

## INDIVIDUAL PLANNING POLICY

Hands & Feet believes in person centered planning, which is used in order to help our clients to achieve their goals by focusing on them as an individual and personalising our services to suit them.

Hands & Feet recognises that each client will have different needs and desires. Our role is to help improve the quality of life for each client. To do this, the client must be assessed as an individual with personalised needs. Our responsibility is to facilitate services that reflects these needs.

We will develop these services through the following processes:

- Meeting with the client and their advocate or support person to discuss what they would like to achieve through our services,
- Working with the clients to understand their cultural, religious and social networks,
- Identifying opportunities that might help the client to achieve their goals,
- Working with the client to assist them in achieving their goals within their broader community,
- Implementing their plans and goals in the community and actively assisting them in achieving these goals,
- We recognise that a signed service agreement might need to be reviewed due to a change in circumstances,
  - If we become aware that the clients circumstances have changed and are no longer able to conform to our service agreement, we will contact the client or advocate to review and modify the service agreement as required,
  - If the clients perceives that they would like to modify the current service agreement to improve their quality of life, they can contact their area managers to arrange an appointment to review and modify their service agreement, the area manager will have 14 days to respond to the request,
  - Hands & Feet will contact the client every 6 months to gain feedback on their current service provisions and ensure that the service agreement is meeting the current needs of the client.
- Making the necessary adjustments to their goals and plans as they change over time,
- Building a relationship with the client while providing our services so we know and understand them as individuals.

Our aim in using a “person centered” approach to our service is to give the client the ability to make their own decision about what is important to them and to their lives. Hands & Feet workers will encourage our clients to make wise decisions based on their experience working with the client, although acknowledging that the client has the authority to make the final decision about the services they access.

### Review and Renewal

A client will have the opportunity for a review of their service agreement every 6 months or at their expressed wish. The review will look at how the service agreement or service can be improved or adjusted to increase the effectiveness of the service offered.

Once the service agreement has expired another planning meeting will take place in order to create a new service agreement that is in line with the current needs and desires of the client.

### Complaints

If an individual knows or believes that they are not receiving the quality of service as set out above, they are able to make a complaint (Refer to Feedback & Complaints Policy), otherwise they can contact the NDIS Coordinator for more details.

[Feedback@handsandfeet.com.au](mailto:Feedback@handsandfeet.com.au)

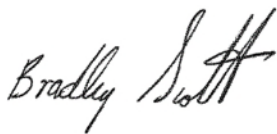
### Related documents

Advocacy & Support Policy  
Feedback & Complaints Policy  
Rights Policy

### Policy Review

This policy should be reviewed in 12 months.

The next review date is 19/03/2019



1 May 2019

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**Signed: Bradley Scott – General Manager**

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**Date**