



## Person-centred approaches

Putting the person at the centre when responding to abuse, neglect, and exploitation.



### What does person-centred mean?

A person-centred approach means that the person is at the centre of all decisions about their life – for example:

- It is assumed that every person can make decisions about their life.
- It is recognised that a person's decision-making ability can change over time and vary with the decision.
- People have the right to make choices that others may disagree with.

At the NSW Ageing and Disability Commission (ADC), we work with adults when responding to abuse, neglect and exploitation. For example, we:

- Listen to their goals, wishes and views.
- Support their decision-making as much as possible.
- Respect their right to make choices.

**Person-centred approaches mean that everyone has the right to make their own decisions.**

### How to support someone in making their own decisions

Sometimes people need support to understand information or express their views. This is called supported decision-making.

You can support decision-making by:

- Taking time to listen.
- Giving the person space to process information at their own pace.
- Using clear, accessible and tailored information.
- Adapting your communication style (e.g. using interpreters, plain language, visual aids).
- Meeting face-to-face where possible.
- Using culturally appropriate communication and respecting a person's cultural values and beliefs.

### Be trauma informed

Abuse, neglect and exploitation are traumatic experiences. It is important to:

- Be sensitive to trauma and its impacts.
- Prioritise safety, dignity and choice.
- Empower victim-survivors to decide what happens next.
- Respect that people may want information or support before they take action.

**Everyone has the right to be heard, supported and respected.**

**A person-centred approach supports dignity, autonomy and choice, even in risky situations.**