

## Client Planning

### 1. INTRODUCTION

The purpose of this policy is to ensure that all clients of the Runanga have an appropriate plan which will ensure that services provided meet their needs and that defined outcomes are achieved.

### 2. POLICY

- 2.1 A client service plan shall be documented for all treatments, services or interventions to be delivered.
- 2.2 Wherever possible all clients shall participate in the development of their plan.
- 2.3 The client shall be completed within 5 working days of engagement with the client.
- 2.4 The Employee, with the client and their family shall set the goals and plan the service/s or interventions for the client, based on the client's assessment and best practice evidence.
- The client's service plan shall consider the client's:
  - Physical, social, mental, emotional and lifestyle needs
  - Spiritual and cultural needs
  - Informed choice and
  - preferences
- 2.5 The plan shall document the goals and expected results.
- 2.6 The client plan shall document:
- What services are to be provided, by whom, where and how frequently,
  - The time for starting the services, reaching the goals and the expected results,
  - How the goals and results will be monitored,
  - Prevention, health promotion assistance, emotional support, counselling and education the client needs.
  - A plan for follow up when the service is completed

### 3. RESPONSIBILITY

3.1 Employees are responsible for following this policy.

3.2 Managers are responsible for ensuring this policy is followed

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Responsibility for Procedure:

Managers

Approving Authority:

Chief Executive

Reference:

Operations

**4. COMPLIANCE**

4.1 Any established breach of this policy may constitute serious misconduct and will be dealt with in accordance with the Employer's Policy on Discipline and Dismissal Procedures for Serious Misconduct.

**5. REFERENCES**

5.1 The Code of Disability Service Consumers Rights

5.2 NZS 8134 2001 Mental Health and Disability Sector Standards.



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Managers

**Approving Authority:**

Chief Executive

**Reference:**

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