

PERSON CENTRED ACTIVE SUPPORT

Staff at Civic actively support enhanced quality of life for everyone who chooses us as their provider of choice. We are proud of the valuable impact we make with each and every individual.

Contribution

People can be actively supported to use individual skills and abilities. Staff at Civic are encouraged to break down daily activities into small steps and match the level of support to the individual's needs. People gain skills and empowerment from greater participation in their **own life**. The aim of active support is doing things **with** individuals, not always doing things for them, which provides opportunities to increase levels of independence, build self-esteem and confidence.

Engagement

Active Support encourages meaningful engagement and enhances choice and control. By understanding, listening and respecting the people who choose our services we assist people to live the life they desire. Every **moment** of the day has **potential** for connection, personal development and success when recognising opportunities and progressive outcomes. Through **engagement** clients learn more skills and experience more success. The aim is to maintain the skills a person has and build on these skills. The assistance provided by Civic can be slowly

decreased or adjusted to fit the growing skill set and enhanced confidence of the person.

Person Centred Thinking

By understanding and **valuing** the choices people make in their own lives, staff can assist people to make decisions about their likes and dislikes and understand what is **important** to them. Clients are encouraged to think about how they would like to be actively supported to **achieve** their goals, daily activities, interests and their needs and wants.

Communication

We are all members of a **community**, with friends, family, social supports and networks. Staff at Civic are encouraged to support people in building relationships important to them, by giving people the time, supports and resources to communicate with each other. We listen and gain feedback from people through words, actions, behaviours, pitch and tone, gestures, eye contact, facial expressions, sign language, communication tools and observation.

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