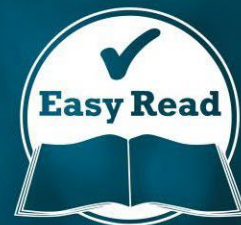


Person centred practice at New Horizons



Why do we have this policy?



At New Horizons, you are at the centre of making decisions about your life.

And you are the focus of our service.



We want to help you take control of your life.



We can do this by giving you ways to express what you would like to do.



We can also give you information to help you make decisions about what you would like to achieve.



We will make sure that all staff and volunteers at New Horizons have read and understood this policy.

What is person centred practice?



We want to help you achieve your goals and dreams.



We do this by putting you at the centre of what we do. This is called 'person centred practice'.



We look at all the things that make you who you are.

These things could include your culture, ethnicity, religion, sexuality, gender identity and the language you speak.



We also look at:

- your strengths – the things you are good at



- your talents – the special things you can do



- your skills.

We can help you achieve your goals and dreams by:



- thinking about every part of your life, not just some parts



- making sure you have choice and control over things



- thinking big and making a plan around what is possible



- doing our best to understand what your long-term and short-term dreams and goals are



- listening to you



- learning from you



- taking action



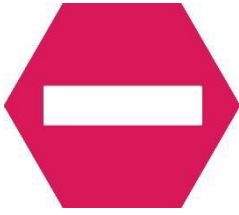
- supporting you to express what your dreams and goals are



- supporting and helping you to make decisions



- making sure our service is personalised to suit you



- working to remove any barriers that stop you from achieving your dreams and goals



- supporting relationships between you, your family, friends and other service providers – and recognising that they all have an important part to play

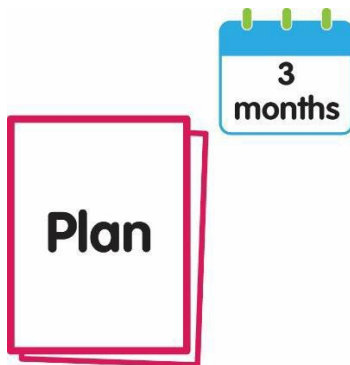


- helping you to take part in your community

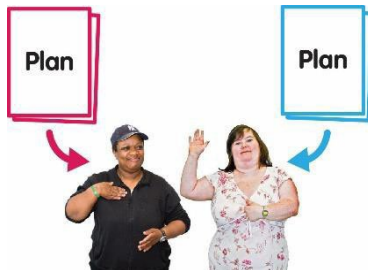


- providing you with correct, easy to read information about other services that would suit you.

Ways to plan



We will support every New Horizons customer to make a plan within 3 months of using our services.



Not everyone will make a plan the same way.



Some plans will be different to others, and have different names.

There are 3 ways you can make a plan.

1



1. One-on-one planning meeting

This is a meeting between you and a staff member.

2



2. Formal planning meeting

This is a meeting that involves you, a staff member and other people that support you.



It could include your family, close friends, guardian, carers or support people.



A guardian is a person who acts and makes decisions for you. Sometimes, guardians are a member of your family or a friend. Or sometimes a guardian is chosen by the government.



3. No planning meeting

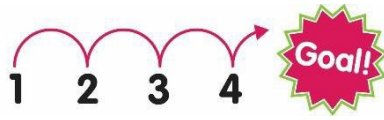


You can ask not to have a planning meeting.



In this case we will get the information needed to make your plan in other, less formal ways.

Making the plan



Once you have shared your goals and dreams the plan will set out the steps needed for you to achieve them.



We will communicate with you in the best way to learn what you would like to put in your plan.



We will listen to you carefully.

And not just listen to your family or friends.



While making the plan we will make sure your wishes are the most important thing.

When we make a plan with you we will think about these areas of your life:



- where you live



- the skills you have for doing day-to-day things like getting dressed and eating



- your physical and mental health



- how you interact with other people



- what fun activities you do



- how you take part in your community



- your friends and family



- how independent you are



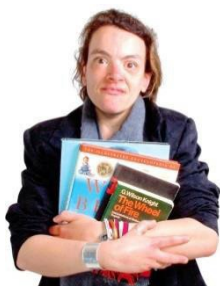
- your culture



- your religion or spirituality



- whether you have a job



- your schooling



- your money



- the types of support you have and services you use



- whether you have dealings with the legal or criminal system



- the amount of risk involved in you achieving your dreams and goals.



We will also think about whether we need money to help you with your plan.

Making the plan happen



We will find the best way to make your dreams happen.



It will be an ongoing process.



You may like to have some short-term goals that you can achieve in a shorter amount of time.



Or you may want to focus on dreams that will take longer to achieve.



We can help you break it down into smaller goals each step of the way.



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You can change your goals at any time.



Every 3 months we will check that everything is going well and the plan is working.



Once a year we will do a formal review of the plan.



If there are any problems we can change the plan to make it better.

We will update it and make sure there is a record of it.

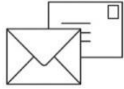
Contact us



1300 726 372



mywellbeing@newhorizons.net.au



15 Twin Road, North Ryde, NSW 2113



newhorizons.org.au