Handout 13: Why do we Review Client Work?

Reviewing the progress that a person is making towards achieving their goals is as important as the planning and the implementing of strategies. How else can we be sure that everything is going to plan, that nothing has arisen that is creating barriers, and that the person still wants to achieve the goals?

A review serves a number of purposes:

1. It makes service providers accountable to work with their clients. It is a way of making sure that they are doing what they agreed to do and within the timeframes that were decided.

2. It makes staff accountable to their supervisor and thereby their organisation. Staff have specific roles and responsibilities and this is a way to ensure that they are carrying these out. It also allows supervisors to monitor staff workloads.

3. It monitors outcomes for clients. We can assess if goals are being achieved and if not, why not and what might be done.

4. It promotes a team approach to meeting a person's needs. Everyone involved takes part in the review and this generates lots of ideas, good information and draws on a range of skills.