



Understanding me

Working with me to find out what I want and need to live my best life.



Need for communication

How does the person:

- communicate thoughts, feelings and needs?
- understand people and process language?

How is the person understood by those around?



Need for connection and interaction

How does the person:

- seek, build and maintain meaningful relationships?
- communicate to connect socially and interact with others?
- receive unconditional, positive social interactions?



Need for belonging

How does the person:

- feel a sense of belonging, and feel included and involved?
- connect with the key people in their life (e.g. family, partners, friends, carers)?
- connect to their culture and/or spirituality?
- actively participate as a member of their community?



Need for self-determination, autonomy and choice

How does the person:

- make decisions about their life, home, finances, work/study, friendships, goals and dreams?
- ensure their choices and preference are heard and supported?
- make choices each day in their routine, activities, ie. be involved in daily planning, when, how, with the person they want support from?
- have independence?



Processing needs

How does the person:

- process and understand language?
- remember, recall and retrieve information and experiences?
- plan and solve problems?
- retain and link information?



Need for orientation and predictability

How does the person:

- understand and know what is happening and respond to changes?
- have consistent and predictable environments?
- experience transitions between activities and/or environments?



Health needs

Is the person:

- feeling unwell, experiencing pain (e.g. dental/constipation), discomfort?
- supported to take part in exercise?
- supported in their sexual needs?
- able to say how medication influences their overall health?
- experiencing any medical, physical or mental health conditions and do these impact their life?



Sensory needs

How does the person:

- experience and process their sensory environment?

What are the person's sensory preference and needs?



Need for meaningful engagement

How does the person:

- engage meaningfully in their life, routines, leisure and work?
- participate and do the things they enjoy and value?
- pursue interests, dreams and desires?



Need for self-worth

How does the person:

- feel valued?
- achieve a sense of self-worth?
- feel a sense of self-efficacy and mastery in their life?
- engage in learning and building skills?

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(Notes Page)



Need for communication



Need for self-determination,
autonomy and choice



Health needs



Need for connection and interaction



Processing needs



Sensory needs



Need for meaningful engagement



Need for belonging



Need for orientation and predictability



Need for self-worth

Understanding me

Person-centred supports



Need for communication

What do people need to do to support my communication?

What do I need from communication partners across all areas of my life?



Need for connection and interaction

How do people around me understand and support my social needs and relationships?

What needs to be done differently to support me?



Need for belonging

What do I need from people around me and in my environments to feel included, valued, safe and connected in these areas of my life?

How do the people around me understand and respect my values?



Need for self-determination, autonomy and choice

How do people around me support my needs for self determination, autonomy and choice?

What support do I need with decision making?



Processing needs

What do people around me need to do to support my processing needs?

How do my environments influence these needs?



Need for orientation and predictability

What do those around me and my environments need to do to support me to process and predict what is or will be happening?

How can my environments support consistency and predictability?



Health needs

What do people around me need to do to support my health and wellness?

What further investigations may be needed?

What other supports/services may be needed to meet these needs?



Sensory needs

What do people around me need to do to help me with my sensory preferences?

How do my environments match with these needs?



Need for meaningful engagement

How do people around me need to support me so I can do the things that are meaningful to me?

What do I need to be able to engage? What needs to be different and/or changed?



Need for self-worth

What do people around me need to do to support me to grow and develop in my life?

What does my system need to do to support me to contribute to society?

Understanding me

Person-centred supports (Notes Page)



Need for communication



Need for self-determination,
autonomy and choice



Health needs



Need for connection and interaction



Processing needs



Sensory needs



Need for meaningful engagement



Need for belonging



Need for orientation and predictability



Need for self-worth



Understanding me

Support Team

The support team are the key people in a person's life.
They know the person well and are actively involved in their life.



Who is part of the support team? Who else does the person want in their support team?



Family

E.g. Immediate and extended family and carers, including parents, siblings, grandparents and other relatives.



