



Assessment and Planning Policy



“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

Many young people/rangatahi we work with are dealing with issues associated with identity, sexual health, family and mental health. To help us provide the right service to them at the right time, we will apply a cyclical process of assessment, planning, reassessment and review to the delivery of services and programmes.

We ensure we work alongside young people and fully engage them and their supports in the assessment, planning and service development processes.

Programme clients

We take a different and less intense approach to assessment and planning for our [programme-only clients](#).



Core principles

A process of assessment, planning, implementation, monitoring and review will be used to guide our relationship and mahi with rangatahi.

The process will be rangatahi-centred and culturally responsive.

Any barriers to participation in the processes of assessment, planning and review (eg literacy, access to Wifi, disability, transport difficulties) will be identified and addressed.

Referral information and assessments should be obtained from others with the young person's consent.

Clients will be informed about their rights throughout the process (eg to consent/refuse consent).

Clients will be invited to provide feedback on their service experience. Their feedback should be noted and used to inform our continuing mahi with them.

The Whānau engagement policy will be applied.

Requirements

Assessment criteria

At the start of our relationship and at subsequent times agreed with the rangatahi/whānau, we will assess and re-assess their needs, strengths, goals, risks to health, safety and wellbeing.

Information obtained through referral and ongoing monitoring of progress will be used to help these processes.

Our capacity to provide an effective service will also be assessed and monitored by considering:



- the young person's/whānau needs, circumstances and progress
- cultural needs and preferences
- the needs of others we are working with
- kaimahi caseloads
- the client/worker ratio we are funded for.

Planning

Planning will be undertaken in response to assessment and re-assessment processes. When planning, the following will also be considered and/or addressed:

- goals and strategies to help achieve goals
- safety planning
- what needs to be achieved for the rangatahi/whānau to successfully transition from the service
- support and monitoring arrangements (eg how kaimahi will help; who should be kept informed about the young person's progress)
- other relevant issues.

If the rangatahi/whānau agree to the plan, they will be asked to sign it.

Monitoring and review

Clients/whānau will be supported with their plan. Their progress and wellbeing will be monitored and reviewed including risks to their or others' safety.

Adjustments will be made to service provision in response to rangatahi and whānau feedback, progress and changes in their circumstances.

Recordkeeping

The following will be entered in the rangatahi/whānau record:

- the assessment and reassessment outcomes



- young person's plan and updates
- casenotes (about their progress)
- the young person's consents and feedback
- information provided or received from other agencies and professionals.

Pandemic

Assessment & planning

To help manage risks of an infectious illness amongst staff and rangatahi, the following (in addition to the above) will be considered in our assessment, review and planning processes:

- young people's disclosures about health risks (see [Health & safety](#); [Referral information](#))
- staff members' health vulnerability (eg immuno-compromised, age)
- our capacity (including staffing, protective measures) to provide a service that is safe for rangatahi (new and existing) and kaimahi
- service options to minimise contact and risk.

Remote service delivery

If distancing is required at any time (Public Health Guidelines), remote service options will be discussed with rangatahi with consideration given to:

- the risks and benefits of using the technology
- the young person's access to, ability to use and preferences for technology and communication
- the young person's/whānau cultural needs
- privacy risks and safeguards
- monitoring use of technology and effects
- how engagement will occur
- relevant health history (eg addiction, suicidal ideation)
- other options if rangatahi/whānau needs and circumstances require in-person services



- other relevant issues.

A rangatahi/whānau will have the right to refuse remote service delivery. If they refuse or, after considering the above, we conclude that remote service delivery would be inappropriate for them, an in-person service or referral to another agency will be arranged if available and they agree.

Monitoring and review

The benefits of using communication and online tools will be reviewed and monitored through our mahi with rangatahi/whānau. Reasonable adjustments will be made to timing and use of technology where necessary.

If a kaimahi becomes concerned that use of technology is no longer of benefit to a rangatahi, they will discuss their concerns with the rangatahi and the possibility of referral to an in-person or alternative service.

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

Helpful links

Organisational pandemic plan

[Referral information](#)

[Informed consent](#)

[Welcome and entry](#)



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

Te Whare Tapa Whaa

Preventing suicide and self harm. Information and resources to help social workers to be vigilant responsive to potential suicide risk

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

Needs Assessment form

Risk and Vulnerability Assessment - done with PPL where required

Case management meeting.

Safety planning

Review

Date: October 2021

Next review: by September 2023