

Service Planning Policy

Approving Authority:	General Manager – Service Delivery
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Description:	This policy sets out the principles, objectives and responsibilities for planning with clients who access Therapy Pro services

Related Documents

- *Planning procedure;*
- *Assessment policy;*
- *Assessment procedure ;*
- *Service Review policy;*
- *Service Agreement;*
- *Therapy Support Plan template/s;*
- *Positive Behaviour Support Policy and Procedure;*
- *ECEI Practice Framework;*

Definition

Planning is the process of deciding in detail how to do something prior to commencing. Planning for service delivery at Therapy Pro involves bringing together client information from contact, initial visits, and assessment to develop therapy intervention services to support the client's goals.

Preamble

Therapy Pro is committed to partnering with clients to plan the delivery of their services, in a client centred way that is consistent with their goals, specific needs and stated preferences. Therapy Pro staff will provide clear information about the services and support that can be delivered. This will enable the client, their family members, and carers to make decisions about what they need and how services will support them to maximise their independence and achieve their goals in an organised way.

Policy Statement

Therapy Pro clients will have a therapy support plan that informs, specifies and clarifies the goals a client hopes to achieve; identifies the changes or actions required to achieve those goals; determines which strategies or interventions are likely to be the most useful to the client; which actions will be undertaken by particular people involved in the planning process and time frames for completing actions in the plan. Every client's therapy support plan should be regularly reviewed, and adjustments made as clinically appropriate in agreement with the client.

Policy Objective

This policy's objective is to ensure that the client, their family members, carers, significant others, independent advocates, and other service providers, where appropriate, are active contributors and engaged in the therapy support planning process.

Therapy support plans should consider the client's health and wellbeing and their or the client's age, ability, gender, sexual identity, culture, religion, or spirituality. Therapy support Plans should reflect the strengths, needs, goals, support, and long-term outcomes the client, their family, carers, or significant others require in a holistic and culturally sensitive way.

Therapy Pro will work collaboratively with the client and any other service providers towards client goals and needs, and will develop either a Therapy Pro specific therapy support plan or as appropriate, work within the parameters of existing therapy support plans, adopting planning documents initiated by another service provider or organisation (for example where a client is an NDIS participant, or requires a positive behaviour support plan). This will minimise confusion and duplication of therapy support plans where they are not useful or of further benefit to the client.

Specialist areas such as Positive Behaviour Support (Improved Relationships funding) and ECEI Plans will be planned as per the requirements of the services being provided. At a minimum Positive Behaviour Support will be planned within the bounds of the available IR funding and the specialist requirements needed to achieve outcomes for the client. Positive Behaviour Support as a specific practice requires regular and ongoing planning and review as it is a fluid practice that requires regular changes and planning. The Positive Behavior Support Plan Policy and Procedure provides further details on the specific needs required.

ECEI Specialist practice also has specific planning requirements and types of services. Our Early Childhood Practice Framework provides specific guidance for our therapists to support families.

Responsibilities

The Therapists, Lead Therapists and Directors of Service delivery are responsible for:

- ensuring that regular review therapy support plans with the client to monitor and evaluate the success of therapy services;
- ensure that consents are valid and current and negotiation with the client occurs to develop the therapy support plan;
- with each participant's consent, work is undertaken with the participant and their support network to enable effective assessment and to develop a support plan. Appropriate information and access to a range of resources to ensure the participant's needs, support requirements, preferences, strengths, and goals are included in the assessment and the support plan;
- referrals will be completed in a timely manner to ensure a co-ordinated approach is maintained for client need and therapeutic outcome;
- working in collaboration with clients to identify and manage risk and documented appropriately in the client therapy support plan.

Service Review

Therapy Pro staff are responsible for fostering best practice, through ongoing review of services provided to clients. Therapy Pro staff are responsible for:

- Applying a consistent service review process for each client receiving therapy services;
- Explaining to the client what a service review means and agreeing when this will occur;
- Keeping the client up to date about service review decisions that arise from new or changed information regarding a service;
- Identifying, measuring, and monitoring that all services provided are meeting the client's needs;
- Recommending and referring appropriate services (outside of Therapy Pro's scope) to a client, such as those met through informal supports and other service systems;
- Attempting to resolve any disagreements arising during Service review;
- Responding to the needs of each person, including Aboriginal or Torres Strait Islander people, people from a culturally or linguistically diverse background, or people with communication difficulties in a tailored and sensitive way; and
- Recording Service review dates and the outcomes of Service reviews in case notes on the client's file.

The Directors Service Delivery are responsible for:

- Ensuring staff are trained in undertaking a Service review;
- Managing workflows to ensure that Service reviews are completed within prescribed timeframes; and
- Assisting to resolve any disagreements that may arise during the Service review process.

Monitoring and Reporting

Therapy Pro will ensure that the following occurs with regard to monitoring of the high

standard of services:

- Periodic (depending on the nature of the service being provided, i.e. transactional short-term; ECEI or PBS) reviews of the effectiveness of the services and whether they achieve client outcomes;
- Staff and client identified risks are managed throughout their service contract;
- Client support plans are reviewed depending on the nature of the service (depending on type, e.g. therapy, ECEI or PBS) in collaboration with client and their changing needs or circumstances and progress is determined according to the client's specified goals and outcomes; and
- Where appropriate, and with the consent, information within the therapy support plan (specific to type) is communicated to others.