Putting

Person-Centred

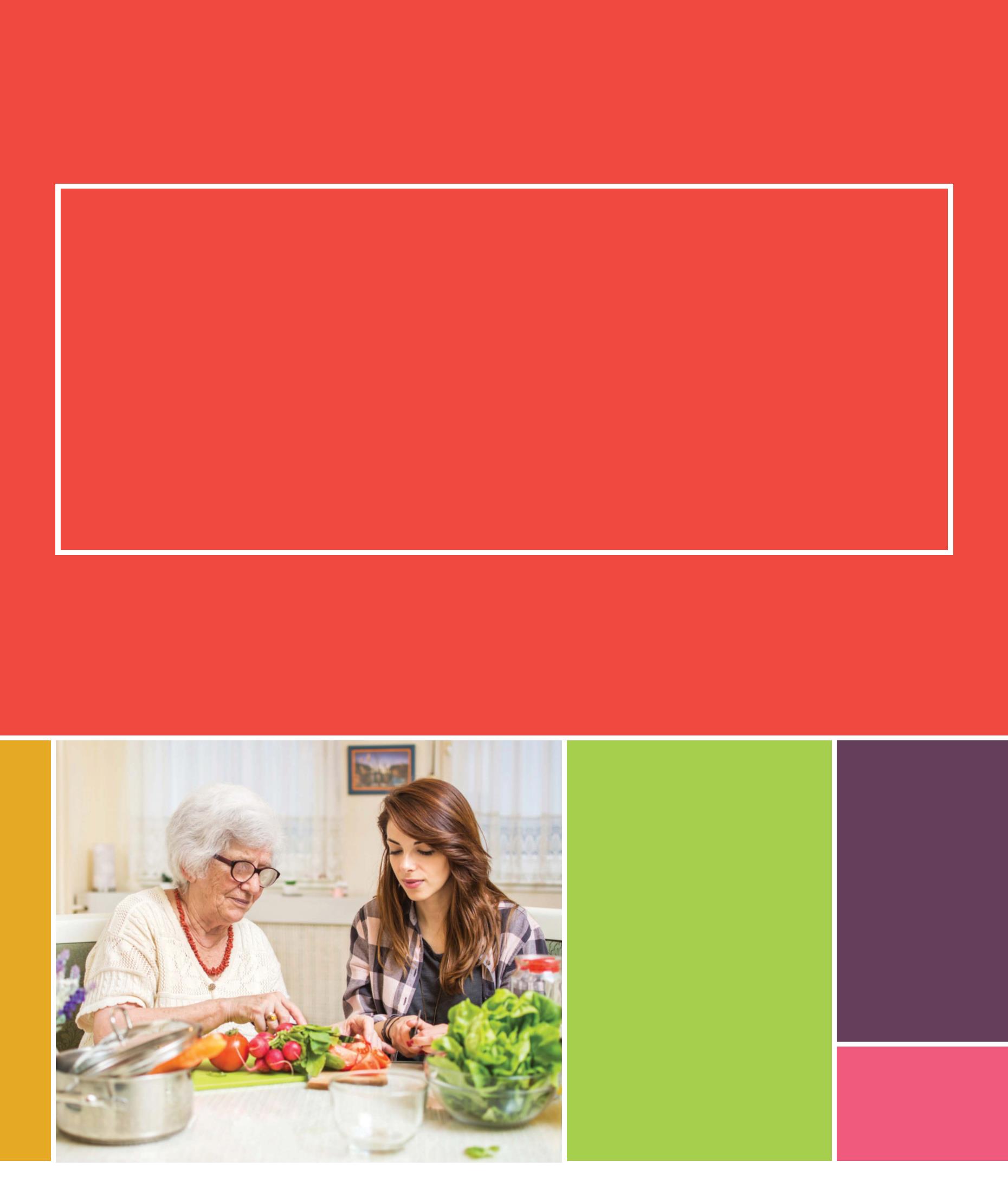
Care into Practice

Supported by the Australian Government Department of Health. Although funding for these workshops has been provided by the Australian Government, the

material contained within does not necessarily represent the views or policies of the Australian Government.

Tools referenced in this resource were developed by Helen Sanderson Associates Australia based on previously developed work and resources. These include

person-centred concepts, principles and materials used from The Learning Community for Person Centred Practices (TLCPCP)



Putting Person-Centred

Care into Practice

Helen Sanderson Associates Australia (HSA) facilitated a six-part workshop series in March 2022 for

Social Support Group staﬀ and Home Care Coordinators in the Southern Metropolitan and Grampians

Regions of Victoria. The workshops provided an overview of how to work in a person-centred way

that focuses on, the importance of understanding the person, who they are, and what is important to

them.

This information has been compiled utilising the references and resources provided by HSA throughout

the workshop series.

This resource aims to:

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Remind and reinforce participants of the learnings from the workshop series.

Increase the awareness, knowledge and understanding of person-centred care practice

and tools.

