



# Person-Centred Practice Resource Map

May 2025



## What is it?

The Person-Centred Practice Resource Map provides different good quality tools and guides to help NDIS providers and workers use person-centred practice when delivering supports and services. Links to these resources and information have been collected in one resource map that allows people to:

- ◆ Access tools and resources for person-centred practice; and
- ◆ Find specific person-centred resources for:
  - » Person-Centred Planning
  - » Active Support
  - » Behaviour Support

People with disability and their families and carers may also use this to find person-centred resources that work best for them.

## How did we find the resources?

We searched for information and resources on the following subjects:

- ◆ Person-Centred Planning
- ◆ Active Support
- ◆ Practice Leadership
- ◆ Behaviour Support or Positive Behaviour Support
- ◆ Communication
- ◆ Supported decision making

We looked at the following international and national websites:

- ◆ NDIS Quality and Safeguards Commission
- ◆ State-based Senior Practitioners
- ◆ Universities
- ◆ Peak bodies representing health and disability services
- ◆ Organisations representing and supporting people with intellectual, developmental or learning disability
- ◆ YouTube

The resources were evaluated based on how well they reflected the five key ways to be person-centred (i.e. honouring the person, building relationships, being strengths-based and capacity-focused, facilitating participation, engagement and social, inclusion, and being compassionate) identified in the [Evidence Review – Person-Centred Practice](#)<sup>\*</sup> and [Evidence Summary – Person-Centred Practice](#)<sup>†</sup>.

*Whilst care is taken to ensure the accuracy and currency of these resources at the time of publication, these resources are not always updated after the fact. It is the responsibility of the viewer to determine the appropriateness of a resource as part of their own due diligence. These resources do not replace the need for individual expert advice.*

## Person-Centred Planning resources

Organisation	Audience	Description	Website
<b>National Disability Authority Ireland</b>	People with disability, families or carers, supporters, support workers, organisations.	These guidelines explain the term ‘person centred planning’ and clarify the purpose and application of person-centred planning. They also set out key principles and elements of effective person-centred planning and make practical recommendations including monitoring (or tracking) progress on putting plans into action.  Easy Read and Plain English is also available.	<a href="#">Guidelines on Person Centred Planning in the Provision of Services for People with Disabilities in Ireland</a> <sup>‡</sup> ◆ <a href="#">Guidelines</a> ◆ <a href="#">Guideline - Easy Read</a> ◆ <a href="#">Guideline - Plain English</a>
<b>Picture My Future</b>	People with disability, families or carers, supporters, support workers, organisations.	This is an online training course designed to teach you about Picture My Future and how it can be used to support people with disability as they explore their goals for the future. The training modules and toolkit enable people with disability and those who support them to implement the approach.	<a href="#">Picture My Future</a> <sup>§</sup>

\* <https://www.ndiscommission.gov.au/rules-and-standards/pcp-review>

† <https://www.ndiscommission.gov.au/rules-and-standards/pcp-summary>

‡ <https://nda.ie/publications/guidelines-on-person-centred-planning-in-the-provision-of-services-for-people-with-disabilities-in-ireland>

§ <https://picturemyfuture.com>

Organisation	Audience	Description	Website
<b>Positive Partnerships</b>	People with disability, families or carers, supporters, educators	The Planning Tool helps to understand as much about autism as possible to best to get to know your young person. The website is filled with resources and webinar sessions on the topics that relate to the different areas of the Planning Tool.	<a href="#">Planning Tool</a> *
<b>Provider Plus</b>	People with disability, families or carers, supporters, support workers, organisations.	Collection of person-centred planning tools and templates. It provides an opportunity to engage directly with children and young people to discuss their needs, and plan how they can achieve the best possible outcomes.	<a href="#">Person Centred Planning Toolkit</a> †
<b>Western Australia's Individualised Services (WAIIS)</b>	People with disability, families or carers, supporters, support workers, organisations, health professionals	WAIIS provides support to people and families with planning for a good life. WAIIS have co-designed and developed some planning resources with people, families and service providers.	<a href="#">Planning Tools</a> ‡
<b>National Disability Practitioners (NDP)</b>	Support workers, organisations.	This is a quick person-centred practice fact sheet with a 'toolbox' to listen to and gather information with people.	<a href="#">What is a person-centred approach?</a> §

