



# Client Pathway Team

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Developed at

Gracelands Group of  
Services

[www.gracelands.org.nz](http://www.gracelands.org.nz)

# Purpose

To demonstrate transparent measurable outcomes for a service user and improve accountability inhouse.

# Ability to cater for diverse funding criteria

- Ministry of Social Development - capacity funding
- Ministry of Health - individualised funding (to the provider of choice)
- Accident Compensation Corporation individualised timeframed outcomes

# Situation at time

- Co-ordinator for ACC Claimants
- Client co-ordinator to manage referrals

# Issues

- Client planning by “hands on” staff
- Out of date individual plans
- Goals not measurable
- Clients fitted into existing “boxes”
- Non alignment between goals and activities
- Advocacy compromised

# Issues

- Poor interface between service delivery and “Accounts”
- Difficult to monitor staff performance
- Poor data collection
- Other relationships compromised

# Development

- Initially 5 experienced staff
- Client centred values and behaviour
- Initially included front of house
- CEO retained the leadership for six months

# Development

- Normal new team dynamics
- Weekly meetings
- Open plan better environment
- Seamless service - critical factor
- Lotus Notes integrated IT system

# Role of CP Co-ordinator

1. Manage the referral
2. Develops initial plan
3. Agrees to the service action plan
4. Routinely monitors progress
5. Reports to key people
6. Liaises with department heads
7. Assures funder specifications are met
8. Interface with “Accounts”
9. Maintain stakeholder
10. Responding to concerns
11. Advocates for client
12. Review plans at six months
13. Manages the exit process

# CP Leader Role

Responsibility for :

- Managing staff and workloads
- Assuring process
- Organisation wide improved incident reporting, review and analysis system
- The complaints system
- Reporting on attendance, assuring clients received their allocated
- Interface with Department “Heads” and Senior Staff

# Results

- Improved accountability by service delivery staff
- Improved quality of notes
- Ability to monitor attendance and compliance
- Greatly improved relationship
- Greater credibility

# Results cont.

- Progress graphed
- Accurate funder payment schedules
- Improved exit process
- Some reduction in staff / hours
- Better alignment of staff strengths
- The CP Team stability benefits

# Outcome

This team became the face of the organisation, assuring consistency and excellent customer focused service.

# Points of difference

- Caters for multiple contracts
- Plans by experienced staff
- Staff work to their strengths
- Seamless service
- Assured information
- Routine monitoring built in
- Communication assured
- Verifiable outcomes



Thank you  
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