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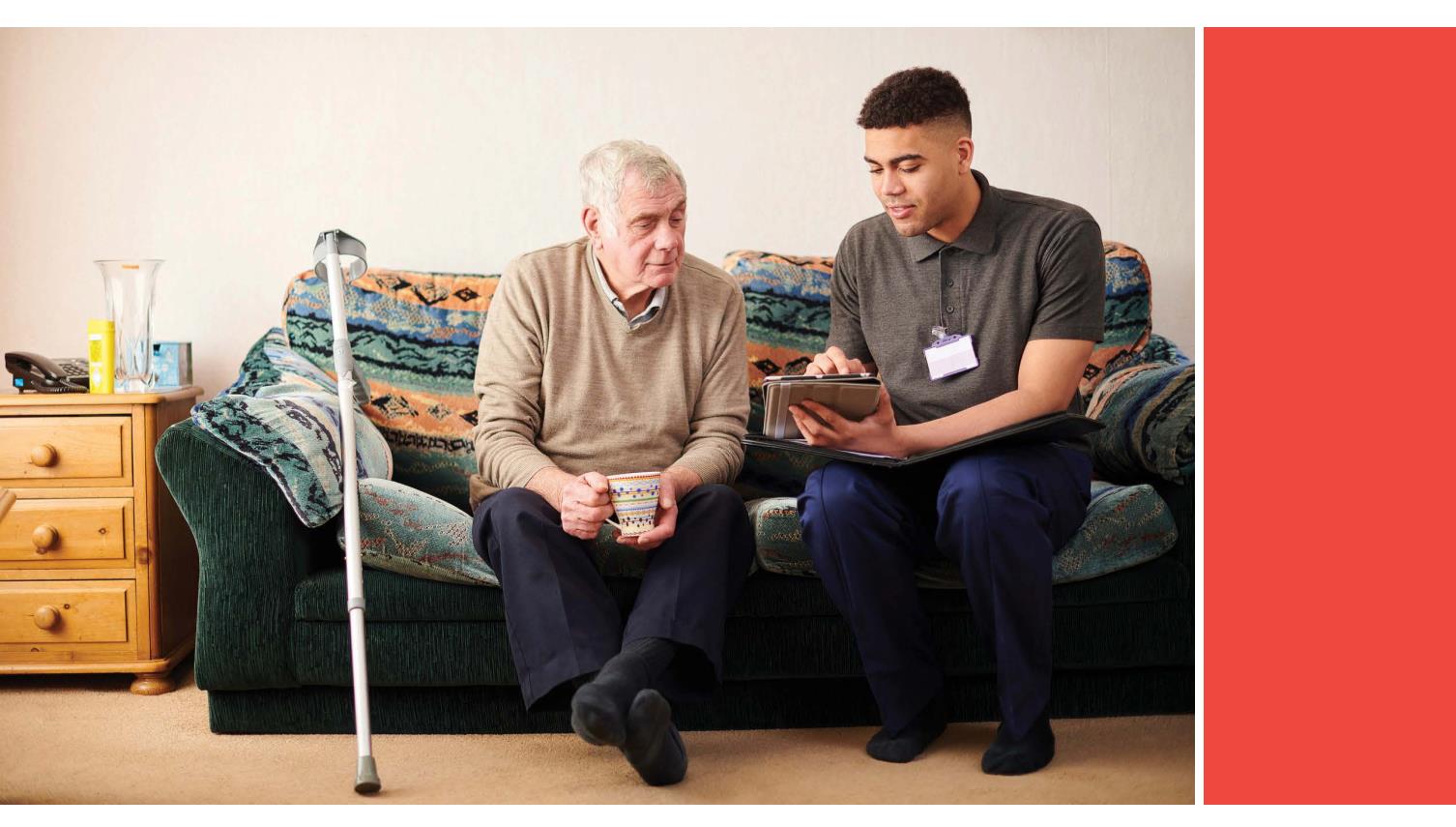
Support service providers to have conversations to understand each client’s story as well

as their needs and goals.

Provide practical strategies and techniques to apply new skills and knowledge, and embed

practice change.

**PG 2**



What are

Person-Centred Tools?

Person-centred tools are a set of easy-to-use templates that can be used to give structure to

conversations with clients. Using them provides a practical way to capture information that feeds into

care and support planning, as well as improving understanding, communication, and relationships.

(Person-Centred Thinking Tools | HSA | Consultancy | Training (helensandersonassociates.co.uk)

Introducing person-centred tools into practice does not need to be an overwhelming process or require

change to policies and procedures. Rather, it is about making small changes to guide conversations in

your person-centred practice to beneﬁt both clients’ and staﬀ experience and wellbeing.

It is important that each organisation has policies and processes regarding Client Service Speciﬁc

assessments. These person-centred tools will enhance the gathering of information to inform your

assessment and care planning, they do not replace your policies and processes.

