

Finding out *what matters* through engagement

Important information about:

Engage a person's family and support circles:

- Who are important people?
- What's the best way to speak to the important people in their life?

Invest time to get to know the person:

- How do they communicate?
- When is the best time to communicate?
- What can help them communicate?

Build relationships and develop an understanding of a person's needs:

- What things are important to keeping them healthy?
- What things are important for them to be happy?

Get to know a person's likes and dislikes and be creative:

- What are some things that they like?
- How do they tell you they like something?
- What are some things that they don't like?
- What do they do when they are unhappy or don't like something?
- What are some activities they could be included in, to help show others what they enjoy?

Consider the environment such as sensory needs, accessibility and familiarity:

- What are important things to consider – what sort of environment helps them engage?
- Do they have any accessibility needs?
- Are they happy engaging in new places or is it better to engage with them somewhere they know and are comfortable in, if so, where might that be?

Be flexible, adaptable and use individualised approaches: <ul style="list-style-type: none">• What ways can others be flexible to help them best engage?	
Any other important information	