\* <https://www.positivepartnerships.com.au/resources/practical-tools-information-sheets/diversity-wheel-planning-tool>

† [https://members.providerplus.com.au/wp-content/uploads/2021/04/Person\\_Centred\\_Planning\\_Toolkit.pdf](https://members.providerplus.com.au/wp-content/uploads/2021/04/Person_Centred_Planning_Toolkit.pdf)

‡ <https://waindividualisedservices.org.au/resources/planning/>

§ <https://www.ndp.org.au/images/factsheets/346/2016-10-person-centred-approach.pdf>

Organisation	Audience	Description	Website
<b>National Disability Services (NDS)</b>	Support workers, organisations.	Person-Centred Practice Across Cultures is a series of resources focusing on the importance of cultural awareness and sensitivity in disability support and service delivery. Please refer to the following suggested modules.	<a href="#">Person-Centred Practice Across Cultures resources</a> <sup>*</sup> <ul style="list-style-type: none"> <li>◆ <a href="#">Empathy</a></li> <li>◆ <a href="#">Active listening</a></li> <li>◆ <a href="#">Choice making</a></li> <li>◆ <a href="#">Reflective Practice</a></li> <li>◆ <a href="#">Creating a culturally responsive person-centred organisation</a></li> </ul>

## Active Support resources

Organisation	Audience	Description	Website
<b>Association for real change UK (ARCUK)</b>	People with disability, families or carers, supporters, support workers, organisations.	<p>The Active Support Handbook is a useful resource for anyone supporting people in an adult social care setting.</p> <p>Easy Read is also available.</p>	<a href="#">Active Support Project Resources</a> <sup>†</sup> <ul style="list-style-type: none"> <li>◆ <a href="#">What is Active Support - Easy Read</a></li> <li>◆ <a href="#">What is Active Support for Parents and Family Carers</a></li> <li>◆ <a href="#">Active Support Handbook</a></li> </ul>
<b>Every Moment has Potential</b>	Support workers, organisations.	This online training resource is for disability support workers about Active Support. There are 8 modules. Each module has videos to show you how to do Active Support. There are also activities to help you to learn new skills.	<a href="#">Every Moment has Potential</a> <sup>‡</sup>

\* <https://nds.org.au/resources/all-resources/person-centred-practice-across-cultures-resources>

† <https://arcengland.org.uk/project-resources/active-support-project-resources/>

‡ <https://www.everymomenthaspotential.com.au/>

Organisation	Audience	Description	Website
<b>United Response</b>	Support workers, organisations	This is a guide on how Positive Behaviour Support and Active Support work together. It covers essential elements for achieving real change in services for people whose behaviour is described as challenging.	<a href="#">Active Support and Positive Behaviour Support</a> * <a href="#">Positive Behaviour Support and Active Support</a> †
<b>Frontline Practice Leadership</b>	Support workers, organisations	Develop your skills in Frontline Practice Leadership with this online training program. There are six modules that teach you how to do the tasks of Practice Leadership. You will find on the Resources page training PowerPoint slides and downloadable videos.	<a href="#">Frontline Practice Leadership</a> ‡

## Behaviour Support resources

Organisation	Audience	Description	Website
<b>NDIS Quality and Safeguards Commission</b>	People with disability, families or carers, supporters.	These fact sheets can help you to understand more people with disability understand positive behaviour support and their rights. They explain what providers are meant to do. This will help you to make decisions about providers. They have been written with, and for participants using Plain English.	<a href="#">Participant Fact Sheets for Behaviour Support</a> §

\* <https://www.unitedresponse.org.uk/resource/active-support/>

† <https://s33156.pcdn.co/wp-content/uploads/positive-behaviour-support-and-active-support.pdf>

‡ <https://www.practiceleadershipresource.com.au>

§ <https://www.ndiscommission.gov.au/rules-and-standards/behaviour-support-and-restrictive-practices>

