

Providing 1:1 Line-of-Sight Support —

Guiding Principles

We asked disability providers and people with lived experience to identify practical, person-centred ways to strengthen 1:1 line-of-sight support.

All approaches to 1:1 line-of-sight support are underpinned by the following set of guiding principles. These principles reflect regulatory requirements, sector expectations, and lived experience perspectives, informing the way line-of-sight support is delivered in practice.

Safety for participants and workers

Line-of-sight support prioritises the health, safety and wellbeing of both participants and support workers, consistent with duty of care and WHS obligations.

Dignity and human rights

Line-of-sight support approaches respect participant dignity, privacy, autonomy and human rights, ensuring that support is not unnecessarily intrusive.

Person-centred practice

Line-of-sight support is tailored to the individual, reflecting their needs, preferences, communication style and goals, and delivered in partnership with the participant wherever possible.

Proportionate line-of-sight support

The level and intensity of line-of-sight support is proportionate to the assessed level of risk and applied only when required.

Organisational accountability

Providers retain responsibility for ensuring line-of-sight support is implemented safely and effectively, supported by clear policies, training, supervision and governance systems. Practice tools support, rather than replace, these responsibilities.

Active support approaches

Line-of-sight support aligns with person-centred active support principles, where workers remain actively engaged, attentive and responsive rather than passively observing.