Tips, Tools, and a framework that can help you

develop goals with your clients can be found here



Aged Care Quality

Standards

The Aged Care Quality Standards (Quality Standards) focus on outcomes for clients. Organisations are

formally assessed and must be able to provide evidence of their compliance with, and performance

against, the Quality Standards.

Documenting your use of these tools will allow you to demonstrate that you are working in a person-

centred way, and particularly apply to Standards One, Two and Four.

See here for more information:

https://www.agedcarequality.gov.au/providers/standards

Understanding consumers (their identity,

culture, diversity, and level of cognitive

and functional ability) is central

to **Standard 1 – Consumer dignity and**

**choice**, along with ensuring consumers

are treated with dignity and respect.

Engaging consumers in their care

planning is the focus of **Standard 2 –**

**Ongoing assessment and planning**

**with consumers**. It is expected that

consumers will partner in ongoing

assessment and planning that helps

them to get the care and service they

need for their health and well-being.

The consumer gets the services and

supports for daily living that are important

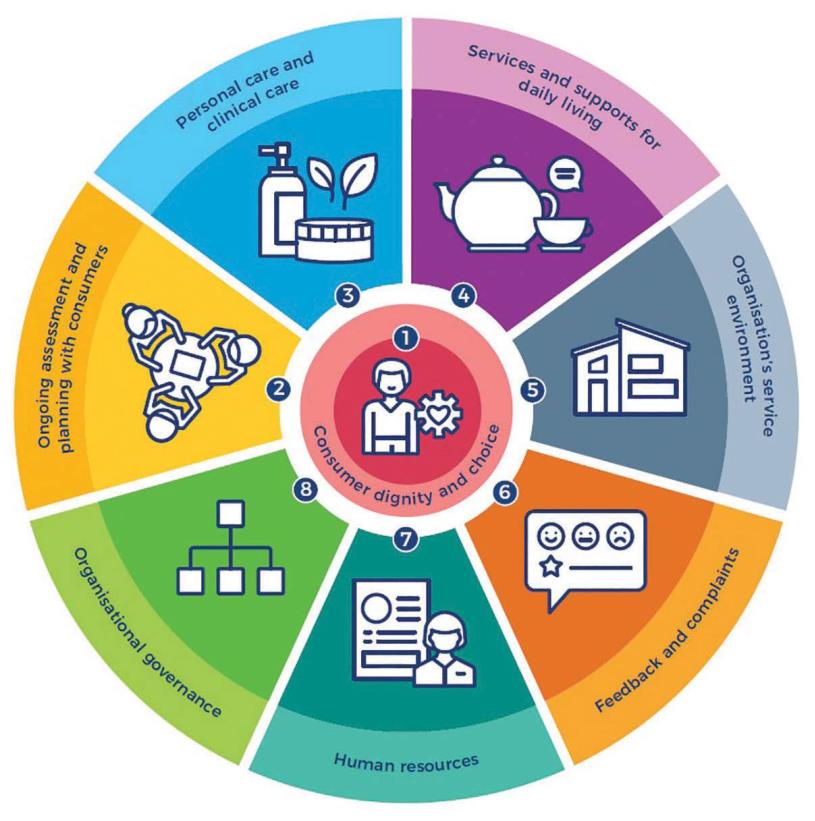
for their health and well-being and that

enables them to do the things they

want to do is the focus for **Standard 4 –**

**Services and supports for daily living**.

**PG 4**



Person-Centred Tools

One Page Proﬁles support people by:

One Page

Proﬁles

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Helping to build better relationships

by truly understanding what matters

to the person and how they want to

be supported to live their lives.

One Page Proﬁles provide an insight into who

people are as individuals; their qualities and

interests, the things that matter to them, and

how they can be supported. A one-page proﬁle

captures all the important information about a

person on a single sheet of paper under three

simple headings: *What people appreciate*

*about me?, What’s important to me?* and *How*

*best to support me?* The information collected

must be detailed, speciﬁc and purposeful to

the person reading it.

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Providing a record that can

accompany the person as they may

work with diﬀerent staﬀ; transition

from service to service or use multiple

services.

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Being regularly updated to reﬂect

people’s changing circumstances and

aspirations.

Assisting staﬀ to feel like they can

get to know the person they are

supporting.

