

Policy Document

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Contents

Service delivery

Assessment and planning

Service delivery Category

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Assessment and planning

"They listen to me and get me."

*Ngā hiahia kia titiro ki te tēmata, a, ka kite ai tātou i te mutunga
You must understand the beginning if you wish to see the end.*

Intent

Assessment and planning will commence and finish in accordance with contracted specifications, good practice and relevant policies.

Tools and resources will be used appropriately to assist planning and decisions and reports completed on time.

Requirements

Tangata Whaiora must give their informed consent to participate in assessment and planning processes. They must be given full information about the processes in a way that is understandable to them.

- Verbal consent must be noted in case or programme notes.
- Written consent must be kept on file in accordance with our policies.
- Assessment and planning will start and finish in accordance with contractual specifications, including contract timeframes.
- The Tangata Whaiora plan will include funding and referrer specifications about frequency of staff/client contact, liaison and meetings with the referrer and reporting.
- Our policies and practice guidelines will be adhered to.
- Information gathered through referral/enrolment will be built on
- Arrangements will be made to address barriers to client/whānau participation based on differences of culture, language, age and ability/disability.
- The cultural beliefs and preferences of the Tangata Whaiora will be acknowledged and respected.
- Our organisation's tools and resources will be used appropriately
- Risk assessments and progress with goals will be monitored and regularly reviewed as agreed with the Tangata Whaiora/whānau.

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- Assessments and plans will be revised as agreed and in response to changing needs and circumstances of the Tangata Whaiora/whānau
- Planning will include the long term (eg independence, transition, exit), address ongoing support needs and where necessary, safety planning and relapse prevention.
- Reports due to external agencies (eg referrers) will be completed and quality assured on time to meet contractual requirements.

Helpful links

[Please visit this policy on our policy to view these links.](#)

Organisational pandemic plan

Referral information

Welcome and entry

Working with Māori -Te Toka Tumoana Policy, Oranga Tamariki Practice Centre

Te Whare Tapa Whā

Mental Health Foundation, Suicide Prevention

Family violence assessment and intervention guideline: Child abuse and intimate partner violence

Compliance

Social Sector Accreditation Standards - Level 2, Client-centred Services 1.0, 4.0, Client Services and programmes 1-3.0; Health & safety 2.0; Level 3 Client Services and programmes 1.0- 2.0

NZS 8134.1.3.4 Pathways to Wellbeing, Criteria 3.2.1-3.2.7; Workforce and Structure, Restraint and Seclusion, Criterion 2.3.12; 6.2.1

Ngā paerewa pairuri tāngata Standards for Palliative Care 2019, Standard 1 Assessment; Standard 2 Developing the Care Plan; Standard 3 Providing Care.

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Review

Date: March 2023

Next review: February 2025