



Cerebral Palsy
ALLIANCE

Person-Centred Service Planning Policy

EASY READ



What this policy means for you



This policy is about person centred service planning.

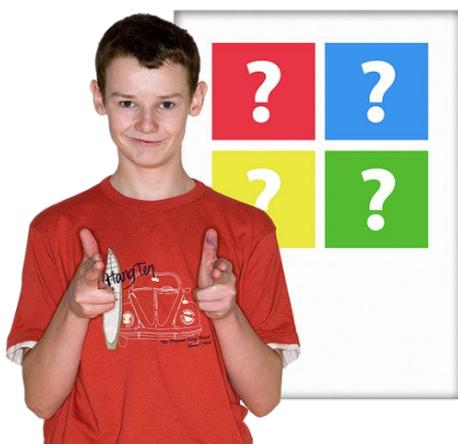
Person centred means you are at the centre of any decisions about you. You say what matters.



Service planning is about talking with other people to help you get what you want and need from your services.



At Cerebral Palsy Alliance (CPA) we listen to you and what you say is important. You say



- **What** services you want
- **When** you want them
- **Where** you want them
- **How** they should be done
- **Who** should deliver them.

What this policy means for you



We talk about what is important to you.

Then we write down what we all agree to.

It is called a **service plan**.



It is your plan.

It says all the things you want and need.

It says how we will support you.

When we plan with you, we:



- Respect your rights and what you say is important **to you** and **for you**

- Communicate with you in ways that you prefer and can understand

- Work together with the people who support you and know you best.

Why we have this policy



We have this policy so we can help you live the life you want.

We plan with you so that services will focus on what matters most to you.

This policy helps all our staff find the best ways to support you.

Service planning is something we do with all our clients. Like



- Children



- Adults



- Families

Why we have this policy

At Cerebral Palsy Alliance:

- We show what services we have
- We help you choose what you want and need
- We improve our services so they are good for you
- We help you find other services outside of CPA.

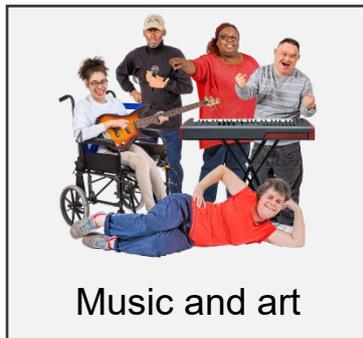


We like to help all our clients to be part of their community.

There are lots of ways to do this. Like



Sport



Music and art



School



Work



Seeing friends



Going to events

How we do service planning



At CPA, the way we plan is:

- About you.
We say **person centred**.



- About what you can do.
We say **strengths based**.



- About what you want to do now and in the future.
We say **goal directed**.

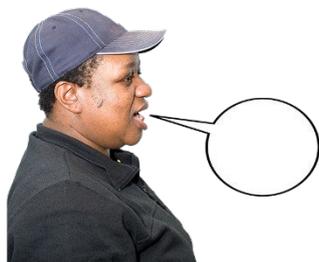


- About the supports you need now and in the future.
We say **customised supports**.



- About everyone working together to help you achieve your plan.
We call this a **one plan approach**.

How we do service planning



At CPA we know it is important that:

- You say what you want and what you need.



- We listen to you and the people who know you best.



- You make the decisions about your life and have the right support to do this.



- We communicate with you in ways that are right for you.



- Our services help you reach your life goals.

How we do service planning

We know that some clients will want to:



- Make choices that involve some risk.
This is ok.
We will plan together.



- Have an advocate help with decisions.
This is ok.
We will plan together.



- Ask that services change to suit you.
This is ok.
We will plan together.



- Use funding in the right way for you.
This is ok.
We will plan together.

Who this policy is for



This policy is for everyone at Cerebral Palsy Alliance. Like

- Clients



- Staff



- Volunteers



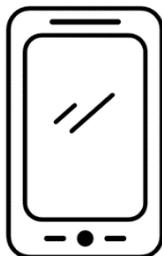
- Students



- Contractors

You want to know more

To learn more about how we deliver services that meet your needs:



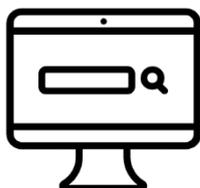
- Call us on

[1300 888 378](tel:1300888378)



- Email us at

ask@cerebralpalsy.org.au



- Go to our website

<https://cerebralpalsy.org.au/>



- Talk to your service team



Call us on 1300 888 378



Email us at ask@cerebralpalsy.org.au



Visit cerebralpalsy.org.au