



Individual Outcomes

This document is about making sure you get what you need and achieve your goals.



It is written in a way that is easy to read.



We support you to make your own choices.



We work with you to make a plan of what you want and need.



You can include your family and carers when making your plan if you want.



We work with you to make your plan **person centred**.

This means we make sure you decide what goes in the plan.



Your plan is about you getting the best **outcomes** for your life.

This means making your goals happen.



We check your plan often so we can see if it is helping you get the best outcomes and a good life.



You can change your plan if you are not happy with it.



We want everyone to say what they want in their plan.

Children who get support from us also get to have their say.



Some adults might need somebody to make decisions for them about

- where they live
- money
- their health care.



This person is called a **substitute decision maker**.

They can be a family member or somebody else the person chooses but it cannot be one of our staff members.



If you need help to say what you want you can get an **advocate**.

An advocate is an independent person who will speak up for you.