



# Person-centred **Active Support** Policy

**Active support** empowers clients with disability to be engaged in all choices, decisions, activities and relationships in their own lives. Staff play an important role in supporting learning and assisting clients to realise their own goals and actively participate in their own lives.

The aim of active support is to do things *with* people, not only for them. We recognise every moment has potential and progress is about taking **“one step at a time”** with the person contributing their skills and abilities to each situation.

We provide enough assistance to enable every person to be **successful** regardless of the degree of disability and remember that success in a task or activity is the best motivation for people to participate again and to learn more.

By focusing on enhancing **choice and encouraging engagement** clients gain **confidence** and **independence**, while taking more control over their own lives. In doing so, people become more included as a valued member of their own community. People start choosing relationships they want to build on, places they like to go to, places where their skills are appreciated and needed and build their feeling of belonging in the community.

We are patient in supporting clients to grow in their abilities and self-confidence at their own pace. We focus on what people *can* do when actively supporting learning. We assist each person to find balance between what is important to them and the support they want and need. We are mindful not to create situations that are potentially unsafe or not matched to people's skill level.

We expect all staff to **respect, support** and **implement** a **person-centred active support** approach with all clients.



Caroline Cuddihy  
Chief Executive Officer