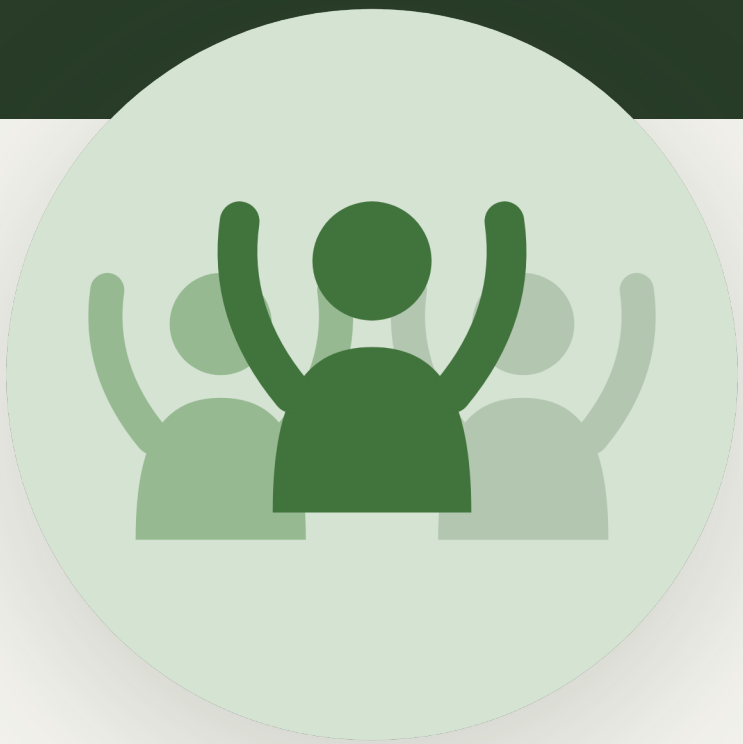
MANA HEALTH SERVICES

Easy Read

What is Positive Behaviour Support?



Easy Read information about how we support people to have a good life.

How to use this document



Mana Health Services wrote this document.

When you see **we**, it means Mana Health Services.



We wrote it in an easy to read way.

We use pictures to help explain our ideas.



Some words are in **bold**.

We explain what these words mean.

There is a list of these words at the end.



You can ask someone you trust to help you read this.

Take your time. You do not have to read it all at once.

What is this about?



This document is about **Positive Behaviour Support**.

We also call it **PBS**.



PBS is a way of supporting people that is kind and respectful.

It helps people have a good life.



Mana Health Services gives PBS to people in Albury Wodonga.

Everyone has behaviours



Behaviour is the things we do and say.

Everyone has behaviours.



Behaviour is one way we tell people how we feel.

It can tell people what we need.



Sometimes a behaviour can hurt you or other people.

Or it can stop you doing things you enjoy.



We call these **behaviours of concern**.

PBS can help with behaviours of concern.

We find out why



We want to understand **why** a behaviour happens.

There is always a reason.



We look at your whole life.

Your health, your home, your day and the people around you.



We spend time with you.

We listen to you and the people who know you well.



We learn about what you like.

And what you are good at.

We make a plan with you



We use what we learn to make a plan.

Sometimes this is called a **Behaviour Support Plan**.



We make the plan with you and your support team.

Your team might be family, carers or support workers.



The plan has ideas to help you feel good.

It has ideas to help you get what you need.



It can help you learn new **skills**.

Skills are things you learn to do.

What PBS is like



PBS does **not** use punishment.

No one should get in trouble for having a hard time.



You have the right to make **choices** about your life.

Your ideas and wishes matter.



PBS helps everyone stay safe.



The goal is a good life for you.

More of the things you enjoy.

We stay with you



We help your team learn how to use the plan.

So everyone supports you in the same way.



We check in to see how the plan is going.

We change the plan when things change.



We are one part of your team.

We work together with you and the people around you.

Your rights



You can ask us questions at any time.



You can bring someone with you to help.

This could be a family member, friend or **advocate**.

An advocate is someone who speaks up for you.



If you are not happy, you can tell us.

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

Call them on **1800 035 544**.

Word list

This list tells you what the **bold** words in this document mean.

Advocate	Someone who speaks up for you.
Behaviour	The things we do and say.
Behaviours of concern	Behaviours that can hurt you or others, or stop you doing things you enjoy.
Behaviour Support Plan	A plan with ideas to help you have a good life and get what you need.
Choices	Deciding things for yourself.
NDIS Quality and Safeguards Commission	A government group that checks NDIS services are safe and good.
Positive Behaviour Support (PBS)	A kind and respectful way of supporting people.
Skills	Things you learn to do.

Contact us



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You can visit our website.

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Mana Health Services acknowledges the **Wiradjuri people**, the Traditional Custodians of the land where we live and work.

This Easy Read document was written by Mana Health Services, October 2026. It gives general information only. Talk to us about what this means for you.