SENSES AUSTRALIA

PROCEDURE Individual Planning for Clients

1. PURPOSE

This procedure explains how Senses Australia's client services employees must develop, record, monitor, review, distribute and store individual client plans.

2. SCOPE

This procedure applies to all client services employees and all clients of Senses Australia that receive funding through either the Department of Communities, the Department of Social Services (Commonwealth) or the National Disability Insurance Scheme (WA or NDIA).

Exceptions to this scope are clients that opt out of having an individual plan and clients that receive services that are solely funded through any of the following:

- waitlist projects
- fee for service
- individuals over 65
- clients accessing only the York Amelia House respite home
- NDIS clients with only assessment funding

Clients who receive services on a fee for service basis may opt to pay for the development of an individual plan, but the management of that plan falls outside of the scope of this procedure.

Individual planning arrangements for clients receiving block funded family respite services are detailed separately at the end of this procedure.

3. DEFINITIONS

Relevant parties
For the purposes of this procedure, individuals such as friends, family, legal guardians, advocates or carers who, on the client's request, may support the client in the individual planning process.

Independent living clients
Community living services (CLS) clients who reside outside of Senses Australia's group houses.

Supervisor
The supervisor of a service may be the Regional Area Supervisor (RAS) or Coordinator of Children and Youth People in CLS metropolitan region, Therapy Coordinator in metropolitan Therapy Services, or Team Leader or RAS in Regional Services.

Family Support (FS) clients
Clients living in an alternative living arrangement such as with an alternative family carer.

Therapy Services
All allied health services within Senses Australia. Services may include therapy or deafblind services.

Individual plan
The goal directed and person-centred or family-centred document that guides all service provision. All Senses Australia clients (other than those clients excluded from this procedure) must have only one individual plan which is recorded on the approved My Individual Plan Template.

Document signing
Signing may include handwritten or DocuSign signatures.

IRIS
Acronym for “Integrated Records and Information Systems” and is the electronic database where all client records are stored.

My Individual Plan - Planning and Brainstorming Session Template (also known as a Mind Map)
A diagram used to visually organise information.

Individual Plan Manager (IPM)
The person responsible for ensuring the allocation of an Individual Plan Coordinator for each client, that the plan is commenced and completed within the required time, and monitoring compliance to this procedure.

Individual Plan Coordinator (IPC)
The person responsible for facilitating the development, review and documentation of individual plans with clients and other relevant parties and Senses Australia employees.

Planning Start Date
For new clients, or clients who have re-engaged with Senses Australia after a period of absence, the planning start date is defined as the date the individual and the organisation begin to document the individual’s plan following the signing of a service agreement or the client becoming an active client. For existing clients, the planning start date is defined as the date the previous plan review was completed and signed by the client and the Individual Plan Coordinator (IPC).

NDIA
National Disability Insurance Agency

4. PROCEDURAL DETAILS

Senses Australia is committed to ensuring outcomes for clients are maximised and achieved. One way to achieve this is for clients and other relevant parties to be involved in the development of a single individual plan. Individual plans contain client goals, with timeframes and clear strategies for achieving them. Goals must be client focussed and based on what the client would like to achieve within the duration of the plan. To ensure the completion and timely review of individual plans within client services divisions, the IPC will be responsible for facilitating the development and review of the Senses Australia individual plan.

The IPM and IPC will be allocated according the following table:

Type of Client	Who is the IPM?	Who is the IPC?
Therapy, or Therapy & Deafblind Service place	Therapy Coordinator	Therapy Services Client File Coordinator
Deafblind Service place only	Therapy Coordinator	Deafblind Service Client File Coordinator
Therapy, or Therapy & Deafblind Service & Group Home	Therapy Coordinator	Therapy Services Client File Coordinator
Group Home Only	Manager of service	RAS
Deafblind Service & Group Home	Therapy Coordinator	Deafblind Services Client File Coordinator
Therapy & Community CLS	Therapy Coordinator	Therapy Services Client File Coordinator
Deafblind Service place & community CLS	Therapy Coordinator	Deafblind Services Client File Coordinator
Community CLS only	Manager of service	RAS/Coordinator
Community CLS only – South West	Manager Regional Services	Team Leader South West
Family Support only	Senior Coordinator Family Support	Coordinator Family Support
Family Support and therapy services	Senior Coordinator Family Support	Family Support Client File Coordinator
Block Funded respite services Metro only	CLS Manager Metro	RAS/Coordinator

The IPC may vary from the table if agreed between the relevant IPMs.

