



DOWN SOUTH THERAPY

Individual Needs Policy

Version 1.0
3 April 2017



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1.1. Purpose

The purpose of this policy is to ensure that services to all clients of Down South Therapy (DST) will be designed and delivered around their individual circumstances, needs and preferences in order to provide the most appropriate, relevant and effective service.

1.2. Scope

This policy relates to all Down South Therapy activities and applies to all employees, contractors, students, advocates, Directors and others who may act on behalf of Down South Therapy.

1.3. Application of Policy

Down South Therapy acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality are central to the planning of supports to be provided. Down South Therapy acknowledges the role of significant others/carers and families in this process and is committed to providing quality supports that are tailored to meet individual needs that are flexible and responsive to changing circumstances.

Meeting Individual Needs:

- Is multi-dimensional and looks at the whole person in the context of their community and the range of formal and informal supports required to maintain and promote their overall quality of life.
- Involves the client, their family and significant others in the process of identifying needs, personal goals, planning of services and regular review.
- Is carried out by an informed, experienced staff member with good knowledge of the organisation and local services.
- Is flexible and responsive to meet changing needs.
- Promotes valued roles for the individual.
- Has adequate safeguards and grievance procedures.
- Planning is focused around the goals of people of similar age and service requirements.

Down South Therapy service tailored to the individual needs of each member. The aim of the individual needs and goals identification is:

For the Individual

- To provide an overview of the clients support needs and goals to be met by the organisation
- To provide opportunity for the client and the most significant people in the person's life to participate in planning the direction of the clients service

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- To provide a guide (via objectives) for staff about what their role, tasks and responsibilities are for the next 12 months with respect to improving the quality of service for the client.
- To provide a method to systematically review how appropriately a clients goals are being met
- To identify any critical areas that may require more detailed planning and support.

For the Organisation

- To provide a system that ensures all clients are regularly reviewed and that their needs are met appropriately
- To provide a system that helps measure how well the organisation adheres to the Disability Service Standards
- To provide a system that collects individual client's information that can be used to shape organisation and individual plans.

1.4. Performance Standards

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

- 1) The Policy on Individual Needs is made available to individuals and families and staff.
- 2) Staff have been provided with training in person centred practices and are familiar with the concepts of individual needs.
- 3) Clients and their families/carers (when appropriate) have been involved from the outset in designing the individual service plan.
- 4) Only necessary information is held by the organisation and treated in accordance with the Policy on Privacy and Confidentiality.
- 5) Clients and families have contributed in a meaningful way to the determination of their support needs.
- 6) Clients and families have had a primary decision making role about how agreed services are delivered.
- 7) Clients and families have a current written copy of the individual service plan. A copy of the plan is available for engaged staff.
- 8) Individual service plans have been reviewed annually, or sooner if:
 - a) circumstances, needs or preferences have changed significantly, or
 - b) a request has been made to undertake a review by the member or family.
- 9) Any grievances have been addressed in accordance with the individual needs principles outlined in this policy and the Policy on Complaints Resolution.

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1.5. Procedures

The following procedures are to be implemented to ensure that the organisation meets its policy objective of designing and delivering services around members' individual circumstances, needs and preferences.

Down South Therapy will:

- Involve the client and significant others, where appropriate, in the development of an individual service plan.
- Collect only necessary information to properly inform the individual service planning process.
- Seek the client's and family's input in the determination of their specific support needs.
- Seek the client's and family's input in constructing an individual service plan that meets the agreed support needs.
- Construct an individual service plan that reflects the preferences of the client and family.
- Fully document the individual service plan and provide a copy to the client and family.
- Commit the agency to delivering services in accordance with the agreed individual service plan.
- Review the individual service plan at least annually or sooner if the members or family's circumstances, needs or preferences change significantly or a request is made to undertake a review.

