Welcome to

Positive Pathways Services

Your Welcome Pack

Easy Read

This pack belongs to: _____

What is in this pack

Part 1 Welcome to PPS

Part 2 Your service agreement

Part 3 Choosing your providers

Part 4 What to expect from workers

Part 5 Your rights

Part 6 Your information

Part 7 Telling us when you are not happy

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Part 1

Welcome to PPS

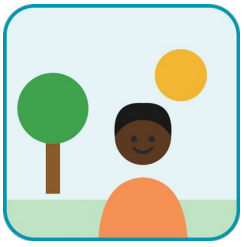
Welcome to **Positive Pathways Services**.

We call ourselves **PPS**.

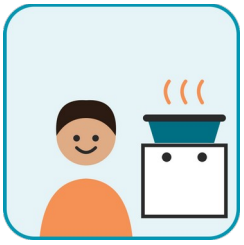
This pack tells you about our **supports** and your **rights**.
We will go through it **with you**.
You can ask someone you trust to help you too.

What we do

We help you **live well at home**.



We help you get out in the **community**.



We help you learn **everyday skills**, like cooking and shopping.

We can help with **transport**.

Our **support coordinators** help you use your **NDIS plan**.

How we work

We do **not** have an office you can visit.

We **come to you**.

Or we talk by **phone** or **online**.

You can **call** us on **0452 518 900**.

Email: **admin@positivepathwaysservices.com**

If you use the **Brevity app**, you can **message** us there.

Part 2

Your service agreement

A **service agreement** says what supports we give you.

You and PPS **both sign** it.

It lists your supports and what they **cost**.

This list is called your **Schedule of Supports**.

We charge your **NDIS plan** for your supports.

You pay for things the NDIS does **not** cover.

For example, **tickets** or **meals** when you go out.

Each shift with a support worker is at least **3 hours**.

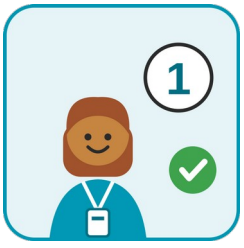
If you need to **cancel** a support, tell us at least **24 hours** before.

For weekend supports, tell us by **5pm Thursday**.

If you cancel late, we may still **charge** your NDIS plan.

If **we** need to change a support, we will try to tell you at least **24 hours** before.

We will **check** your supports with you at least **once a year**.



Sometimes **one worker** supports you on their own.

We will explain how we **check** this is working well for you.

Please help keep workers **safe** in your home.

Tell us about **pets**, **smoking** or anything **risky**.

Workers can only do the supports in your **agreement**.

You or PPS can **end** the agreement.

We need to tell each other **14 days** before, in writing.

Part 3

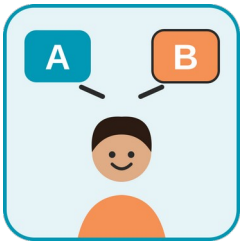
Choosing your providers

You can **choose** any NDIS provider you like.

It is **your** choice.

PPS gives **support coordination**.

PPS also gives **other supports**, like help at home.

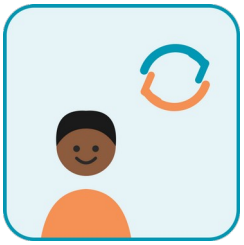


If PPS is your **support coordinator**, we will show you **other providers** too.

You do **not** have to use PPS.

We will be **honest** with you if we could **gain** from your choice.

This is called a **conflict of interest**.



You can **change** providers at any time.

We will still treat you with **respect**.

If you feel we are **pushing** you to use PPS, you can **complain**.

Part 4

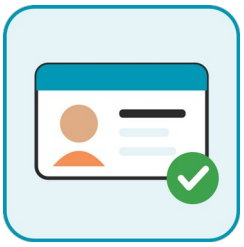
What to expect from workers

Workers will **respect** you and your **choices**.

They will let you make your own **decisions**.

Workers will keep your information **private**.

Workers will support you **safely** and with **skill**.



All our workers have an **NDIS Worker Screening Check**.

This means they have been **checked** before working with you.

Workers will be **honest** with you.

Workers will **speak up** if something is not safe or not right.

Workers must **never** hurt you, bully you or take advantage of you.

Workers must **never** do or say **sexual** things with you.

Workers should **not** ask you for **money**, **gifts** or **favours**.

If a worker does not do these things, **tell us**.