In the event that an IPC ceases employment with Senses Australia, or is no longer allocated as IPC to a client for any other reason, the IPC's supervisor will become the IPC until the role of the IPC is re-allocated by the IPM to another Senses Australia employee.

4.1 Development of individual plans

Using a person-centred or family-centred approach, goals should be based on what the client would like to achieve within the life of the plan (i.e. within 12 months). A mind-map is often used in person-centred or family-centred planning. This process should be used to identify informal connections and to use these to support the client wherever possible. The goals will have strategies on how they will be achieved, with a timeframe on when it is hoped they will be achieved. Strategies may be carried out by support workers, therapists, family members, the individual or others.
Clients who are funded through the National Disability Insurance Scheme (NDIA or WA) will come to Senses Australia with an existing plan which has goals already pre-determined as part of a person-centred planning process. These goals will then be transferred onto the Senses Australia 'My Individual Plan' template and the IPC will work with the client, other divisions providing a service to the client and other relevant parties to create appropriate strategies and actions against the stated goals.

The IPC must be mindful of how many people from Senses Australia attend the meeting. The client should be given an opportunity to invite a family member or friend to attend if they wish. Legal guardians must always be invited.

The IPC must ensure that the relevant areas of the My Individual Plan Template are completed and signed including:

- details of the planning team;
- the planning start date;
- the date the plan was signed;
- the date the plan will be reviewed by;
- outcomes (long term);
- goals (as per set timeframe);
- strategies;
- individuals supporting the strategies;
- timeframes;
- supports and funding; and
- safeguarding considerations.

Goals must be written in the SMART format (i.e. Specific, Measurable, Achievable, Results focussed and Time bound). Specific information on how goals will be achieved and measured must be included. It is recommended that there are <u>no more than 6 goals</u> within an individual plan.

The date the plan will be reviewed by must be written in full. Recording only the month and year is not acceptable. As plans must be reviewed and signed by the client and the IPC confirming that the review occurred within 365 days of the plan being signed, the review date for all clients (except for NDIS clients) must be 2 days less than the same date occurring one year in advance. For example, if a plan was signed on 15th March 2017, then the date the plan must be reviewed by must be at least 13th March 2018 or sooner. An email reminder from IRIS to review individual plans will be sent to the IPC 30 days before the review date.

An individual plan must include information on safeguards which must be put into place to carry out these goals and strategies safely, and a risk assessment must be conducted where necessary. Safeguards refer to supports and mechanisms that promote, enhance and protect an individual's human rights; decision making, choice and control; safety and wellbeing; and quality of life. Financial considerations need to be made to ensure the client has access to sufficient finances to carry out the goals and strategies. Goals should be carefully discussed where sufficient safeguards cannot be put into place or where the client does not have access to sufficient funds to work towards the goal.

Individual plans for new clients or clients who have re-engaged with Senses Australia after a period of absence, must be completed and signed by the client and the IPC within 90 days of the planning start date. Individual plans for existing clients must be completed and signed within 30 days from the date the previous plan was signed off as reviewed by the client and IPC.

Individual plans must be reviewed and signed off within 365 days from the date the plan was originally signed off.

For NDIS clients only
Individual plans must be reviewed and signed by the client and the IPC confirming that the review occurred 8 weeks prior to the expiry of the NDIS funding plan. This is to ensure that the reviewed plan can be reported against the outcomes of the NDIS plan to the NDIA.

4.2 Distribution, recording and storage of individual plans

The IPC must ensure that the client and relevant Senses Australia employees involved in the planning meeting receive a copy of the signed individual plan, preferably via email. The client may require their individual plan in an alternative format which must be provided. Within Therapy Services, this will be the "Client File Coordinator" as recorded in the Client Files/Therapy File or Client Files/Deafblind Services on IRIS. Within Community Living Services (CLS) this will also be the "Client File Coordinator" under the relevant funding program within Client Files.