Contributing to more person-centred

teams when used with staﬀ, where

individual strengths are recognised,

and diﬀerent ways of working are

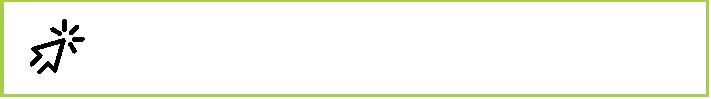
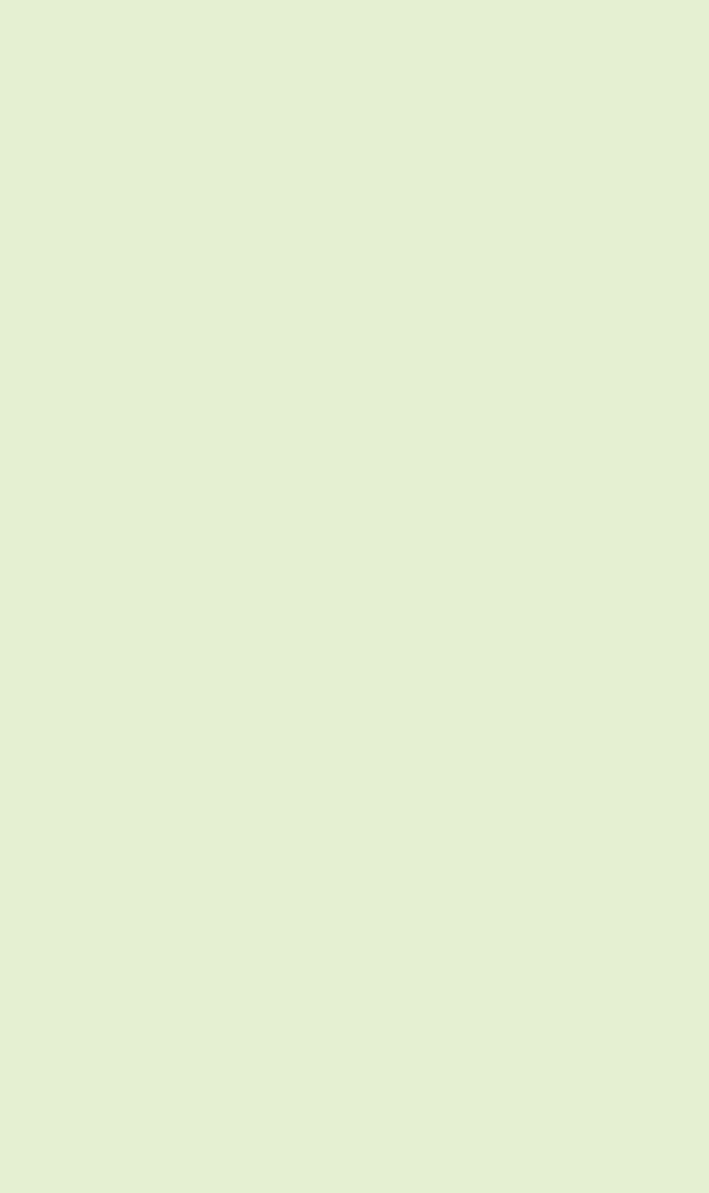
considered.

One Page Proﬁles

One-page proﬁle and description

tips

**PG 5**



Important

to and

Important

for

Good Day/

Bad Day

The ‘Good Day / Bad Day’ tool is a way to

learn about what matters to someone and

what support they need to have good days and

avoid bad days.

The ‘Important to and Important for’ tool

identiﬁes what is important *to* someone

(what makes the person happy, content, and

increases well-being), from what is important

*for* them (the help or support they need to

stay healthy, safe, well and valued within the

community) while working towards a balance

between the two.

It is a simple list of what makes a good day

on one side of a page and what makes a bad

day on the opposite side. This is a way to start

or add to one-page proﬁles for clients, and to

decide on actions together. Once you have

worked through how best to support the person

to have more good days and less bad days, this

should be recorded in the care plan that is easily

visible for staﬀ working with the person.

Important to and Important for

instructions

Practice example to put into

practice of Important to and for

Tip

This tool can also be used with

colleagues to understand how to best

work together as a team.

Good day / Bad Day

Video explaining Good Day/Bad Day

**PG 6**



What’s

Using this tool can assist to identify:

Working? /

What’s not

Working?

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what everyone agrees needs to stay

the same.

what everyone agrees needs to be

diﬀerent.

By exploring what is and isn’t working for

a person right at this moment, gives an

understanding of what needs to change and

what needs to stay the same. It’s a way of

working out what is important to a person and

how best to support them and supports the

More Good Days approach.

where there are disagreements

needing further discussion to reach

an agreed understanding or outcome.

You can use this to help the person and others

to review current goals or supports; and identify

speciﬁc life areas that they want to address.

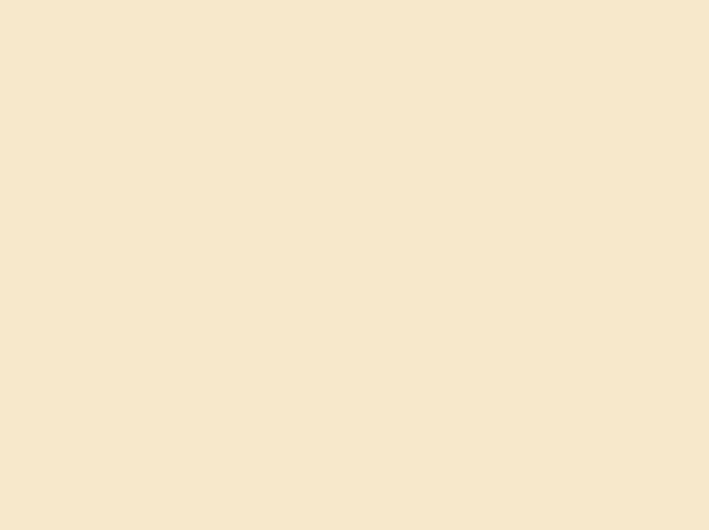
Whats working/Whats not working

instructions

What’s working/not working

template

**PG 7**



Tip

4 + **1**

When working in a group setting it is

important to hear everyone’s views.