Organisation	Audience	Description	Website
<b>The Challenging Behaviour Foundation</b>	Families or carers.	<p>This pack of resources aims to provide information about Positive Behaviour Support (PBS). It explains what it is, what it looks like in practice, provides questions to ask to check that PBS is being delivered well in the setting you are looking at and guidance on how family carers can find out more including advice on training.</p> <p>Please refer to the PBS video for further details.</p>	<p><a href="#">PBS - information pack for family carers</a><sup>*</sup></p> <p><a href="#">PBS videos</a><sup>†</sup></p>
<b>ACT Government, Office of the ACT Senior Practitioner</b>	Support workers, organisations.	Short one page guide series exploring positive behaviour support including traditional behaviour management, trauma informed lens and metaphors for the brain.	<p><a href="#">Positive Behaviour Support Factsheets</a><sup>‡</sup></p> <ul style="list-style-type: none"> <li>◆ <a href="#">Traditional methods of behaviour management</a></li> <li>◆ <a href="#">Trauma-informed lens</a></li> <li>◆ <a href="#">Metaphor for the brain</a></li> </ul>
<b>Government of Western Australia Department of Communities</b>	Support workers, organisations.	This information sheet provides an overview of the key elements of positive behaviour support and is part of a series of information sheets that have been developed to help everyone understand the 'Authorisation of Restrictive Practices in Funded Disability Services Policy' that applies in Western Australia from 1 December 2020.	<a href="#">Positive Behaviour Support</a> <sup>§</sup>

\* [www.challengingbehaviour.org.uk/information-and-guidance/positive-behaviour-support/pbs-an-information-pack-for-family-carers/](http://www.challengingbehaviour.org.uk/information-and-guidance/positive-behaviour-support/pbs-an-information-pack-for-family-carers/)

† [www.challengingbehaviour.org.uk/information-and-guidance/positive-behaviour-support/video-resources-positive-behaviour-support/](http://www.challengingbehaviour.org.uk/information-and-guidance/positive-behaviour-support/video-resources-positive-behaviour-support/)

‡ <https://www.act.gov.au/open/positive-behaviour-support>

§ <https://www.wa.gov.au/system/files/2021-07/Positive-behaviour-support.pdf>

Organisation	Audience	Description	Website
<b>United Response</b>	Support workers, organisations.	This is a guide on how Positive Behaviour Support and Active Support work together. It covers essential elements for achieving real change in services for people whose behaviour is described as challenging.	<a href="https://www.unitedresponse.org.uk/resource/active-support/">Active Support and Positive Behaviour Support</a> <sup>*</sup> <a href="https://www.unitedresponse.org.uk/resource/active-support/">Positive Behaviour Support and Active Support</a> <sup>†</sup>
<b>NDIS Quality and Safeguards Commission</b>	Organisations, behaviour support practitioners, health professionals.	This compendium of resources provides behaviour support practitioners with a comprehensive list of assessment tools that can be used for the purposes of behaviour support assessment, planning, intervention, monitoring and review. It also includes a list of national and international online resources that cover a range of areas of practice in relation to behaviour support.	<a href="https://www.ndiscommission.gov.au/rules-and-standards/behaviour-support-and-restrictive-practices-for-providers">Understanding behaviour support and restrictive practices - for providers</a> <sup>‡</sup>
<b>NDIS Quality and Safeguards Commission</b>	Organisations, behaviour support practitioners, health professionals.	This resource gives a summary of the literature that identifies aspects of quality behaviour support plans and provides guidance to behaviour support practitioners on how they can ensure those elements are addressed in behaviour support plans.	<a href="https://www.ndiscommission.gov.au/rules-and-standards/quality-practice">Developing Quality Behaviour Support Plans</a> <sup>§</sup>
<b>Promoting Good PBS Practice</b>	Behaviour support practitioners	This website provides introductory information about positive behaviour support, access to learning resources and a quality assurance tool for practitioners.	<a href="https://www.promotingpbspractice.com">Promoting Positive Behaviour Support Practice</a> <sup>¶</sup>

\* <https://www.unitedresponse.org.uk/resource/active-support/>

† <https://s33156.pcdn.co/wp-content/uploads/positive-behaviour-support-and-active-support.pdf>

‡ <https://www.ndiscommission.gov.au/rules-and-standards/behaviour-support-and-restrictive-practices#paragraph-id-5726>

§ <https://www.ndiscommission.gov.au/rules-and-standards/quality-practice#paragraph-id-6833>