For those clients receiving services from CLS, the regional area supervisor or coordinator must ensure that an up to date copy of the individual plan be placed in the Client Personal File for clients living in group homes and the Client Home File or Team App for community CLS and Family Support clients, in order for the plan to be available for employees to refer to should they not have access to IRIS.

Following the development of an individual plan, the IPC for CLS clients must type the individual goals into the Individual Goal Report form for group home clients. Only goals that a support worker is supporting need to be put into the Individual Goal

Report form. The form can be found on the QMS. A Word document copy of the completed Individual Goal Report will be saved in the “notes” section of the current Individual Plan section on IRIS. The IPC will then email the Individual Goal Report form to the relevant regional area supervisor or coordinator. The regional area supervisor or coordinator will allocate a support worker to be responsible for the submission of the Individual Goal Report on a monthly basis or as agreed by the supervisor.

Once the individual plan has been signed off as completed, the IPC must upload the PDF of the completed plan using the following file naming convention:

Initial IP Firstname Lastname date signed ddmmyyyy
e.g. Initial IPJohn Smith 15032018

The signed plan must be uploaded into the client’s IRIS:
IRIS Contact / Individual Plan folder / Current / Notes Section.

4.3 Monitoring of individual plans

- All Senses Australia employees working with the client must be aware of the individual plan and ensure strategies are implemented to assist the client to achieve their goals.
- Support workers must complete individual case notes after each shift within the last 15 minutes of every shift in order to track the client’s progress against their goals.
- Allied health professionals and deafblind consultants must record progress in IRIS as Case Notes.
- At the end of each month for group home clients, the team leader must email an Individual Goal Report to the regional area supervisor at ipreport@senses.org.au. The regional area supervisor must then forward the report to their individual Senses Australia email address and ‘set regard’ the email containing the attached report to the relevant individual plan record in IRIS for the client.
- An IRIS notification will be sent to the IPC 30 days before the six month desktop review is due. The IPC will conduct a six monthly desk-top progress review.
    - For CLS clients, the IPC will review the individual goal reports on IRIS to monitor the client’s progress towards achieving their goals. These reports will be located at the following IRIS location: Individual Plan / Closed Activities. The IPC will summarise their review on the individual plan record, in the progress notes section and must select the “6 month review” button. The IPC must liaise with the IPM should the implementation of the individual plan require attention.
    - For clients with Therapy or Deafblind Services only, the IPC will liaise with relevant people regarding the progress towards the goals. This should be documented in IRIS in in the case notes section, titled “6 month review –”.

- For Family Support clients, monitoring and recording of goals is undertaken by the family support coordinator in conjunction with the alternative family carer. This should be documented in IRIS in the case notes section, titled “6 month review –”.

- If new goals are required, then an addendum page can be added to the individual plan, which must also be signed by the client and IPC and uploaded into IRIS under the notes section of the current individual plan. The following naming convention must be used:

  Initial IP Addendum Firstname Lastname date signed ddmmyyyy
  e.g. Initial IP Addendum John Smith 11082017

- The IPC should also tick the ‘Yes’ box on IRIS in the individual plan page to indicate the six-month progress review has been completed so that IRIS reminder notifications are ceased.

4.4 Annual review/updating of individual plans

An individual plan will be formally reviewed or updated in the following situations:

- For NDIS clients, 8 weeks prior to the expiry of the NDIS funding plan.
- For all other clients, before the review date stipulated on the plan occurs (within 365 days of the plan originally being signed).
- If a client receives additional Senses Australia services than the original individual plan states.
- If all goals have been achieved.
- If the client would like to change their goals.
- If any early review has been requested due to a change in the client’s circumstances

Prior to the individual plan review meeting, the IPC must print off the signed copy of the individual plan being reviewed from IRIS and bring it to the review meeting along with any Individual Goal Reports and the IPC’s six monthly progress review (where relevant). During the review meeting, the hardcopy of the initial signed plan must be updated with:

- the progress against goals;
- goal achievement rating; and
- reasons for any goals not being fully achieved (i.e. not achieved, partially achieved or mostly achieved).

