



Your Rights and Responsibilities

Easy Read Guide



PBS Connect Pty Ltd

Positive Me / Positive Me

What this guide is about

This guide explains your rights when you receive support from Positive Me. It also explains how we will work with you and what you can do if something does not feel right.

Your rights matter

Positive Me must respect your legal and human rights. You have the right to make choices, be treated with dignity, have your privacy protected and receive support that is safe and free from abuse or discrimination.

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.

1. Person-Centred Support

You are at the centre of your support

Positive Me will ask what matters to you. We want to understand your strengths, goals, preferences, communication and quality-of-life priorities.

- You should be involved in decisions about your behaviour support.
- We will use your preferred way of communicating and make reasonable adjustments where needed.
- With your consent, people you choose can be involved in assessment, planning, implementation and review.
- Your views should be recorded, even when they are different from the views of family members or service providers.
- Behaviour support strategies should respect your rights, goals and preferences and be as least restrictive as possible.

2. Your Values, Beliefs and Identity

We respect who you are

Your culture, religion, language, identity, relationships, sexuality, gender identity, values and beliefs are important. Positive Me will not judge or discriminate against you.

- We will ask what parts of your culture, identity, family, relationships or beliefs you want us to understand.
- We will not make assumptions about you because of your diagnosis, age, culture, religion, gender, sexuality or background.
- Your values and beliefs can be considered when setting goals and developing behaviour support strategies.
- With your consent, an interpreter, cultural adviser, family member or another person you choose can be involved.
- If a recommendation conflicts with your values, beliefs or cultural practices, tell us. We will review it and look for another suitable option where possible.

Respectful language

Our reports and Behaviour Support Plans should use respectful language. We will work with you to ensure your culture and beliefs form a part of your behaviour support and planning.

3. Privacy and Dignity

Your information is private

Positive Me will explain what information we collect, why we need it, how it is stored and who it may be shared with. We use secure systems and only authorised workers will access your information.

- We will ask for consent before collecting information from other people or services unless another lawful authority applies.
- We will try to have private conversations where other people cannot hear them.
- We record information respectfully and only include what is needed for your behaviour support.
- We will ask for specific consent before taking or using photos, audio or video unless another lawful basis applies.
- You can ask to access or correct your information and can change your information-sharing preferences.

Sometimes information must be shared

There may be times when Positive Me is required by law to share information, including some situations involving serious risk or mandatory reporting.

4. Independence and Informed Choice

You have the right to choose

You can make choices about your behaviour support, ask questions, disagree, change your mind and involve another person.

- We should explain options in a way you can understand, including likely benefits, risks and consequences.
- We should not pressure you to choose the option Positive Me prefers.
- If you choose something that has risk, we can talk with you about the benefits, risks and reasonable safeguards without unnecessarily taking away your choice.
- Your lawful relationships, intimacy and sexual expression must be respected. Restrictions must not be imposed because of worker or provider values or convenience.
- You should have reasonable time to think about assessments, draft plans, strategies, service changes and decisions about leaving the service.

You can have an advocate

You can ask an advocate, including an independent advocate, or another person you trust to support you at meetings, assessments, reviews or complaint discussions. We will ask for your consent before sharing private information with them.

5. Safe from Violence, Abuse, Neglect, Exploitation and Discrimination

You have the right to be safe

Positive Me has zero tolerance for violence, abuse, neglect, exploitation and discrimination. Concerns and allegations must be taken seriously and acted on.

- You should be treated with safety, dignity and respect.
- If a serious concern or incident happens, Positive Me will respond and record what happened.
- Reportable incidents will be reported to the NDIS Commission within required timeframes.
- Your voice and preferences should be considered when Positive Me responds to a concern or incident.
- You can ask for an advocate or another person you trust to support you.

We work to prevent harm

Positive Me trains and supervises workers, reviews incidents and looks for ways to stop similar incidents happening again.

6. Speaking Up and Making Choices

It is okay to speak up

Tell us if you do not understand something, do not agree with a recommendation, feel your rights are not being respected, or are worried about your safety, privacy or support.

- You can ask questions about your Behaviour Support Plan or the strategies being recommended.
- You can tell us what is and is not working for you.
- You can ask for information in a more accessible format.
- You can involve a representative, advocate or trusted person if you want support to speak up.
- Giving feedback or raising a concern should not stop you from being treated with dignity and respect.

Your feedback helps us improve

Positive Me reviews feedback, complaints, incidents, audits and participant experiences to improve our services and keep our practices aligned with participant rights and NDIS requirements.

7. Remember Your Rights

Positive Me should support you to:

Make informed choices. Exercise control. Be involved in decisions. Have your culture, identity, values and beliefs respected. Have your privacy protected. Be treated with dignity. Be safe from violence, abuse, neglect, exploitation and discrimination.

Your responsibilities

Please treat Positive Me workers with courtesy and respect, give us information needed for your behaviour support where you are able to, tell us when important information changes, and let us know if you have concerns or feedback.

Need help?

You can ask your Behaviour Support Practitioner, representative, guardian, advocate or another person you trust to help you understand your rights or raise a concern.

Your voice matters. Your choices matter. Your rights matter.