into account the client’s age, sex, personal preferences and cultural and religious background in planning and providing services;
- collect all necessary information on the client to properly inform the individual planning process and service delivery;
- maintain current documentation regarding the client’s individual plan and ongoing service delivery, and provide a copy to the client and to people significant to the client (if the client wishes) as and when the client wishes;
- deliver services in accordance with the agreed individual plans; and
- review the individual plan and the manner in which services are being delivered, at least annually or sooner if the client’s needs or preferences change significantly or a request is made to undertake a review.

RELATED POLICIES
POLICY Cultural Security for Clients
POLICY Decision Making and Choice
POLICY Privacy and Confidentiality

SUPPORTING QMS DOCUMENTS
PROCEDURE Individual Planning for Clients

RELEVANT LEGISLATION OR STANDARDS
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Disability Services Act 1993
