

Individuals self-manage

Individuals are supported to self-manage their conditions.

Self-management does not mean health independence, but health interdependence. The individual understands the extent to which they can manage their conditions, the times and situations in which they need help and support, and how to access that support.

04

Dignity, compassion and respect

Person-centred care affords people dignity, compassion and respect.

People who are accessing the health system should always be treated with dignity, respect, compassion and empathy.

01

02

Coordinated care

Care, support and treatment are coordinated.

Care coordination aims to help clients use the range of services provided in the health and community systems as effectively as possible.

03

Personalised care

Care, support or treatment is personalised.

All health care providers engaged in person-centred care should tailor their support to the specific needs of each individual.

