

Disability Service Standard 3

Kids are Kids! Therapy & Education Centre Inc.

Policy 3.1 – Family Centred Practice – meeting Individual Needs

Last Amended: 06/04/2015

Date Ratified: 18/01/2016

Next Review: 18/01/2018

Review Responsibility: Chief Executive Officer

Documents Attached:

- PR3.1 – Family Centred Practice – meeting Individual Needs Procedure
- PS3.1 – Family Centred Practice – meeting Individual Needs Performance Standards

Chief Executive Officer's Name: Teresa Barrie

Signature: _____

Date: _____

Last Amended:

Date Ratified:

Next Review:

Policy 3.1 – Family Centred Practice – Meeting Individual Needs

Policy Statement:

Services to all clients of the organisation will be designed and delivered around their individual circumstances, needs and preferences in order to provide the most appropriate, relevant and effective service.

Guiding Principles

- Clients and family members, will be involved in the development of an individual service plan for the client.
- A formal Family Service and Support Plan (FSSP) meeting will be held for children registered in the KidStart Early Intervention Programme, which will involve parents/guardian and relevant key stakeholders.
- A Clinical Services Agreement will be used with fee paying clients which will set the targets for therapy intervention.
- A comprehensive assessment will be undertaken to collect information for the individual service planning process according to the wishes of the family.
- The individual service plan will be fully documented and a copy provided to the client and family within four weeks of the planning meeting.
- Services will be provided in accordance with the clinical services agreement/FSSP.
- At the time of the Clinical services agreement or FSSP a date for review will be set. It will be reviewed at least annually and usually every six months.

Procedures:

Procedures will be implemented to enable Kids are Kids! Therapy and Education Centre Inc to meet its policy objective of family centred practice.. Refer to Appendix 1 for the following procedures:

- PR3.1 – Family Centred Practice – meeting Individual Needs Procedure

Performance Standards:

Performance Standards will be met to ensure that the procedures specified are implemented effectively. Refer to Appendix 2 for the following performance standard:

- PS3.1 – Family Centred Practice – meeting Individual Needs Performance Standards

Delegations:

Chief Executive Officer
Management team

Legislative Base/Authority:

Organisational Policy

Related Policies:

[1.2 – Decision Making and Choice.](#)

Review of the Policy

Last Amended:

2/5

Date Ratified:

Next Review:

Kids are Kids! Therapy and Education Centre – Policies

Policy 3.1 – Family Centred Practice – Meeting Individual Needs

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

Appendix 1 – Procedure

PR3.1 Family Centred Practice – Meeting Individual Needs

The following procedures are to be implemented to ensure that Kids Are Kids! meets its policy objective of designing and delivering services around clients' individual circumstances, needs and preferences.

Kids Are Kids! will:

1. Involve the client and key family members, where appropriate, in the development of an individual service plan for the client.
2. Collect necessary information on the client to properly inform the individual service planning process.
3. Seek the client's and family's input in the determination of their specific support needs and therapeutic goals for their child.
4. Seek the client's and family's input in constructing an individual service plan that meets the agreed support needs and clear strategies as to how the therapeutic goals will be met.
5. As far as practicable, given the availability and flexibility of Kids Are Kids! resources, construct an individual service plan that reflects the preferences of the client and family in terms of goals and intervention strategies and modalities.
6. Fully document the individual service plan and provide a copy to the client and family.
7. Commit Kids Are Kids! to delivering services in accordance with the agreed individual service plan.
8. Review the individual service plan at least annually, or sooner if the client's or family's circumstances, needs or preferences change significantly or a request is made to undertake a review.

Appendix 2 – Performance Standards

PS3.1 Family Centred Practice – Meeting Individual Needs

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

1. Kids Are Kids! policy on Family Centred Practice is available on the website and on request.
2. All employees have been given a copy of Kids Are Kids!'s Policy on Family Centred Practice and meeting Individual Needs and that this is reviewed at annual performance reviews.
3. Clients and families have been involved from the outset in designing the individual service plan and have primary decision making role regarding their therapeutic goals.
4. Necessary information is held by Kids Are Kids! and treated in accordance with the Policy on Privacy, Dignity and Confidentiality.
5. Clients and families have contributed in a meaningful way to the determination of their support needs and therapeutic goals.
6. Clients and families have had a primary decision making role about how agreed services are delivered.
7. Clients and families, as well as involved employees, have a current written copy of the individual service plan.
8. Individual service plans have been reviewed annually, or sooner if:
 - The client's or family's circumstances, needs or preferences have changed significantly, or
 - A request has been made to undertake a review by the client or family.
9. Any grievances have been addressed in accordance with the individual needs principles outlined in this policy and the Policy on Consumer Grievances.
10. Clients, families or advocates are provided with a confidential consumer feedback survey at least annually.