Friends

E.g. Close friends, a peer group, neighbours or people in local community who have a social relationship with the person.



Community supports

E.g. Spiritual and/or cultural connections, support groups or clubs.



Service providers

E.g. Support workers, coordinators, accommodation and/or community access providers.



Employment

E.g. Employer, team members at work.



Education

E.g. Members in an education setting, tutors.



Healthcare providers

E.g. Doctors or medical professionals, allied health professionals and/or counselling services.



Online connections

E.g. Gaming partners, social media groups and digital platforms.



Other

E.g. NDIS planners, guardians, advocates, legal professionals.



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Other

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Support Team's Needs

What a support team needs to provide effective person-centred supports.



Understand and embed Positive Behaviour Support (PBS)

- What is the support team's understanding of PBS?
- Do they embed it in their daily practice?
- Do they need coaching, mentoring, training or support around PBS?
- Are support team members curious and neutral when exploring and understanding a person's needs?
- Do they focus on the person, their wellbeing and quality of life?



Balance administrative tasks with good PBS

- Is the support team focused on keeping the person central or on completing administrative tasks?
- Do they understand there is a link between reporting and positive change for a person?
- Are they able to set aside time during the day to complete administrative tasks?
- How is this managed?



Supportive, safe environment

- Do people feel safe to express their ideas and concerns?
- Is everyone in the support team open to different ideas and perspectives?
- Do they feel listened to and heard?



Shared understanding

- Does the support team understand what supports the person needs?
- Is the support team engaging with the person to find out their preferences and experiences?
- Are they keeping the person at the centre?
- How do new support team members understand and know how to provide effective person-centred supports?



Opportunities to reflect, talk and share

- Does the support team have opportunities to talk and share what's working well and not working well?
- How is this done - during the day or across the week?
- Are family or friends included? Is it reflective?
- Does the support team implement actions and changes to better support a person?
- How is the information/ideas shared between the key supports and the behaviour support practitioner?
- How often does the support team meet or connect?



Equal and valued contributions

- Is everyone in the support team including family and carers, equally included and valued?



Work collaboratively

- How does the support team collaborate with the person and with each other?
- Do they listen to each other and respect different ideas?
- Do they explore and work together?
- Does the support team use effective supported decision-making with the person, if required?



Supervision, mentoring and training

- Does the support team receive supervision, training, mentoring and/or peer support?
- Do they have opportunity to reflect on their training needs?



Training and resources

- Is there training and support to implement the person-centred strategies effectively?
- Does the support team have access to relevant resources or supports?
- Is training relevant to the needs of the person being supported?

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Training and resources

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Organisation's Needs

What an organisation needs for effective service provision.
The organisation typically provides services to the person.



PBS applied across the organisation

- Is management committed to PBS?
- Is there an investment to develop a culture of learning?
- Do staff attend PBS training and development opportunities?
- Does the organisation value stakeholder engagement?
- Does the organisation practice person-centred, values driven practice?



Reflective practice embedded

- Is time and space provided for reflection, collaboration, problem solving and innovation?
- Is there continuous improvement? Are spaces created for the implementation of ideas or actions?
- Is respectful feedback provided?



Support collaborative partnerships

- Is the person central and family involvement valued and supported?
- Is there a focus on developing collaborative relationships across stakeholders?
- Are all voices heard?



Staff development valued

- Does the organisation value staff development through supervision, mentoring, training and supporting staff well-being?
- Is there a supportive and inclusive work environment?
- Are psychological safety and psychological hazards prioritised?
- Is there a culture of openness and support?
- Is there a focus on empowerment, celebrating successes and supporting staff innovation?



Clear PBS service delivery practice models

- Is there an investment to design evidence-based PBS services?
- Is there a clearly-defined PBS model that everyone follows?



Policies and procedures aligned with PBS

- Do the organisation's critical incidents or complaints procedures consider and include information about the person's experience?
- Do the organisation's recruitment processes, including job descriptions, align with PBS?
- Does induction of all staff include a focus on PBS?



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