

Client Intake and Assessment Plan

SAMPLE

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Purpose and Scope

The purpose of this Client Intake and Assessment Plan is to provide a structured, consistent and legally compliant process for assessing new and existing clients in disability and aged care settings. The plan ensures that work health and safety (WHS) risks are identified, assessed, controlled and monitored for both workers and clients receiving supports from [Company Name].

This document applies to all:

- Client intake and admission processes
- Initial and ongoing assessments
- Home visits, community access, centre-based and residential services
- Workers (including employees, contractors, casual and part-time workers and volunteers)
- Environments where services are delivered (client homes, vehicles, community venues, residential facilities, day programs)

The plan aligns with WHS legislation, disability and aged care quality standards, and [Company Name]'s internal policies and procedures.

Objectives

The objectives of this Client Intake and Assessment Plan are to:

- Systematically identify WHS hazards and risks associated with each client's support needs and environment.
- Ensure that appropriate risk controls are implemented before service delivery commences.
- Protect the health, safety and wellbeing of clients, workers and others who may be affected by service delivery.
- Support compliance with relevant WHS, disability and aged care legislation, standards and codes of practice.
- Provide training and guidance to workers on safe work methods, behavioural support, manual handling, infection prevention and emergency response.
- Facilitate regular review and updating of client risk assessments as needs, environments or services change.

Roles and Responsibilities

Officers (e.g. Directors, Senior Managers)

Officers of [Company Name] must exercise due diligence to ensure that WHS obligations relating to client intake and assessment are met. This includes ensuring that:

- Adequate resources are provided for comprehensive client assessments (time, training, tools and systems).

- Policies and procedures support safe service delivery for clients with complex needs.
- Risk controls identified through client assessments are funded, implemented and monitored.
- Incident, near miss and hazard reports related to client services are reviewed and acted upon.

Managers and Coordinators

Managers and service coordinators are responsible for operational implementation of this plan. They must:

- Ensure client intake and assessment processes are followed consistently.
- Allocate appropriately trained workers to clients based on assessed risks and support needs.
- Approve and monitor risk control measures, including equipment, staffing levels and behaviour support strategies.
- Review client risk assessments at agreed intervals or following incidents, changes in condition or environment.
- Provide supervision, debriefing and support to workers delivering higher-risk services.

Support Workers and Direct Care Staff

Support workers play a critical role in identifying and managing WHS risks during client intake and ongoing service delivery. They must:

- Participate in risk assessments as requested and provide accurate information.
- Follow documented control measures, support plans and safe work procedures.
- Use equipment (e.g. hoists, slide sheets, wheelchairs) in accordance with training and manufacturer instructions.
- Report hazards, incidents, near misses and changes in client condition or environment promptly.
- Maintain professional boundaries and follow behaviour support and de-escalation strategies.

WHS Personnel

WHS personnel (or designated safety representatives) support the integration of WHS into client intake and assessment by:

- Providing advice on hazard identification, risk assessment and control options.
- Assisting with complex risk assessments (e.g. high-risk manual tasks, challenging behaviours, high infection risk environments).

- Reviewing incident data to identify trends related to specific client groups or service types.
- Supporting consultation with workers and health and safety representatives (HSRs).

Clients, Families and Carers

Clients, their families and informal carers contribute to safe service delivery by:

- Providing accurate, up-to-date information about the client's health, behaviour, environment and support needs.
- Participating in the development and review of support and risk management plans.
- Cooperating with agreed control measures and providing safe access, maintaining clear walkways, allowing installation of equipment).

Client Intake Process Overview

The client intake process must be structured, documented and consistently applied. The following staged approach is recommended:

- 1. Initial Enquiry and Eligibility Screening**
Collect basic information, confirm service eligibility and identify any obvious high-risk factors that may require urgent attention or specialist assessment.
- 2. Preliminary WHS Risk Screen**
Conduct a brief, targeted screening (e.g. manual handling needs, behaviours of concern, environmental hazards, infection risks) before committing to service commencement.
- 3. Comprehensive Client Assessment**
Undertake a detailed assessment covering clinical, functional, behavioural, environmental and social factors, with WHS risks clearly documented.
- 4. Risk Assessment and Control Planning**
Use a structured risk assessment process to identify hazards and implement appropriate controls for each client.
- 5. Development of Individual Support and Safety Plans**
Translate assessment findings into clear, practical plans for workers to follow.
- 6. Approval, Communication and Training**
Ensure plans are approved, communicated to relevant workers and supported with training and resources.
- 7. Review and Continuous Improvement**
Review assessments and plans regularly and after incidents, near misses or significant changes.