

## **Individual Need and Provision of Service Policy**

### **Purpose**

The purpose of this policy is to define Early Start Australia's (ESA) standard of practice that recognises each client as having unique skills, lifestyle preferences, personal aspirations and support needs

### **Scope**

This policy applies to all clients and ESA services.

### **Policy Statement**

ESA is committed to ensuring all clients receive services that are designed and delivered around their individual circumstances, needs and preferences within available resources. To ensure this, ESA will:

- involve the client and people significant to the client, in the development of plans for the provision of services for the client, the determination of their specific support needs and the provision of services;
- take into account the client's age, sex, personal preferences and cultural and religious background in planning and providing services;
- collect all necessary information on the client to properly inform the individual planning process and service delivery;
- maintain current documentation regarding the client's individual plan and ongoing service delivery, and provide a copy to the client and to people significant to the as and when the client wishes;
- deliver services in accordance with the agreed individual plans; and
- review the individual plan and the manner in which services are being delivered, at least annually or sooner if the client's needs or preferences change significantly or a request is made to undertake a review.

Authorised By CEO	Effective Date	25 Sept 2018
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