



Person-centred approaches

Person-centred approaches ensure that people using your service are seen as individuals who are valued for their unique gifts and contributions. You should provide supports tailored to how they want to live, work and participate in their community. They are the expert in their own lives and should be supported to set goals that are meaningful to them.

When person-centred approaches are utilised well, they can create or enhance a sense of empowerment and promote meaningful engagement with your services.

Key strategies for success

Know the person

Person-centred practice begins with truly getting to know a person – their history, interests, cultural identity, communication style and the things that gives their life meaning.

Honour the individual

Recognise the person as the expert in their own life and ensure their preferences, choices, cultural background and voice lead all planning and decisions.

Build supportive relationships

Building strong, trusting relationships across families, supporters, employers and community partners creates the consistent, confidence-building environment needed for success.

Be strengths-focused

By understanding the person's strengths, you can design meaningful activities and skill-building opportunities that further build strengths and capability and increase confidence.

