Handout 3: Working with Clients to Set Goals and Participate in the Case Management Process

- For clients to become full partners in working towards appropriate goals they need to have access to all information about themselves. Otherwise there is no trust.

- Clients views must be taken into account in the planning and implementation of goals.

- Clients should be involved in discussions about their assessment and support plan. They should be aware of all the options available and any fees to be charged.

- Clients need to understand the standard of service which they can expect. Services should be provided in a safe manner, which respects the dignity and independence of the client, and is responsive to the social, cultural and physical needs of the client.

- Clients access to services should be decided only on the basis of need and the capacity of the service to meet that need. Clients must have the right to refuse a service.