

The Lookout Service Structure & Expectations

Structure:

At The Lookout our focus is on supporting you with your health and wellbeing. We take a holistic approach in everything we do and recognise the importance of going at your pace, respecting your needs, and creating a safe space for you to recover. We are guided by five pillars to wellbeing:

- » Connect
- » Be active
- » Take Notice
- » Keep Learning
- » Give

Connect: We help you connect (or re-connect) to that which matters most to you and have created a community that delivers a values-based approach in our service. There is no judgment in how you feel or how you present; our staff is genuine and welcome the chance to getting to know who you are.

Be Active: Movement matters, and we encourage you to discover and reap the benefits of physical activity. A short or long walk, a moment to stretch, or garden games—use your stay to move!

Take Notice: Our scheduled activities are designed to live your life more mindfully and provide an opportunity for you to express daily gratitude and become more self-aware of your thoughts and emotions. You might explore journaling one day, set a 24-hour goal another day.

Keep Learning: We ask that you keep an open mind and an open heart towards new experiences. Whether you pick up a new breathing technique or recipe, your learning will result in increased self-confidence and help your decision-making process.

Give: We believe in kindness and recognise the importance of even the smallest of gestures. Our environment is structured to allow you to practice self-love and self-care, whether this means you are nourished and hydrated through the meals we prepare daily on site or taught how to set boundaries that support prioritising you.

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Expectations

- » You can expect to be treated as a unique individual, that is both respected and cared for.
- » You can expect to be safe, listened to, and considered.
- » You can expect to be challenged appropriately in order to foster personal growth.
- » You can expect to be yourself and not be judged by this.

In return, we expect you to

- » Be honest and communicate the way in which you want to be supported, including telling us when you feel triggers or urges to hurt yourself so that we can help keep you from harm's way.
- » Be responsible with your medication, ensuring you only bring 28 days' worth of medicine that is prescribed to you, to take this as advised, and not share this with other residents.
- » Consent to share information with other professionals involved in your care, including agreeing to be seen by a health care practitioner should your health or wellbeing become compromised.
- » Be aware that staff have a duty of care over your person and if required, a master key will be used to complete a welfare check to make sure you are okay.