

Goal Directed Care Planning - Postcard examples

The primary purpose of a Goal Directed Care Plan is to provide each client with relevant information about how you're going to work together (i.e. WHO is going to do WHAT, WHEN and WHY). The GDCP should reflect that you have listened to the person, understood what's important to them and describe how you are working together towards their goal/s.

There is a strong body of evidence that describes effective GDCP practice. In most sectors, this is supported by quality standards and practice guidelines that describe process and documentation requirements. Further information about GDCP documentation requirements is available in The Goal Directed Care Planning Toolkit. The toolkit, along with a range of additional examples and resources are available on our website: <http://kpassoc.com.au/resources/gdcp-resources/>

While this is important, the standard GDCP templates and guidelines are not appropriate for everyone. For some clients, simplified versions of GDCP are more relevant and meaningful. One way to simplify GDCP documentation is to create a GDCP postcard.

When are GDCP postcards useful?

Postcards are most useful when you are working on a specific, targeted issue with a client, as a result of a brief intervention. This can include when you're working in outreach and drop in services, and/or working with clients who are transient or attend sporadically. Postcards may also be helpful for people who are in crisis, are overwhelmed or find traditional paperwork challenging.

Please note: These postcard examples are not appropriate to replace GDCP in all services and settings. They should only be used when there is clear rationale for why standard GDCP tools and templates are not appropriate (either for an individual client or within specific types of client interactions). Staff should use their professional judgement to determine if, and when a modified approach is required. The circumstances in which you would use a modified / simplified GDCP template also need to be articulated in your policies and procedures.

Tips to create a GDCP postcard:

An A5 sized postcard usually works best. This allows enough space to handwrite key information, while still being easy to store and use.

When creating a postcard template, make sure that the design, imagery and layout is targeted to your specific service and client group. Always make sure that the

On the front of the postcard, consider including:

- Key information about your organisation &/or team (who you are and what you can do with your target group)
- Important tips / ideas (e.g. health and safety information)
- Contact details for relevant services. This can include your service, but also consider the other services that are most relevant for your client group (e.g. Lifeline, 000, AOD services, Local crisis accommodation etc.).

On the back of the postcard, include basic prompts that allow you to document the client's goal and the key actions that you've agreed to. Don't forget that a GDCP is only useful if it's legible and easy to read. Keep the headings simple and make sure you provide enough space to document key information.

Four examples of postcard templates are included on the following pages. Remember that every program will have slightly different needs. It is always important to trial templates and collect feedback from consumers and staff to create a format that will work for you.



WHAT I'D LIKE TO WORK ON:

WHAT WE'VE DECIDED TO DO:

IF YOU HAVE ANY QUESTIONS, OR WOULD LIKE MORE INFORMATION, CALL

NAME:

NUMBER:

XYZ Service, Address, Website, Contact Details

What I'd like to work towards:

To work towards this, we've agreed to:

If you'd like any additional support, please contact us

Name:

Number:



To achieve:

The next steps are:

| WHO | WHAT | WHEN |
|------------|-------------|-------------|
| | | |

Worker details

Name:

Number:

Name:

Date:

My goal is:

To make that happen, we will:

| Actions | Person Responsible | When |
|----------------|---------------------------|-------------|
| | | |

The XYZ staff member I worked with today was:

Name:

Number:

