

## HASS STANDARD 3.2

**Standard 3.2:** Engagement, assessment and case planning

**Each consumer has the opportunity to actively participate in an assessment and planning process that is strengths-based and emphasises long term solutions.**

Consumers are central to discussions about identifying and meeting their needs.

### SOME REFLECTIVE PRACTICE PROMPT QUESTIONS FOR STANDARD 3.2

**Within accreditation and within your day to day work, it can be beneficial to take time to reflect on your practice and consider how it contributes to the outcomes for the people who use your service. These questions will assist you to reflect on the work you do around engagement with clients, assessment and case planning.**

**You do not need to answer all these questions. They give you somewhere to start for engaging in reflective practice. They also ensure that the focus is kept on practice and practice development in the process of accreditation.**

- What skills and behaviours do you use to develop a rapport with clients?
- How do you know when you are engaging well with a client?
- What does the relationship between you and a client look like when the two of you are working well together?
- What do you do to help a client participate in the planning around his/her case plan?
- How often do you include client's ideas in their case plans?
- What does assessment mean to you?
- What are the important skills and knowledge that you need to undertake a useful and comprehensive assessment with a client?
- What do you think are the benefits for clients when they participate with you in undertaking their assessment and development of their case plan?
- What is the most difficult part about encouraging clients to participate in the development of their case plans?
- How do you work with clients in a way that emphasizes their strengths?
- Do you believe that every client has strengths that can be identified and supported?  
Why?
- What does strength based practice mean to you?

- In what ways do you practice in a strength based fashion?
- What documents and information do you use to guide you when you undertake client assessments and make case plans?
- What assessment tools do you use?
- How useful are these assessment tools in your practice? What changes might you make to the tools?
- How do you undertake assessments that take into account all different aspects of clients' lives: ie, how do you undertake holistic assessments?
- What are the benefits of working from a holistic perspective?
- What are the challenges in working from a holistic perspective?
- In what ways do you work with other colleagues, both within and outside of your organisation?
- How often do you and/or other workers co-ordinate the work you do with a given client?
- How do you work in a co-ordinated way?
- What are the barriers and the helpers for this way of working?
- What are the policies that your organisation uses to direct client assessment and case plan development?
- How helpful and relevant do you find these policies and procedures to your practice?