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# WELCOME PACK



07-2025

POSITIVE PATHWAYS  
SERVICES

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# Welcome

Welcome to Positive Pathways Services, the disability service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At Positive Pathways Services, our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

This handbook is a guide created for you so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly, how we will work with you to meet your needs to the highest standards.

Welcome to the family!

## About Us

### Our Mission

To empower individuals with disabilities to lead meaningful, independent lives by providing personalized, culturally responsive support services that promote choice, dignity, and inclusion.

### Vision

A community where every person, regardless of ability or background, has equal opportunity to thrive, participate, and live a life of purpose and connection.

### Our Values

- **Respect** – We honour the individuality, culture, and preferences of every person we support.
- **Empowerment** – We Walk alongside participants, helping them build confidence and take control of their own NDIS journey.



- **Integrity** – We are transparent, reliable, and committed to doing the right thing – always.
- **Inclusion** – We embrace diversity and advocate for the full participation of all people in their communities.
- **Compassion** – We listen with empathy and act with kindness, always putting people first.
- **Collaboration** – We work closely with families, providers, and the broader community to deliver coordinated, holistic support.

We will listen to you, hear what you say, encourage independence, and respect your decisions, opinions, and views.

### **Honesty**

We will be trustworthy, tell the truth, keep our promise to you, and always provide the highest quality care possible.

### **Confidentiality**

We believe privacy and confidentiality are of the utmost importance for you and the organization.

## **Positive Pathways Services**

At Positive Pathways Services, we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our disability services have been formed from these Standards, so therefore we believe it is important not only to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from and know exactly what you can expect from us.

At Positive Pathways Services, we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their communities

We will do our best to give you a personal and individualized experience, and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

# Our Services

**Assistance with Daily Personal Activities** - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.

**Assistance with Travel and Transport** - provision of travel arrangements and support for people to access essential services.

**Assistance to Access and Maintain Employment or Higher Education** - assistance and support with preparation for school leavers to find employment in either the supported or open job market and their transition through school towards further education.

**Assistance with Life Stage Transitions and Support** - including mentoring, peer support, individual skill development, and decision-making to support people to make transitions on their terms and in a way that meets their goals and aspirations

**Assistance with Household Tasks** - such as meal preparation and delivery, house or yard maintenance, cleaning and laundry.

**Assistance with Daily Tasks in a Group or Shared Living** - arrangements to assist individuals with or to supervise tasks of daily living in a shared living environment, which is either temporary or ongoing and designed to develop the skills of the individual to live as autonomously as possible.

**Innovative Community Participation** - where individuals are supported to participate in mainstream community-based activities that are open to all members of the community.

**Development of Daily Living and Life Skills** - including developmental-focused activities and training to enhance the person's ability to live as independent an everyday life as possible.

**Assistive Products for Household Tasks** - provision of products that assist people with domestic tasks in the home, such as cooking, cleaning, washing and general maintenance.



**Participation in the Community** - including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.

**Support Coordination** - time-limited support that focuses on addressing barriers and reducing complexity in the support environment while assisting the person in connecting with support and building capacity and resilience.

**Group and Centre-based Activities** - such as social outings and group and social activities on 's premises.

## Your Rights

At Positive Pathways services, it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximize your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions, including medical treatment or other interventions.

It is also your right to try new things, we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. will listen to you and support the choices you make, and we will include your family, carers or advocate when you want them to be included.

### **You have the right to access support that:**

- promotes, upholds and respects your legal and human rights.
- respect your culture, diversity, values and beliefs.
- respect and protect your dignity and right to privacy.
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.
- tell you about and uphold your rights.

- provide support in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making.
- support you to make informed choices, exercise control and maximize your independence in relation to the support we provide.
- respect your autonomy, including your right to intimacy and sexual expression.
- provide you sufficient time to consider and review your support options and seek advice, if required, at any stage of our service delivery
- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you fairly, with courtesy, dignity and respect and without discrimination.
- give you information about our services and associated costs, as well as other support options, within and outside [Business Name];
- involve you in decisions about your supports, as well as our programs and policies.
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences.
- protect your personal information and only use it for the right reasons.
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

**As our participant, we ask that you:**

- provide us with information that will help us to best support you;
- tell us if things change or if you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

**Ways we do this include:**



- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity.
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly with recognizing the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

## Advocacy

Positive Pathways Services fully supports your right to have independent advocates support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

## Participation & Inclusion

At , we aim to help people understand their rights, including being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this.

