



Planning Policy



"Life is getting better"

Intent

We work with rangatahi/whānau to help them set their goals and decide strategies to meet their needs and build on their strengths.

Plans are realistic and responsive to needs, strengths and input. They will be consistent with the terms on which we are funded to provide services/activities.

Whānau and other people of the clients' choosing are engaged in planning as appropriate.

Responsibilities

Management will ensure:

- systems support professional and ethical practice
- there is organisational capability and capacity to support planning.



Kaimahi will:

- engage with rangatahi/whānau and their other supports when planning
- use assessment and other relevant information for planning
- seek advice and approval of plans as necessary
- comply with this policy and relevant programme/contracting requirements.

Rangatahi/whānau plan requirements

Approach

A rangatahi/whānau plan will:

- be proportionate and appropriate to the level and nature of support the rangatahi/whānau need and want
- involve a collaborative and culturally responsive process
- address relevant programme criteria
- reflect and respond to feedback, assessment and re-assessment, monitoring and reviews.

The plan will be recorded and stored using organisational tools (eg in database, as an electronic record or form).

Plan criteria

The plan will address, as relevant:

- risks identified at referral or through screening and assessment
- needs and strengths
- goals (including those set by relevant service agreement)
- actions to achieve goals (ie the mix of services and support we/others will provide)
- participation and responsibilities of the rangatahi, their whānau and other chosen supports
- what needs to be achieved before and after the rangatahi exits our service



- how information will be shared between plan participants
- how barriers to participation and progress can be overcome
- arrangements to monitor and review progress
- other programme/service agreement criteria.

The plan will be agreed and if practicable, signed. It must be included in the rangatahi/whānau record and will be available to the rangatahi.

Arrangements will be made to actively support the rangatahi/whānau with their goals (eg arrange for regular catch-ups; referrals).

Capability criteria

Capacity to deliver services to the rangatahi/whānau will be considered during planning, in particular, whether:

- the services can and should be provided in - person, through outreach or through remote delivery
- there are sufficient resources to support goals
- the approved and funded client/staff ratio can accommodate a new rangatahi
- their “fit” with other participants has been considered (ie if a person is joining a group programme)
- barriers to participation can be adequately addressed (eg behavioural issues, language needs, disability needs)
- client-related risks can be properly managed.

Compliance

Social Sector Accreditation Standards - Level 2, Client-Centred Services, Client Services and programmes 2-3.0

NZS 8134: 2021 Service Management 2.3; My Pathway to Wellbeing 3.2, 3.4-3.5



Helpful links

[Assessment](#)

[Monitoring and review](#)

Review

Date: October 2021

Next review: by September 2023