## P4: IMPLEMENTING THE CLIENT SUPPORT PLAN

#### POLICY

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| The supports and strategies in the Client Support Plan are implemented after the staff member, client and carer (if appropriate) have reached agreement on the Plan. |

#### PROCEDURE

The staff member will:

* prioritise support service implementation based on a priority of needs and WHS requirements
* make agreed referrals in line with the Client Support Plan
* negotiate individual service delivery requirements with service providers
* inform service providers and other key stakeholders of any identified risk factors
* negotiate client contributions towards service provision
* negotiate commencement dates and schedules of service provision
* provide advocacy where needed
* ensure all documentation is kept up–to–date
* establish a monitoring and review schedule and communication channels
* identify needs that cannot be met by mainstream services where a brokerage approach is required and appropriate
* identify an exit strategy in situations where brokerage is being used as a short–term, interim strategy to meet client need
* clarify case management roles and responsibilities with the brokered service provider
* develop service agreement outlining agreed service provision and fees.

#### MEASUREMENT

* Client Support Plan in ProSims and copy provided to client
* HACC MDS Survey completed
* Service requisitions on file and sent to service provider/s
* WHS Checklist on client file and forwarded to service provider/s
* Relevant client information, including Client Support Plan, sent to service provider/s
* Referral documentation
* Service agreement signed, scanned and saved in ProSims

#### RESPONSIBILITIES

* Team Leaders
* Operational staff
* Service Providers
* Clients

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 2.3: Care Plan Development and Delivery*

*Community Care Common Standard 3: Client Rights and Responsibilities*

*National Standards of Practice for Case Management*

*Disability Service Standard 5: Service Access*

*Disability Service Standard 3: Individual Outcomes*

*Disability Service Standard 2: Participation and Inclusion*

*Disability Service Standard 5: Participation & Integration*

*Disability Service Standard 1: Rights*

**OTHER RELEVANT POLICIES**

**A2 Principles of Service Delivery**

**A3 Client Information**

**P2 Intake**

**P3 Planning and Support**

**P5 Monitoring Client Support Plans and Service Delivery**

**P6 Case Closure and Exit**