We want you to make the most of the service and to not only take part but feel included as a valued member, and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

will support you and help you to take part within the community of your choice whilst getting to know you and the things you like to do.

We promise to work with you, your family, carers or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At , we will respect your cultural background and understand the needs and requirements that may come with it.

## Individual Outcomes

At Positive Pathways Services, you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this, we will be there every step of the way to reach that goal.

By working with you independently, we can assist you in reaching your goals, and we will offer guidance to help you recognize your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognizing where you need extra support, we can communicate with other services if that is what you need to reach your goal.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Positive Pathways Services, we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

## Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any service; if it is unavailable, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Positive Pathways Services, your feedback and opinions about our services are important, and we make improvements based on your ideas. We understand that everyone communicates in different ways, and we have a variety of ways you can communicate with us safely in private and without discrimination.

will not limit any of your support due to a dignity of risk choice that has been made by you. We will continue providing you with care and support until it is safe for you to transition to a new provider. We will do our best to effectively



minimize any possible hazards and risks and work with your new provider to ensure these risks are being proactively managed and to ensure your health and well-being is upheld to the highest standards.

**Services and support may be withdrawn if any of the following events occurs:**

- (a) The Participant moves away from the service area operates in.
- (b) The Participant's NDIS funding is cut
- (c) The Participant's support plan or the services provided by are no longer able to meet the person's needs or assist in achieving chosen goals.
- (d) The Participant and/or their support network fails to communicate and provide information pertaining to changes to support needs.
- (e) The Participant transfers to another service provider.
- (f) The Participant passes away.
- (g) The Participant is unable or unwilling to work towards agreed goals.
- (h) The Participant is unwilling to meet the reasonable conditions required in their support plan that impacts the safe delivery of services being provided and the health and safety of staff.
- (i) The Participant is in breach of the terms of the Services Agreement
- (j) The Participant fails to comply with the Policies and Procedures of .
- (k) Changes to the Participant's condition leads to care and services beyond the capacity can provide
- (l) There has been no contact between the Participant and for a period of 2 months.
- (m) The Participant and/or family member/carer engages in behavior which is unacceptable to , such as violence, abuse, aggression, theft, or property damage or poses a risk to the safe delivery of services to the Participant or the health and safety of staff.
- (n) The Participant ignores risk management procedures in accordance with the Work Health and Safety Policy.

(o) The Participant fails to pay fees due and payable to by the due date for payment in accordance with the Services Agreement. and

(p) Either party gives at least four weeks' notice to the other party in writing in relation to the termination of the Services Agreement.

## Individual Plans

At Positive Pathways Services, we tailor our plans when working with you so they are person-centered and individualized. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals, and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence, your goals represent independence, providing meaning and satisfaction.

### **Individual plans focus on the following:**

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and Strengths
- Promoting and supporting independence

### **Individual plan structure:**

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at 's location with yourself and all involved in the process such as

- Team
- Key Leader



- Worker
- Your carer, family member or advocate

## Working With You

We have lots of ways of communicating with you through our regular newsletter, face-to-face meetings, annual personal development meetings and occasional surveys for your feedback on our services. Let us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

### Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organization and have their input into the development of organizational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be a part of our decision-making and contribute to our team, let us know!

## Service Management

As a community-focused organization, we will always endeavor to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all keys to our service management.

Being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Positive Pathways Services we have a board comprised of people who possess the skills and experience to fulfil the company's responsibilities and who monitor the effectiveness of the organization's governance, Policies and Procedures then makes changes as needed.

## Did you know Welcomes Volunteers?

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops while getting to know people within the community.

This is also a great way to share activities with friends and family to partake in hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know and discover what we are about.