Using ﬂipcharts and markers, or post-it

notes are useful so that everyone in the

room gets to provide input. Repeat this

process regularly so that it’s not a one oﬀ

exercise and people anticipate this and

can be prepared.

Questions

The 4 + 1 Questions tool can be used

with clients or staﬀ; individually or in group

situations. You could use this as a tool to

review activities in a social group setting.

The tool can help people to think about a

particular challenge or situation, and plan for

change. Where the 4 + 1 Questions tool is used

with more than one person, it groups together

learnings from diﬀerent perspectives.

4 + 1 Questions Guide

Video with examples of use 4+1

Questions

It can be used to update a One Page Proﬁle, or

to review a project or plan. It is a quick way to

work out better ways of supporting people or

working together.

4+1 Template

It asks:

1. What have you tried?

2. What have you learned?

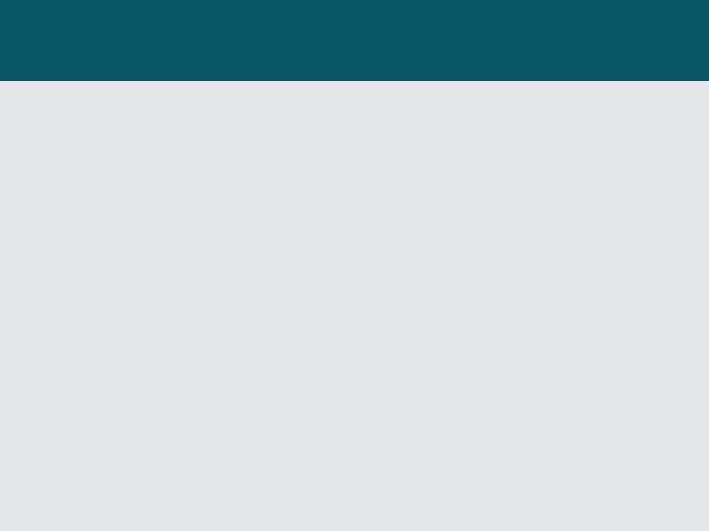
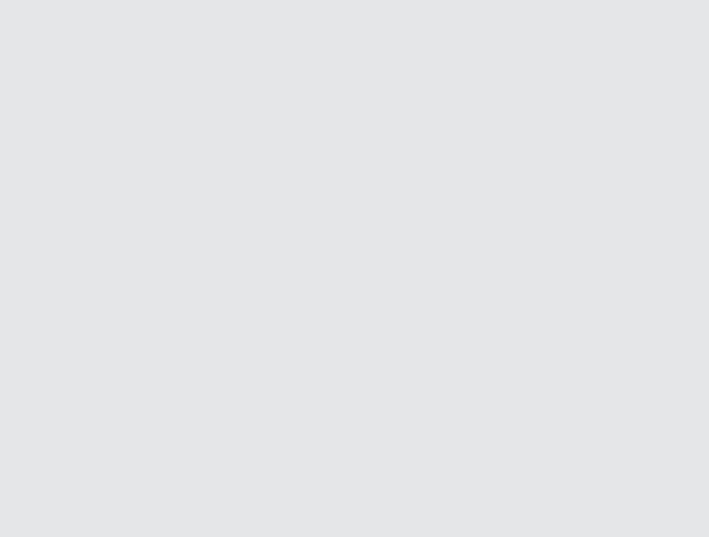
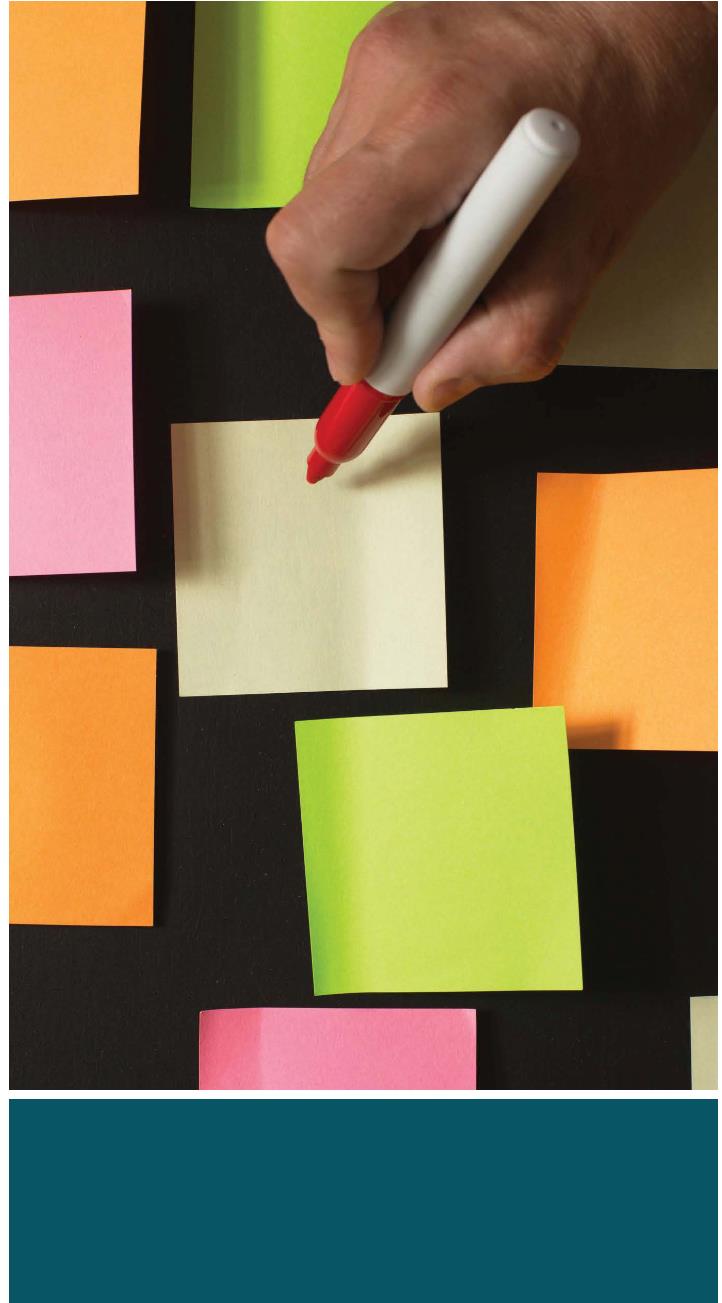
3. What are you pleased about?

