



interaction
empowering people

HEALTH AND WELLBEING POLICY

Easy Read Guide



MEDICAL AND HEALTH CARE



You have the right to access the same standard of health and medical care as other people



You also have the right to health services that can improve your everyday life and make you feel good



Our staff will help you access these services and plans



It is the responsibility of staff to support you by finding health workers who can best work with you

EDUCATION AND INFORMATION



You have the right to education and information about different health and wellbeing options



You can ask staff about these options when health-related decisions are being made

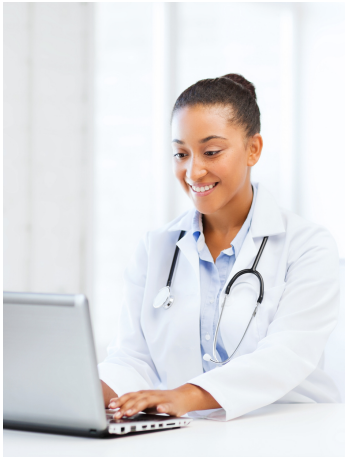


Staff will encourage you to live a healthy lifestyle and routine



This means that you should eat good food, get regular sleep, and exercise where possible

COMPREHENSIVE HEALTH ASSESSMENT



You will have a **Comprehensive Health Assessment Program** reviewed every year by staff and your doctor. Sometimes staff will call this CHAP



This will make sure every part of your health and wellbeing are looked after



If you have any questions about your CHAP, you can ask staff about this

CARE PLANS



If you have a specific medical condition, you may need a health care plan approved by a health professional



This includes if you have epilepsy, diabetes, or other special medical needs



Staff will receive training in your health care plan



Staff will use the health care plan to support you

CONFIDENTIALITY AND DIGNITY



Your health information is not allowed to be discussed with other people who do not need to know



This is your right to confidentiality and dignity



People who need to know your health information may include:

- Your guardian
- Staff who work with you
- Your doctors and other healthcare professionals



People who **do not** need to know your health information include:

- Staff members who do not work with you
- General public
- Other people without your permission

STAFF SUPPORT



If you need urgent medical assistance, call 000 and ask for an ambulance



If you don't have access to a phone, ask staff to contact emergency services immediately



If you are going for a planned appointment, staff will tell you why you are going and what will happen



Staff will also provide you support at any time if you have any questions, or are unhappy with your medical needs

CONSENT



Sometimes you will be asked to give permission for medical treatments



This is known as consent



This will depend on:

- Whether you understand why you need this treatment
- The type of treatment
- If there is another person who can give consent on your behalf like a guardian, or person responsible



A person responsible is someone who is legally able to make decisions on your behalf