¶ <https://www.promotingpbspractice.com>

# Communication resources

Organisation	Audience	Description	Website
<b>Communication Hub</b>	People with disability, families or carers, supporters, support workers, organisations.	The Communication Hub is for people with communication difficulties, their communication partners, and the wider community. It highlights the importance of communication in everyday life and provides information for those with communication difficulties to empower themselves and others.  Easy English is also available.	<a href="#">Communication Hub</a> <sup>*</sup> ◆ <a href="#">Fact sheets</a> ◆ <a href="#">Fact Sheets - Easy English</a>
<b>The Challenging Behaviour Foundation</b>	Families or carers.	This information sheet may be useful for families who are learning about various communication difficulties. Looking for ways support communication with someone who is non-verbal.	<a href="#">Communication</a> <sup>†</sup> <a href="#">Communication and Challenging Behaviour</a> <sup>‡</sup>
<b>Positive Partnerships</b>	Families or carers, educators.	Conversations cards designed to promote communication between teachers and families. The conversation cards could be used for a specific purpose such as understanding a young person's communication needs, getting the conversation started, building or strengthening a partnership with a family or helping a parent to feel comfortable.	<a href="#">Conversation Cards</a> <sup>§</sup> <a href="#">How to use the Conversation Cards</a> <sup>¶</sup>

\* <https://communicationhub.com.au>

† <https://www.challengingbehaviour.org.uk/information-and-guidance/person-centred-support/communication/>

‡ <https://www.challengingbehaviour.org.uk/wp-content/uploads/2023/01/004-Communication-and-Challenging-Behaviour.pdf>

§ <https://www.positivepartnerships.com.au/uploads/PDF-files/Conversation-Cards-English.pdf>

¶ <https://www.positivepartnerships.com.au/uploads/How-to-use-the-Conversation-Cards-V4.pdf>



Organisation	Audience	Description	Website
<b>Clinical Excellence Commission</b>	Healthcare professionals	A range of information sheets and templates for healthcare professionals to support effective communicate in a person-centred way with all patients in health care settings.	<a href="#">Safety Fundamentals for Person Centred Communication</a> <sup>*</sup>

## Decision making resources

Organisation	Audience	Description	Website
<b>Council for Intellectual Disability (CID)</b>	People with disability, families or carers.	Information about supported decision making including videos, events and resources to about how people with intellectual disability should be supported when making decisions.  Easy Read is also available.	<a href="#">My Rights Matter Hub</a> <sup>†</sup>
<b>ADACAS Advocacy</b>	People with disability, families or carers, supporters, support workers, organisations.	ADACAS provides a variety of supported decision information and resources. The toolkit helps to support a decision which will look different for every person.	<a href="#">Decision making toolkit</a> <sup>‡</sup>
<b>Flinders University</b>	People with disability, families or carers, support workers, behaviour support practitioners, organisations.	Deciding with Support is for people with disability and the people who support them to help people make decisions about their behaviour support plans.	<a href="#">Deciding With Support</a> <sup>§</sup>

\* <http://Safety Fundamentals for Person Centred Communication>

† <https://cid.org.au/issues/supported-decision-making/>

‡ <https://supporteddecisionmaking.com.au/resource/my-decision-making-toolkit/>

§ <https://decidingwithsupport.flinders.edu.au>

Organisation	Audience	Description	Website
<b>Inclusion Australia</b>	People with disability, families or carers, supporters, support workers, organisations	This toolkit consists of five guides that support people with a disability, families and support providers to understand and explore the principles of choice. It also provides examples, worksheets and other practical tools to support people to develop their choice making abilities.	<a href="https://inclusionmelbourne.org.au/resource/choice/">It's my Choice Toolkit</a> <sup>*</sup>
<b>Developmental Disability WA</b>	Families or carers, supporters, support workers, organisations.	Supported Decision Making is a free online learning resource of two video modules which provides general information to guide the process of supporting decision making for a person with an intellectual disability.	<a href="https://ddwa.org.au/online-learning/supported-decision-making-course-outline/">Supported Decision Making Course Outline</a> <sup>†</sup>
<b>Down Syndrome Australia</b>	Families or carers, supporters, support workers, organisations, health professionals.	This resource explains what supported decision making is, why it is important, and how to make it happen when supporting a person with Down syndrome to make their own decisions	<a href="https://www.downsyndrome.org.au/wp-content/uploads/2020/02/DSASupporteddecisionmakingforwebsite.pdf">Supported decision making and Down syndrome</a> <sup>‡</sup>