The outcome of each goal is then entered into IRIS (see section 4.5)

The plan must then be signed and dated by the client and the IPC. It is important that the date the client and IPC sign the plan to confirm that the review took place falls within 365 days from when the plan was originally signed.

The reviewed and updated final plan must then be scanned by the IPC and stored into IRIS as a PDF in the relevant individual plan record in the following location: IRIS Contact / Individual Plan folder / Current / Notes Section.

The file name must be titled as follows:
Final IP Firstname Lastname date signed ddmmyyyy
e.g. Final IP John Smith 13032018

It is recommended that the new plan be developed with the client at the same meeting that the review took place. The IPC must then follow the steps in this procedure for the:

1. Development of individual plans
2. Distribution, recording and storage of individual plans
3. Monitoring of individual plans
4. Formal review/updating of individual plans.

4.5 Recording of client outcomes

At the time of the annual review of the individual plan, the outcomes of each client goal is measured. This information is then entered into IRIS in the following location:

Contact / Individual Plans / “Current” individual plan / Client Goals

For each goal in the plan that has just been reviewed, “Add New Client Goal” and complete the fields specified.

4.6 Obtaining signatures

It is a requirement that the client <u>and</u> the IPC or other appropriate employee of Senses Australia on behalf of the IPC, sign and date the individual plan:

- once the planning process is finished and both parties are in agreement about the contents of the plan and
- once the review of the plan has been completed and the level of goal achievement as perceived by the client has been documented.

An alternative person to clients aged 18 years and over with reduced decision-making capacity may be required to sign the plan. This would usually fall to a family member or other person supporting or caring for the client, unless the client has an appointed guardian. A parent or person with parental responsibility to make decisions for individuals aged under 18 years would be expected to sign the individual plan for that child.

All reasonable efforts must be made by the IPC to obtain the required signatures, however in some cases this may not be possible. When client signatures cannot be obtained, an operations manager or Executive Team member must sign the plan on the client's behalf. Requests for signing on behalf of the client must be accompanied with a reason or rationale (for example, sign off was given via email) and the evidence which justifies the alternative signing of the plan must be recorded in IRIS.

Should alternative signing be required, the dates that this occurs must fall within the timeliness requirements outlined in this procedure (ie. prior to 365 days of the previous individual plan).

4.7 Tracking of individual plans in IRIS and record keeping

An individual plan record in IRIS must be created and/or updated when:

- An IPM is allocated or changed
- An IPC is allocated or changed
- An individual plan is developed or reviewed, closed off and a new planning cycle begins.

Electronic copies of the signed initial, the signed reviewed and updated final plan in PDF format must be uploaded into the relevant individual plan record in the notes section in IRIS.

4.8 Client choosing not to have an individual plan

Should a client choose to opt out of having an individual plan, the client must sign the **Authorisation for Opting Out of Individual Plan Form** to confirm their decision. This decision must be recorded by the IPM in IRIS under the current IRIS individual plan folder.

Clients who opt out of having an individual plan must still have a service plan outlining the strategies the organisation will implement to support the individual. The individual plan template may be used for this purpose.

Should a client choose not to have an individual plan, they may reverse this decision at any time. The IPM must review with clients their individual plan preference every year within 365 days from when they signed the **Authorisation for Opting Out of Individual Plan Form**.

5. RESPONSIBILITIES

It is the responsibility of each employee to ensure that they remain informed regarding Senses Australia procedures which impact upon their duties, and to work within them.

6. CONTINUOUS IMPROVEMENT

All Senses Australia employees are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

RELATED FORMS
TEMPLATE My Individual Plan
TEMPLATE My Individual Plan – Planning and Brainstorming Session
FORM Individual Goal Report
FORM Authorisation for Opting Out of Individual Plan

RELATED QMS DOCUMENTS
POLICY Cultural Security for Clients
POLICY Individual Need and Provision of Service
POLICY Safeguarding for Clients
PROCEDURE Standard of Service Provision

RELEVANT LEGISLATION AND STANDARDS
Nil.