



Provision of Supports Environment

Easy Read Guide



Positive Me / PBS Connect

What this guide is about

This guide explains how Positive Me helps keep behaviour support services safe, and what we do if concerns about money, medication, mealtimes or waste management come up.

You can get help to understand this guide

You can ask a family member, advocate, guardian or another person you trust to read this guide with you. You can also ask Positive Me to explain information in a different way.

About Positive Me

Positive Me provides specialist Positive Behaviour Support.

We want your behaviour support to be safe, respectful and right for you.

- We respect your dignity, privacy, rights and choices.
- We think about your physical, emotional, cultural and psychological safety.
- We listen to what helps you feel safe and comfortable.
- We can make reasonable changes to meetings, communication or the environment.
- We use positive, proactive and least restrictive approaches.

Important to know

Positive Me is a specialist behaviour support provider. We do not provide day-to-day personal care, financial management, medication administration, meal support or household waste services.

A Safe Environment

You have the right to receive behaviour support in an environment that is safe and appropriate for your needs.

How we help keep support safe

- We check known risks before face-to-face visits.
- We think about risks in your home, community, another provider's site, Positive Me premises and telehealth.
- We consider your communication, sensory needs, environment and what helps you feel safe.
- We identify risks linked to behaviours of concern, high-risk situations and restrictive practices.
- We work with you and, with your consent, other people involved in your support when safety arrangements need to be coordinated.
- We review safety if your behaviour, health, environment or support arrangements change.

If there is an emergency

We will follow the emergency arrangements for the setting and contact emergency services when needed. Positive Me workers stay within their professional role and skills.

Your Money and Property

Your money and belongings are yours. Positive Me does not manage your finances or property.

Positive Me workers do not

- Hold or manage your cash, bank accounts, bank cards, PINs or passwords.
- Do your banking, shopping, bill payments, cash withdrawals or budgeting for you.
- Make financial decisions for you or give you financial advice.
- Store or look after your money, valuables or personal property.
- Borrow money or property from you, lend you personal money, or personally benefit from your finances or belongings.

Sometimes money or belongings may be relevant to behaviour support. We can talk with you about goals, choices or strategies, but we do not take control of your money or property.

If we are worried about financial abuse

If we become concerned about theft, exploitation, coercion or someone wrongly restricting your access to your money or property, we will raise and report the concern through the appropriate safeguarding process.

Medication

Positive Me does not administer or manage your medication.

This means we do not

- Prescribe medication.
- Give you medication.
- Dispense, store or transport your medication.
- Tell you to start, stop or change medication or a dose.

Medication may still be important to your behaviour support. With consent, we may consider medication information when it is relevant to your behaviour, health, safety or wellbeing.

Chemical restraint

- If medication may be used as a chemical restraint, your Behaviour Support Practitioner will assess and document this as part of behaviour support.
- Your Behaviour Support Plan may include safeguards, monitoring and strategies to reduce and eliminate restrictive practices.
- We may work with your prescriber, health professionals and support provider when this is needed and you have given consent.

If we notice a medication concern

We may recommend that you or your support provider seek medical review. Urgent safety concerns, medication errors or possible unauthorised chemical restraint will be escalated appropriately.

Mealtimes

Positive Me does not provide meals, feed participants or provide day-to-day mealtime management.

If a mealtime concern comes up

- We can listen to concerns about eating, drinking, swallowing, choking, nutrition, food refusal or mealtime routines.
- We may recommend assessment by an appropriate health professional, such as a speech pathologist, dietitian or GP.
- If you already have a Mealtime Management Plan, we can consider relevant information when developing behaviour support strategies, with your consent.
- We may consider whether behaviour around meals is linked to communication, sensory needs, the environment, pain, health, choice or routine.
- We can work with relevant health professionals and support providers when mealtime issues affect behaviour support or safety.

Who manages your mealtime support?

Mealtime assessment, planning, meal preparation, feeding assistance and daily mealtime support remain the responsibility of appropriately qualified health professionals and the people or providers responsible for your daily supports.

Waste and Environmental Safety

Positive Me does not provide household, personal-care or clinical waste-management services.

When we are providing behaviour support

- Workers follow hygiene, infection prevention and workplace safety requirements.
- Workers do not routinely handle, transport or dispose of clinical, infectious, hazardous or personal-care waste.
- If hazardous waste is present, workers take reasonable steps to avoid exposure and keep people safe.
- Concerns about unsafe waste management are raised with the participant, provider or person responsible for the environment.
- If waste or the environment affects your behaviour, dignity, health or quality of life, your practitioner may consider this as part of behaviour support.

If someone is exposed to hazardous material

Exposure to blood, body fluids, sharps, infectious material or other hazardous waste is reported and managed promptly using workplace and site safety arrangements.

Your Voice and Safety

We want you to tell us if something does not feel safe or right.

- Tell us if you feel unsafe during a visit, meeting or telehealth appointment.
- Tell us if you need a different way to communicate or a change to the environment.
- Tell us if you are worried about your money, belongings, medication, mealtimes or another safety issue.
- You can ask a support person, family member or advocate to help you speak with us.
- You can give feedback or make a complaint without being treated unfairly because you raised a concern.

What Positive Me will do

We will listen, record important concerns, take action within our role and help connect or refer you to the right person or service when the issue is outside specialist behaviour support.

Need help understanding this guide?

You can contact Positive Me and ask us to explain any part of this information.

You can also ask a person you trust or an independent advocate to help you.

You have the right to safe, respectful and person-centred behaviour support.