<sup>\*</sup> <https://inclusionmelbourne.org.au/resource/choice/>

<sup>†</sup> <https://ddwa.org.au/online-learning/supported-decision-making-course-outline/>

<sup>‡</sup> <https://www.downsyndrome.org.au/wp-content/uploads/2020/02/DSASupporteddecisionmakingforwebsite.pdf>

Organisation	Audience	Description	Website
<b>La Trobe University</b>	Families or carers, supporters, support workers, organisations.	This online learning resource comprising of six separate modules about support for decision making. It presents the first evidence-based framework to guide you through the process of supporting people with cognitive disabilities to make decisions. Modules include short video talks introducing key concepts and activity videos that demonstrate different aspects of support for decision making.	<a href="https://www.supportfordecisionmakingresource.com.au">Support for Decision Making Practice Framework Learning Resource</a> <sup>*</sup>
<b>La Trobe University</b>	Families or carers, supporters, support workers, organisations, health professionals.	On this page there are collated links to tools, guides and other practical resources to help health services implement shared decision making with their patients. The links and content of each category cover a range of topics to help support people with disability.	<a href="https://www.latrobe.edu.au/chcp/projects/shared-decision-making/tools">Shared Decision Making: Tools and resources</a> <sup>†</sup>
<b>Western Australia's Individualised Services (WAIS)</b>	Families or carers, supporters, support workers, decision supporters	There are a range of resources for supported decision-making for people with disability to get support to make or act on their own decisions.	<a href="https://waindividualisedservices.org.au/supported-decision-making-resources/">Supported Decision Making</a> <sup>‡</sup> <a href="https://waindividualisedservices.org.au/wp-content/uploads/2019/02/WAIS0008_4-Booklets-in-One-May15.pdf">4 Booklets in One</a> <sup>§</sup>

\* <https://www.supportfordecisionmakingresource.com.au>

† <https://www.latrobe.edu.au/chcp/projects/shared-decision-making/tools>

‡ <https://waindividualisedservices.org.au/supported-decision-making-resources/>

§ [https://waindividualisedservices.org.au/wp-content/uploads/2019/02/WAIS0008\\_4-Booklets-in-One-May15.pdf](https://waindividualisedservices.org.au/wp-content/uploads/2019/02/WAIS0008_4-Booklets-in-One-May15.pdf)

Organisation	Audience	Description	Website
<b>Helen Sanderson Associates</b>	Supporter, support workers, organisations.	<p>Person-centered thinking tools are a set of easy-to-use templates that are used to give structure to conversations. Using them is a practical way to capture information that feeds into person-centered planning, as well as to improve understanding, communication and relationships.</p> <p>The decision-making profile creates a clear picture about how a person makes a decision and how they want to be supported in decision-making. It can be used alongside the templates for decision-making can help people to have choice and control in their lives.</p>	<p><a href="#">Helen Sanderson Associates Resources</a> *</p> <ul style="list-style-type: none"> <li>◆ <a href="#">Person-Centered Thinking Tools</a></li> <li>◆ <a href="#">Decision making profile</a></li> </ul>
<b>NSW Council of Social Service (NCOSS)</b>	Support workers, organisations.	<p>These resources are for disability advocates, social services staff and group facilitators who assist people through tough times. The guide prepares workers to help people make decisions in difficult periods of their lives.</p> <p>Easy Read is also available.</p>	<p><a href="#">Supporting decision making and problem solving using the Tree of Life</a> †</p> <ul style="list-style-type: none"> <li>◆ <a href="#">Tree of Life My Story workbook - Easy Read</a></li> <li>◆ <a href="#">Tree of Life Pictures</a></li> <li>◆ <a href="#">Tree of Life Practice Guide</a></li> </ul>

\* <https://www.helensandersonassociates.com/resources/>

† <https://www.ncoss.org.au/sector-hub/sector-resources/skilled-to-thrive-supporting-decision-making-and-problem-solving-using-the-tree-of-life/>