### Get involved today with:

- Cooking Classes Community
- Outings
- Arts and Crafts
- Sporting Activities
- Hobbies

## Privacy and Dignity

Positive Pathways Services values and respects the privacy, confidentiality and dignity of our participants, their families, and our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the



information we hold about you, including updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety
- there is a serious threat to public health or public safety
- the information relates to existing or anticipated legal dispute resolutions proceedings between and the individual
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of the law.

#### **Your personal information is used to**

- provide information about our organisation, services and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research or events
- undertake research or conduct surveys
- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with client requests
- meet quality service requirements
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

## **Feedback and Complaints**

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer. Your feedback, whether good or bad, can only help

us improve our services, and we welcome it without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a lawyer or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out either of the forms below and send it via mail to **Suite 1733 17 Gould Road Herston, QLD.4006**

You will find both a Feedback Form and Complaints Form in your pack for you to utilize. You can also ask us for a copy of either form at any time.

## Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs your health, safety and well-being and other involved parties are paramount. Appropriate incident response is critical. This includes:

- **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

- **Ongoing support**

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling or other support they may need in the future in response to the incident.



When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by in response to an incident will include the participant or key support person acting in the participant's interests in the following activities:

- recognizing and acknowledging the impact of the incident on the participant
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
- educating participants about their rights and considering their wishes
- keeping the participant informed of the progress, outcome and any follow-up of incidents
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
- ensuring the participant has the opportunity to provide feedback on the response to the incident
- ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

### **Incidents Reporting**

It is the responsibility of Accounting Complexities Simple Positive Pathways Services /CEO/Director to ensure that incidents are reported to the NDIS Commissioner. Some incidents require reporting within 24 hours; they include:

- Abuse/Negligence
- Severe Injury
- Sexual Misconduct
- Sexual/Physical Abuse
- Death

More information can be found online at [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)

# Glossary

Words and what they mean

**Achieve** - Successfully bringing about or reaching a desired objective.

**Advocate** - A person who speaks for and puts a case on someone else's behalf.

**Community** - A group of people living in the same area or having a particular characteristic in common.

**Client** - A person or organization using the services of a professional person or company.

**Decision** - The process of coming to or bringing a resolution in the mind.

**Goal** - The object of a person's ambition or effort; an aim or desired result.

**Government** - The group of people with the authority to conduct the policy, actions, and affairs of a country or state with authority.

**Independent** - Not requiring or relying on others for care or livelihood.

**Information** - Facts provided or learned about something or someone.

**Management** - The process of dealing with or overseeing things or people.

**Needs** - Physiological or psychological requirements for the well-being of a being.

**Privacy** - Freedom from unauthorized intrusion. The state of being apart from observation.

**Problem** - A question raised for inquiry, consideration, or solution. A source of complication, difficulty or distress.

**Program** - A plan or system under which action may be taken toward a goal.

**Respect** - Due regard for the feelings, wishes, or rights of others.



**Skill** - A learned power of doing something competently. A developed aptitude or ability.

**Staff** - A group of people who work for an organization.

**Standard** - Something established as a point of reference for quality, quantity, or value.

## Notes





# Key Services and Contacts

From time to time, you may need to seek another service for support, advice or service, so here is a list of some key contacts for you, just in case.

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

## **Blind Citizens Australia**

**Tel:** (03) 9654 1400

**Email:** [bca@bca.org.au](mailto:bca@bca.org.au)

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability-related issues in the three main category areas of Social Security, disability services and disability discrimination.

## **Culture, Ethnicity and Health**

**Tel:** (03) 9418 9929

**Email:** [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

Culture, Ethnicity and Health provide services to ensure that people from a non-English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

## **Information on Disability Education and Awareness Services**

**Tel:** 1800 029 904

**Email:** [ideas@ideas.org.au](mailto:ideas@ideas.org.au)

Information on Disability Education and Awareness Services is an independent disability provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

## **National Disability Insurance Agency**

**Tel:** 1800 800 110

**Website:** <https://www.ndis.gov.au/form/contact-form.html>

**Disabled People's Organisations Australia**

**Website:** <http://dpoa.org.au/contact/>

