



PEOPLE OF PEONY'S ASSESSMENT PLANNING AND REVIEW POLICY AND PROCEDURE

What is this about?

This policy explains how **People of Peony works with you** to:

- **Understand your needs**
- **Create a Support Plan** that suits you
- **Check in regularly** to make sure it's still working

You'll be involved every step of the way.

What is Assessment, Planning and Review?

Assessment

We talk with you to find out:

- What you need help with
- What goals you want to reach
- What support you already have
- What makes you feel happy, safe, and in control

We write this down and use it to help create your **Support Plan**.

Support Plan

Your Support Plan includes:

- What supports you'll get
- Who will support you
- When and where you'll get supports
- Your health, safety and emergency needs
- Your likes, dislikes, and communication style



Review

Once a year (or sooner if you want), we'll go through your Support Plan with you.

We'll check:

- What's working well
- What's not working
- If your goals have changed
- If you want different support

You can ask for a review any time!

Who is involved?

You can bring:

- A family member
- A carer
- A friend
- An

advocate

We'll also talk to your doctor or other services **if you say it's okay.**

Your Service Agreement

We make a written agreement with you. It says:

- What we promise to do
- What you agree to
- How much things cost (if anything)
- What to do if something goes wrong

You get a **copy of this agreement**, and you can ask questions anytime.



What is in your Support Plan?

Your plan might include:

- Health support
- Safety support
- Help with food or meals
- How we'll respond in an emergency
- Cultural, religious, or gender preferences
- Communication tools and how you express needs
- Who to call if something urgent happens

We make sure:

- It's written in a way you understand
- You can read or hear it in your own language
- You can change it if needed

If You Move or Transition?

If you are:

- Coming to us from another provider
- Going to hospital
- Changing services

We help make the change smooth and easy. You'll have a **Transition Plan** so everything is planned and communicated clearly.

Meal Time Support

If you need help with meals, we:

- Make sure your meals are safe for you
- Respect your culture and food preferences
- Make meals the way you like them
- Check for allergies or risks



Timelines

We aim to:

- Do your first planning session **within 5 days** of joining
- Give you a Support Plan **within 7 days**
- Review your plan **at least once a year** (or sooner if needed)

Your Rights

You have the right to:

- Be heard
- Choose your supports
- Say “no” to anything you don’t want
- Be safe
- Get help in your own language
- Have someone with you (like a support person or advocate)

Our Promise

At People of Peony, we:

- Treat you with respect
- Listen to your needs
- Make sure your supports fit *you*
- Involve you in all decisions
- Keep your information private and safe



Need Help Understanding Your Plan?

We'll:

- Explain it in Easy English
- Use pictures or other tools
- Get an interpreter or advocate
- Answer all your questions

DOCUMENT CONTROL

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