Adopt a person-centred approach

Empowered and confident: disabling the barriers

Understanding a person-centred approach

Consideration – is the written / printed material available on request in alternative formats and does it have a statement informing the reader of this? For example – "this publication is available in alternative formats such as electronic, audio tape or Braille, upon request".

Person-centred versus service/system centred

Most people would believe the Human Resource services they deliver to people is person-centred.

Human resources however tend to work within systems and as a result quite often the work becomes more system or service orientated. Understanding this difference can assist in defining how you work and where changes may be beneficial to ensuring the person is at the centre.

Person-centred	Service/system-centred
Talking with the person	Talking about the person
Planning with the person	Planning for the person
Focused on strengths, abilities and skills	Focussed on labels / diagnosis and deficits
Finding solutions that could work for anyone, preferably community based	Creating supports based on what works for people with 'that diagnosis'
Things are done that way because they work for the person	Things are done that way because they work for staff or the service
Family and community members are seen as true partners	Family members and community seen as peripheral.

Key benefits of the approach

- Everyone's differences are recognised and respected throughout the workplace, not just those living with disability.
- Fosters a workplace culture where individuals are respected, and they are encouraged to make informed choices and risks.
- Alignment with goals under the United Nations *Convention of The Rights of Persons with Disabilities* (2006) to have accessible environments and information, support to participate in employment and equality without discrimination.
- Being seen as an 'Employer of Choice' for people living with disability.
- Assist managers to improve consistency for staff but be flexible and responsive to individual differences.
- Reflect best practice.
- It's important to have access to diverse talent and a workforce that is inclusive and reflective of the community.

Queensland Government

Creating a person-centred approach

Using a person-centred approach helps people living with disability to have more choice and control, and for workplaces to provide the best support they can in ways that reflect what is important to the person.

Knowledge, skills and understanding of this approach.

It is important that your team and managers understand this approach and are actively applying it within the workplace. Person-centred organisations have strong leadership that actively instils the vision of a person-centred approach, as well as are open to continual learning and improving their workplace culture.

Reflect on the following questions about your organisation to help determine where you are in relation to being person-centred.

	Yes / No / In progress	Comment/s
Does your organisation have a process in place to reflect on how you work and how to support staff to develop their skills?		
Do you have a system where each staff member is regularly reviewed for personal development, including solving problems and praising success?		
Have you made resources or tools accessible to your teams, and participated in knowledge sessions to upskill your staff as to person-centred approaches?		
Are you making time to have regular team meetings to reflect on person-centred practice?		
Are leaders within your organisation helping team members to understand the person-centred approach?		
Are leaders within your organisation leading by example in practicing a person-centred approach?		
Are staff receiving training about the organisation's values and how it is applied in practice?		
Has your organisation developed an organisational culture where staff are valued and feel part of the organisation?		
Does your organisation have a culture of flexible work?		

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