



PBS Connect Pty Ltd



Provision of Supports

Easy Read Guide



PBS Connect Pty Ltd

Positive Me / PBS Connect



What this guide is about

This guide explains how you can access Positive Me, how we plan your support, your Service Agreement, and how we make sure your support is right for you.

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 Positive Behaviour Support.

We work with you to understand what is important to you and what support may help.

- We listen to you.
- We respect your choices.
- We explain our services and costs.
- We work with people you choose, when you give permission.
- We aim to use positive, practical and least restrictive support.

Your choice matters

You can ask questions, say no, change your mind, ask for information in a different way, or have an advocate or support person with you.



Accessing Positive Me

When you contact Positive Me, we will explain what we do and whether our service may be right for you.

What we will do

- Tell you about our Positive Behaviour Support services.
- Explain referral requirements, costs, funding and any waiting times.
- Ask how you prefer us to communicate with you.
- Make reasonable changes to help you access our service, such as telehealth, a different meeting place or communication support.
- Check whether we have a practitioner with the right skills and capacity for your needs.
- Identify urgent safety concerns or restrictive practices that may need faster behaviour support planning.
- Tell you if we can accept your referral and what happens next.
- If we cannot provide the service you need, we will explain why and may help you identify another service pathway.

Dignity of risk

We will not refuse or stop your service only because you make an informed choice that involves risk. We will talk with you about the risks and possible safeguards.



Planning Your Behaviour Support

You are an important part of developing your Behaviour Support Plan.

We will work with you to:

- Understand your strengths, goals, preferences and support needs.
- Understand how you communicate and what helps you feel safe and included.
- Ask who you want involved in your assessment and planning.
- Collect information only with your consent, unless the law allows or requires otherwise.
- Understand behaviour in the places and situations where it happens.
- Identify risks and develop positive, practical and least restrictive strategies.
- Consider health or allied health information when it may affect your wellbeing or behaviour.
- Develop a Behaviour Support Plan and explain it in a way you can understand.
- Give the current plan to people who need it to support you, when you have consented to this.

Your plan can change

We review your Behaviour Support Plan. We can review it earlier if your needs, risks, health, environment, supports or circumstances change.



When support is urgent

Sometimes guidance is needed before a full assessment and Comprehensive Behaviour Support Plan can be finished.

- If there are urgent or high-risk behaviour support needs, Positive Me will prioritise assessment and interim guidance.
- An Interim Behaviour Support Plan may be developed to give people clear strategies while more assessment is completed.
- If regulated restrictive practices are involved, Positive Me will manage the Behaviour Support Plan within the applicable NDIS timeframes.
- We will continue working toward a Comprehensive Behaviour Support Plan and review strategies when new information becomes available.

Safety and rights

Urgent support should still be person-centred and least restrictive. Your views and rights remain important.



Your Service Agreement

Your Service Agreement explains the services you have chosen and how Positive Me will provide them.

We will explain

- What Positive Behaviour Support services we will provide.
- What activities may be included, such as assessment, Behaviour Support Plan development, consultation, training, implementation support, monitoring and review.
- Fees, costs, travel and cancellation arrangements that apply.
- What Positive Me is responsible for and what we ask from you.
- How we communicate, protect your privacy and use your information.
- How you can give feedback or make a complaint.
- How services may be changed, paused or ended.
- What may happen if your practitioner is unavailable or services are disrupted.

Before you agree

- You can ask questions.
- You can take time to think about the agreement.
- You can seek independent advice.
- You can ask an advocate, family member or another person you choose to help you.
- You will receive a copy of your agreed Service Agreement.

If something changes

We will review the Service Agreement when there is a significant change to your services, fees, responsibilities or other agreed conditions.



Support That Responds to You

Your support should be timely, competent and appropriate for your needs, goals and circumstances.

- We match you with a Behaviour Support Practitioner who has suitable skills and experience.
- Where possible, we consider preferences that are important to you when allocating or changing your practitioner.
- We use person-centred, evidence-informed and least restrictive Positive Behaviour Support.
- We focus on proactive support, communication, skills, environment, meaningful participation and quality of life.
- With your consent, we can work with your family, support team, Support Coordinator and other professionals.
- We can provide guidance, training and coaching to people implementing your Behaviour Support Plan.
- We review your support if your behaviour, health, environment, risks or support arrangements change.
- If strategies are not working, we review the assessment, plan and implementation instead of simply continuing unchanged.
- Where restrictive practices are present, we work toward reducing and eliminating them.

Positive Me's role

Positive Me provides specialist behaviour support. We do not take over the day-to-day support responsibilities of your disability support provider.



Moving To or From Positive Me

Sometimes you may start with Positive Me, change practitioners, or move to another provider. We will work with you to make the change as safe and smooth as possible.

When you start with us

- We explain what Positive Me does and what you can expect from us.
- We ask about your needs, goals, communication preferences and any important risks.
- With your consent, we can speak with your current providers or support people to help us understand your support needs.

When your support changes or ends

- We involve you in planning the change wherever possible.
- We give you clear information and reasonable notice about planned changes.
- We consider any risks, behaviours of concern, restrictive practices and important support strategies.
- With your consent, we can share relevant Behaviour Support Plans, assessments and other important information with your new practitioner or provider.
- If you change practitioners within Positive Me, we arrange a handover so the new practitioner has the information they need.
- If a change happens quickly or unexpectedly, we consider what needs to happen to help keep you safe and maintain behaviour support.
- Where appropriate, we can help you with information about another service or referral pathway.
- We record the transition and any agreed actions so responsibilities are clear.

You are part of the transition

We will listen to your preferences and explain what is happening. You can ask questions and have a family member, advocate or another person you trust involved.



Your Voice and Feedback

We want to know whether our service is working for you.

- Tell us what is working well.
- Tell us if something is unclear or not meeting your needs.
- Tell us if you need information in another format or communication method.
- You can make a complaint without being treated unfairly or losing access to support because you complained.
- You can have an advocate or support person help you.

We use feedback to improve

Positive Me reviews feedback, complaints, service outcomes and Behaviour Support Plan information to improve how we provide services.

Ph: 0431020354

Email: info@positivemebsp.com.au

Need help understanding this guide?

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

You can also ask for support from a person you trust or an independent advocate.

You have the right to understand your supports and be involved in decisions about them.