4. What are you concerned about?

+1 Based on what we’ve learned from the

4 questions...what should we do?

**PG 8**



Making the most of a

Learning Experience

Participating in a training program or learning experience is more than attending a workshop or

training day. For training to be eﬀective, staﬀ need to be supported to practice and apply new skills

and knowledge and establish new habits to embed practice change.

Regardless of which person-centred tools you decide to use, it is important to transfer these learnings

into practice so that awareness, knowledge, and understanding can be shared and utilised.

Here are some tips that can be used to support this transfer of learning into your own lived experience.

You *do not* need to use every tip, we suggest focusing on one or two that you are comfortable with.

For Managers and

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Factor in time for staﬀ to explore and

practice learnings. This may require

adjusting their workload.

Supervisors

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Allocate time to have conversations with

staﬀ, individually or in a group, and reﬂect

on the information covered in the sessions

(refer to PowerPoint presentations).

It is important to acknowledge that, for

many staﬀ, this represents a signiﬁcant

shift in thinking and will take time to embed

practice change.

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Provide staﬀ with opportunities to practice

and role-play how they talk with clients and

their families/carers using the diﬀerent tools.

At an Individual

Practice Level

Lead a discussion about any barriers or

challenges using the tools. You could

utilise 4+1 Questions tool to guide the

discussion.

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Talk to your manager /supervisor about how

to practice and apply your new skills and

knowledge.

Spend time practicing using the tools with

colleagues or family and friends so you feel

comfortable and familiar using them.

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Make links to the person-centred tools

available on your organisation’s Intranet/

webpage and promote this to your staﬀ.

Ask a trusted colleague to provide feedback

on any observations they have made whilst

you are using them.

Proﬁle a diﬀerent person-centred tool as

part of your organisation’s regular internal

communication (eNews, staﬀ newsletter); or

at staﬀ meetings and training days.

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Talk with your colleagues about how you

can apply your new skills to your work.

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Include person-centred tools as part of your

intake and assessment quality processes.

Be prepared to try diﬀerent things,

accepting that some may not work.

Encourage staﬀ to share stories (verbal

or written) that demonstrate how they

are using or applying the principles and

approaches described in the Putting Person

Centred Care into Practice training or More

Good Days approach.

