

Individual outcomes policy

Purpose

RIDBC Services support clients to make service choices based on their individual needs and goals. Services are designed collaboratively with the client/family/carer.

Scope

This policy applies to all RIDBC Services departments.

Policy

1. Clients, along with their families and carers, are at the centre of planning and decision making. Clients are encouraged to exercise choice and control in the services and supports they receive.
2. RIDBC is sensitive to the client's age and gender, as well as to their cultural, linguistic, and religious background.
3. Services are skill/outcome focused with clear objectives and procedures for achieving those objectives. Clients are supported in building their independence and skills.
4. RIDBC offers flexible and responsive supports and services that meet the client's individual needs and expectations.
5. RIDBC supports each client to develop, review, assess, and adjust their plan as their circumstances or goals change.
6. RIDBC provides appropriate information to assist the client in making decisions.
7. Clients may use an advocate to assist in making decisions.
8. RIDBC respects decisions not to participate.
9. RIDBC works, where possible, with other organisations and community groups to expand the range of service options.
10. Individual plans take into consideration the client's involvement with other agencies. Collaborative planning is conducted when possible.
11. RIDBC assists the client in comparing the benefits and risks of each option before any approach is adopted.
12. Each client is encouraged and supported in evaluating the service they receive.

Policy

References

Diversity policy

Clients' Rights policy