You can make a **complaint**.

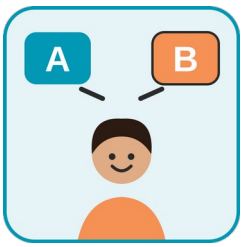
Part 5

Your rights

Your rights

You have the right to be treated with **respect**.

We will be **kind** and **polite** to you.



You have the right to **choose**.

You choose your supports.

You choose **who** supports you and **how**.

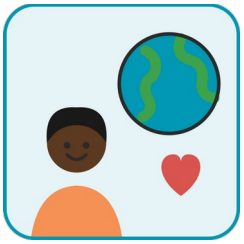
You have the right to be **safe**.

No one should hurt you, scare you or take your things.

You have the right to **privacy**.

We keep your information **private**.

More rights



You have the right to have your **culture**, **beliefs** and **language** respected.

You have the right to get information you **understand**.

You can ask for help to understand things.

You have the right to **speak up**.

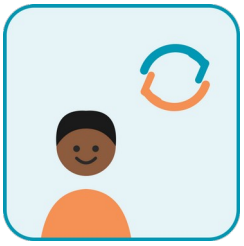
You can have an **advocate** or someone you trust with you.

You have the right to **complain**.

Your supports will **not** stop if you complain.

Things we ask you to do

Please treat our workers with **respect**.



Please tell us if something **changes**.

For example, your NDIS plan, your health or where you live.

Part 6

Your information

Your information

We need some **information** about you.

This can be your name, phone number, NDIS plan and health needs.

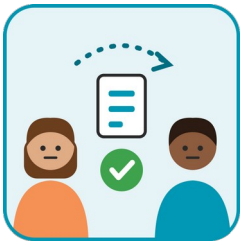
We use your information to give you **good supports**.

We keep your information **safe** on a computer.

It has a **password**.

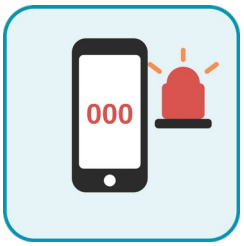
Only workers who **need** it can see it.

Sharing your information



We will **ask you first** before we share your information.

For example, with your doctor or another provider.



Sometimes we **must** share information without asking.

This is if someone is in **danger**.

Or if the **law** says we must.

You can ask to **see** the information we keep about you.

We will reply within **30 days**.

If something is **wrong**, you can ask us to **fix** it.

Saying yes or no

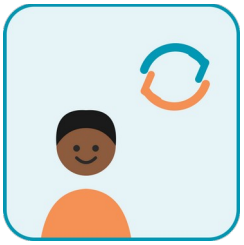
We call saying yes **consent**.

We will **explain** things before you say yes.

You can say **no**.

It is OK to say no.

You will **not** get in trouble.



You can **change your mind** at any time.

Just tell us.

Someone you trust can **help** you decide.

If something goes wrong

Sometimes information can get to the **wrong people**.

If this could **hurt** you, we will **tell you**.

We will also tell the people who **check on privacy**.

If you are not happy

You can **complain** if you are not happy with how we use your information.

Phone: **0452 518 900**

Email: **admin@positivepathwaysservices.com**

We will reply within **10 working days**.

If you are still not happy, you can contact:

the **Office of the Australian Information Commissioner**

Website: **oaic.gov.au**

or the **NDIS Commission**

Phone: **1800 035 544**

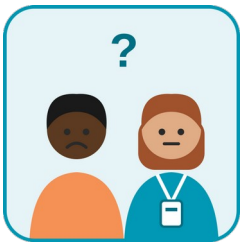
Part 7

Telling us when you are not happy

You have the right to complain

A **complaint** is when you tell us you are **not happy** about something.

You have the **right** to make a complaint.



You can complain about:

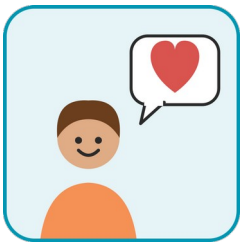
- your **supports**
- our **staff**
- **anything** we do

It is **OK** to complain.

You will **not** get in trouble.

Your supports will **not** stop.

You do **not** have to give your **name**.



You can also tell us when you are **happy**.

We like to hear good things too.

How to tell us

You can **talk** to any PPS worker.

You can **call** us.

Phone: **0452 518 900**

You can **email** us.

Email: **admin@positivepathwaysservices.com**

You can **write it down**.