**PG 9**



Appendix

Session 1 Managers – Learning and Supervision

Session 2 All Staﬀ - Exploration of tools and resources

Session 3 All Staﬀ – Learning about the person

Session 4 All Staﬀ – Getting started with goals

Session 5 All Staﬀ – Implementing goals

PowerPoint presentations – not

to be reused in any publishing

or presentations

Session 6 Managers – Coaching staﬀ

Additional person-centred tool are available on the Helen Sanderson website

Five areas to explore that promote good wellbeing and

mental health 5 ways to wellbeing

5 Ways to Wellbeing

Connect, Be active, Take notice, Keep Learning and Give

https://5waystowellbeing.org.au/

The communication chart shares information on how

to communicate with a person around various situations

which may be confusing or upsetting. For example, how

Communication chart

to respond to a situation such as a question about ‘going

home’ or where a person is. By working out roughly

what age the person feels they can be responded to in a

supported way.

How to decide how to move forward with this regarding

your organisation.

Decision Making in

Implementation

Decision making in implementation

The most powerful social support groups are formed

by listening well to the participants who will attend

them, and ideally building the group alongside them.

Diﬀerent person-centred practices can help to make

this go well and feel more meaningful to everyone

involved.

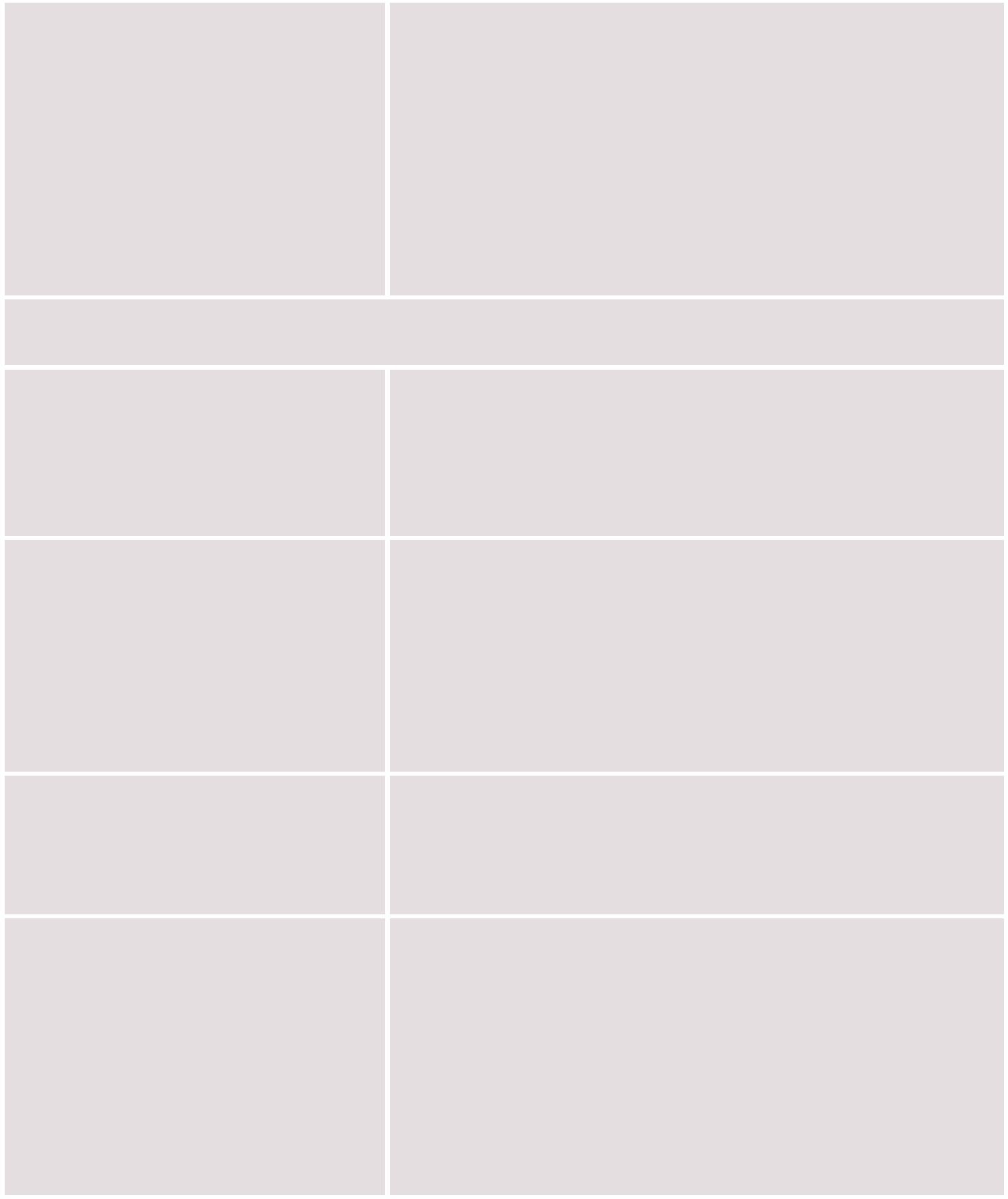
From Individual learning to

group planning

https://docs.google.com/document/d/1QJZqDel2gO

FrxnrdeMHBH6gPLKF0N6WL/edit

**PG 10**



**External Resources**

https://www.agedcarequality.gov.au/providers/

standards

Aged Care Quality Standards

https://www.agedcarequality.gov.au/sites/default/

ﬁles/media/acqsc\_working\_with\_aged\_care\_

consumers\_-\_resource.pdf

Organisation Self-assessment

tool

https://www.health.gov.au/resources/publications/

organisational-self-assessment-tool

Conversational tips – talking

with clients and their families

https://www.health.gov.au/sites/default/ﬁles/

documents/2021/01/conversational-tips.pdf

More Good Days Wellness

Wheel

https://www.health.gov.au/resources/publications/

more-good-days-wellness-wheel

Goal Directed Care Planning

Resources

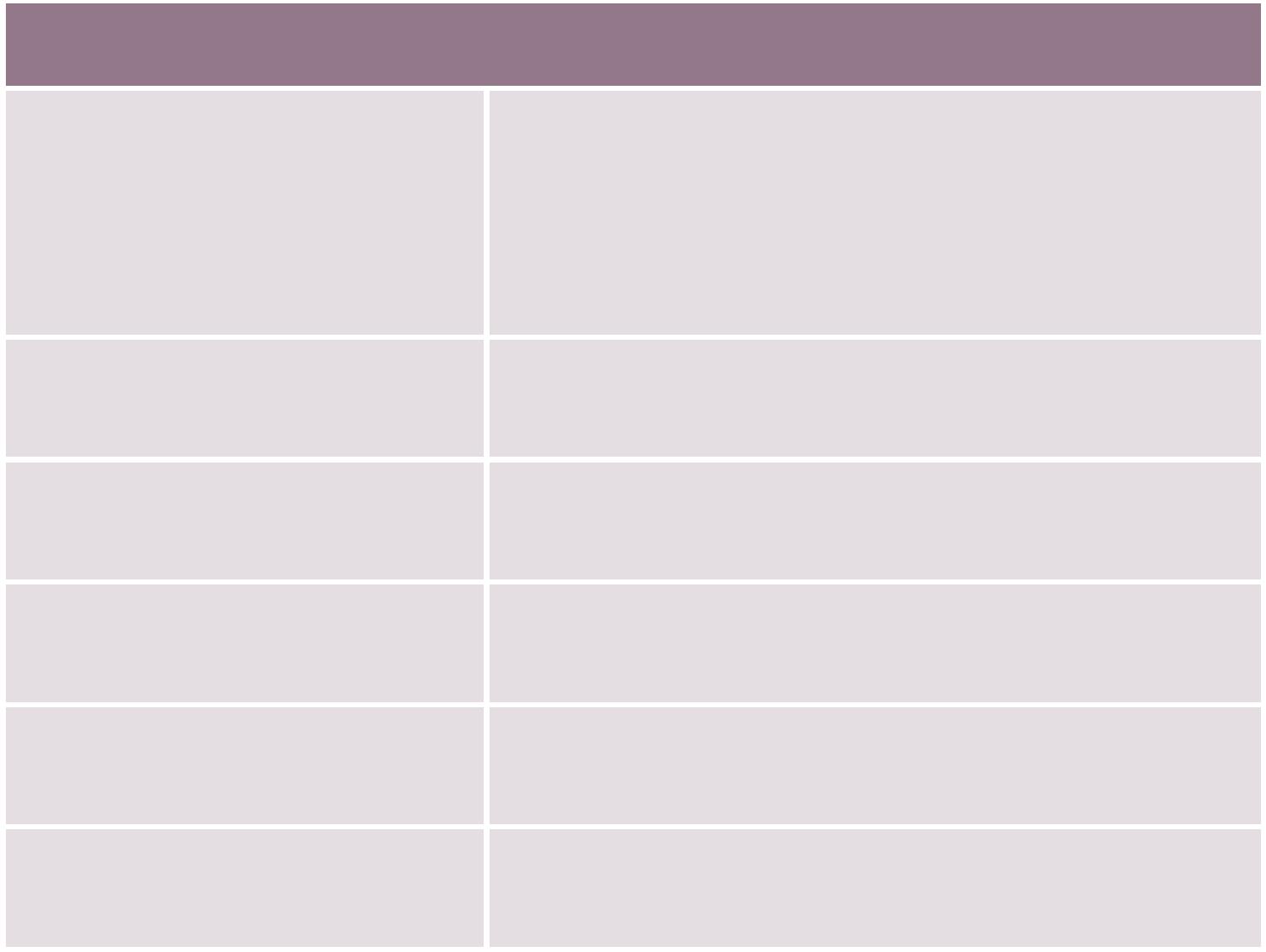
https://kpassoc.com.au/resources/gdcp-resources/

https://drive.google.com/drive/

folders/12YXfnvpdiGIgkzZBB8IshZYE2VK9Uisr

Google drive with resources

**PG 11**



Putting

Person-Centred

Care into Practice

