

## Service User Reassessment Policy 2013

- Subject :** Aged and Disability Services - Service User Reassessment
- Description:** This policy ensures that consumers' needs are reassessed periodically or as needed.
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Objectives:**
- To reassess consumers every 12 months or as required.
  - To support consumers through the reassessment process, particularly those with special needs.
  - To consult consumers and/or representatives about changes to their care, update Care and Support Plans, and ensure support workers are informed of the changes.
  - To implement changes to support and care.
  - To monitor and review changes as necessary.

### Policy:

#### Overview:

Consumers are regularly monitored and reassessed in accordance with program schedules and support needs.

#### Policy Statement:

The Uralla Shire Council is committed to reassessing consumers using quality processes, and with an emphasis on consumer needs, goals and independence.

All Uralla Shire Council consumers are reassessed at least every 12 months or as required according to relevant program guidelines, reassessment procedures and consumer needs.

Consumers are made aware of their right to an advocate through the reassessment process and are assisted to access an advocate or advocacy service.

Care Plans are reviewed in consultation with the consumer according to their changing needs. A revised Care Plan and Consumer Contract is presented to the consumer and signed. Staff, contractors and volunteers are made aware of any changes to Support Plans. All changes to services are monitored for effectiveness.

Staff are trained and qualified to undertake reassessments and are aware of their responsibilities.

Care is taken to ensure that the special needs of consumers are considered during reassessment - that consumers understand their rights and responsibilities, and they are assisted through the reassessment process.

**Exemptions:** Nil

**Other Matters:** Nil

**Responsibility:** **Councillors** are responsible for adopting the Policy and ensuring that the necessary resources are allocated.

**Directors and Managers** are responsible for ensuring policies and procedures are updated and reassessment schedules are fulfilled.

**Employees** are responsible for following procedures, undertaking reassessments, maintaining records, updating service provision and monitoring consumer progress.

**Related**

- Care Plan

- Documents:**
- Service Plan
  - Consumer Contract

**Review:** This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

**Resolution #** 248/13: 27 August 2013