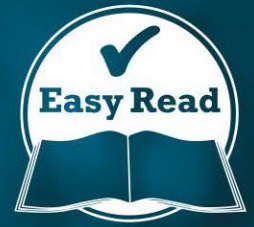


Positive behaviour support



Why do we have this policy?



We want to make sure you have a good experience at New Horizons.

We do this by:



- providing a respectful environment for you



- helping you to achieve your dreams and goals.

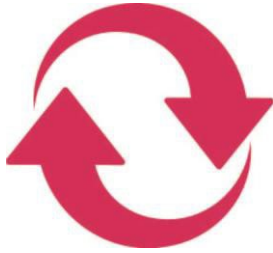


Sometimes, your behaviour may affect how good your experience is.

Staff will support you to increase your quality of life by:



- teaching you new skills
- making changes to the things around you where needed.



This is called positive behaviour support.

Your behaviour



Sometimes you may behave in a way that makes us worry.



You might be hurting yourself.



Or hurting others.



Or damaging something.



We need to understand why this is happening.



It might be because:

- you are in pain, or not feeling well



- there is too much noise



- you are unhappy



- you don't like some of the people around you



- people don't know how to communicate with you



- you don't like being told what to do.

How we can help you



Your behaviour might make it hard for you to take part in activities.



It may have a bad effect on your health.



Or your relationships.



And it can make you feel sad.



We want to make sure that you are having a good experience at New Horizons.



We want to keep you and others safe.



And make sure your needs are being met.



To do this, we need to know how to support you when you behave this way.



We will make a plan of how we will do this.

The plan is called a Behaviour Support Plan.

How the plan will help you



The plan will:

- be made with you, and the people that support you. This includes your family, friends, carers and support people.



- make sure you are supported every day



- pay attention to how you experience things around you



- make changes to the things around you where needed



- keep you and others safe



- understand your needs and make sure they are being met



- help you gain new skills



make your experience at
New Horizons better.

When can we use the plan?



We respect your right to make decisions about your life.

So we will only use the plan if you, or your guardian, agree.



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.



We will make sure all staff read and understand the plan.



And that they know how to help you.



We will regularly look at how well the plan is working.

And only use it for as long as it is needed.



We will also make sure no one uses the plan in a bad way, like punishing you.

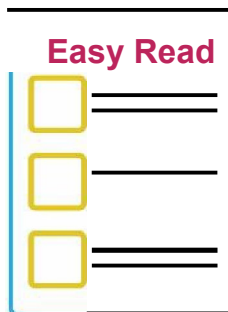
What to do if you have a problem



If you don't like the way someone is treating you, you can tell us.

Feedback and Complaints Resolution
Policy

We have a policy for making a complaint.
It explains how you can tell us if you have a problem.



There is also an Easy Read version of this document.

Contact us



1300 726 372



serviceexcellence@newhorizons.net.au



15 Twin Road, North Ryde, NSW 2113



newhorizons.org.au