You can use the **complaint form** on our website.

Or ask us for a paper form.

If you use the **Brevity app**, you can **message** us there.

Someone can **help** you make a complaint.

This can be your family, a friend or a support person.

We can get you an **interpreter**.

You can get an **advocate**.

An advocate is someone who helps you **speak up**.

We can help you find one.

What we will do

We will **listen** to you.

We will take your complaint **seriously**.

We will keep your complaint **private**.

We only tell people who **need to know**.

We will contact you **quickly**.

This will be within **1 or 2 working days**.

We will **look into** your complaint.

We will try to **fix** it within **28 days**.

If it takes longer, we will tell you **why**.

We will **talk** to you about what we found.

We will also tell you in **writing**.

If you are still not happy

You can contact the **NDIS Quality and Safeguards Commission**.

They make sure NDIS providers do the **right thing**.

Phone: **1800 035 544**

Website: **ndiscommission.gov.au**

Part 8

When something goes wrong

What is an incident?

An **incident** is when something bad happens.

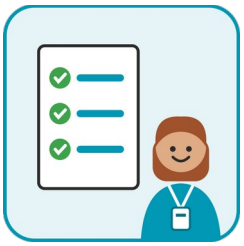
For example, someone gets **hurt** or has a fall.

It can be when someone is **not kind** to you.

Or someone **hurts** you or **takes** your things.

It can be when someone **touches** you in a way you do **not** want.

It can be when someone **stops** you from moving or going somewhere, and they should not.



It can be a **mistake** with your medicine or supports.

What you can do

If someone is in **danger**, call **000**.

Tell a PPS worker.

Or tell someone you **trust**.

You can **call** PPS.

Phone: **0452 518 900**

You will **not** get in trouble for telling us.

What we will do

First, we will make sure you are **safe**.

We will tell the **PPS Director** straight away.

We will **write down** what happened.

We will tell your **family** or **support person** if you want us to.

Some serious incidents we **must** tell the **NDIS Commission** about.

We do this **quickly**.

For the most serious incidents, we tell them within **1 day**.

We will find out **what happened**.

We will **listen** to you.

We will work out how to **stop** it happening again.

We will tell you what we did.

Getting support

Something going wrong can be **upsetting**.

We can help you get **support**.

You can have an **advocate** to help you **speak up**.

If you are not happy with what we did, you can **complain**.

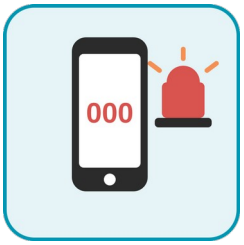
You can also contact the **NDIS Quality and Safeguards Commission**.

Phone: **1800 035 544**

Website: **ndiscommission.gov.au**

Part 9

Being ready for an emergency



An **emergency** is something dangerous.

For example, a **fire**, **flood**, big **storm** or the **power** going out.

If someone is in **danger**, call **000**.

For help in a **flood** or **storm**, call the **SES** on **132 500**.

If PPS gives you supports **at home**, we will make an **emergency plan** with you.

It says what to do and **who to call**.

If PPS is your **support coordinator**, we can help you **make a plan** with your other supports.

Keep an **emergency kit** ready.

Put in your **medicines**, phone **charger**, a **torch**, **water** and important **papers**.

In an emergency, we will work with **emergency services** to keep you **safe**.

Sometimes your supports may need to **stop** for a while.

Part 10

Important contacts

Who	How to contact
Emergency (police, fire, ambulance)	000
Positive Pathways Services	0452 518 900 admin@positivepathwaysservices.com
NDIS Quality and Safeguards Commission (complaints and safety)	1800 035 544 ndiscommission.gov.au
NDIA (questions about your NDIS plan)	1800 800 110 ndis.gov.au
SES (flood and storm help)	132 500
Interpreter (TIS National)	131 450
Privacy complaints (OAIC)	oaic.gov.au

My people

Who	Name and phone number
My support worker	
My support coordinator	
My family or support person	
My advocate	

Part 11

Checking you understand

We went through this pack **together**.

You can ask us to go through it **again** at any time.

Record	Details
Participant name	
Participant signature	
Date	
Support person present (name and relationship)	
Explained by (PPS staff name)	
How it was explained (for example: read aloud, Easy Read, interpreter, Auslan)	
How understanding was checked	
Copy given to participant (yes or no)	