

Good communication and positive behaviour support



Easy Read

About this information



This information says how health workers can support people with intellectual disability well.



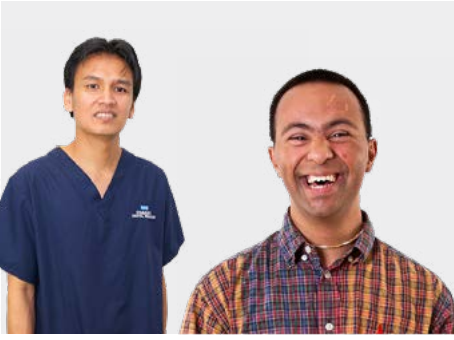
It talks about how health workers can **communicate** in a good way.



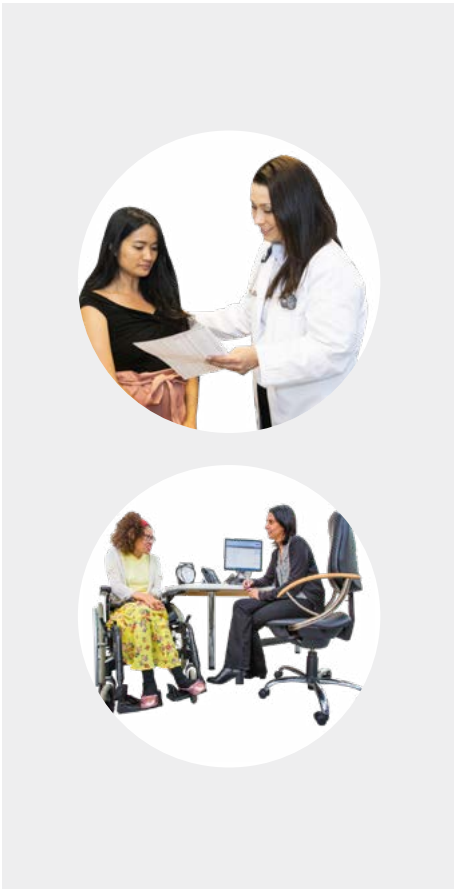
Communicate means how you talk to someone and tell them information.



Health workers should communicate with you in ways you can understand.



Health workers should use **positive behaviour support** when they support you.



Positive behaviour support means health workers will look at

- Why you act in a way that might hurt you or others
- How to support you in the best way.

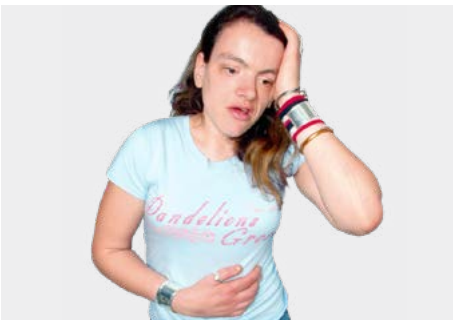


This information tells health workers about good communication and positive behaviour support.

When people act in a way that could hurt them or others



Often health workers think how you act is only because of your disability.



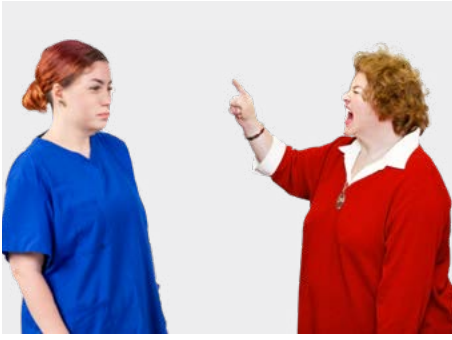
But sometimes when you change how you act it means you are in pain or sick.



Health workers might not understand that you have a serious health issue.



Health workers need to understand why people might act in a way that hurts them or others.



This can happen when health workers do not communicate in a good way.



Health workers might make mistakes when people act in this way.



They might

- Not understand what your health issues are
- Give you the wrong medicine.

Ways to support you



There are things health workers can do to support you in a better way.



Health workers should try to find out why you do something.



You might do something because you are

- Not sure what the health worker said to you
- Stressed
- Unwell or in pain.



Health workers should always check if you are in pain or have a health issue.



They should try and talk to you in a way you understand.



This might be using things like a computer.



They could ask your family or supporters how to best communicate with you.



Health workers should let family or support workers stay with you to help you feel safe.



Health workers need to make sure their staff know how to support you and keep you calm.



Health workers should make a plan if you act in a way that hurts you or others.

They can make that plan with



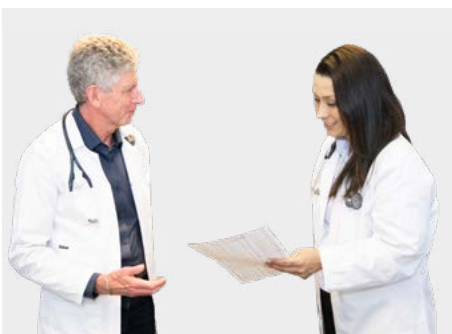
- You



- Your family or supporters



- Your disability service.



Health workers should think about other ways to give you health care if you need it.

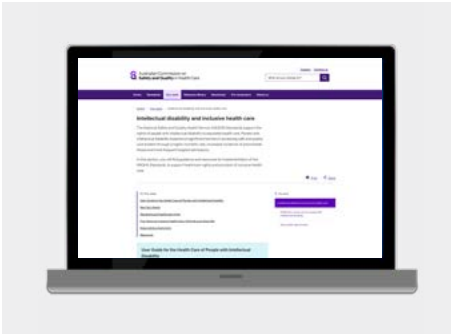


When health services do these things it means they are following **standards of care**.



Standards of care are the rules health services must follow to keep you and other safe.

More information



For more information about health care for people with intellectual disability go to

safetyandquality.gov.au/intellectual-disability



This website is not in Easy Read.



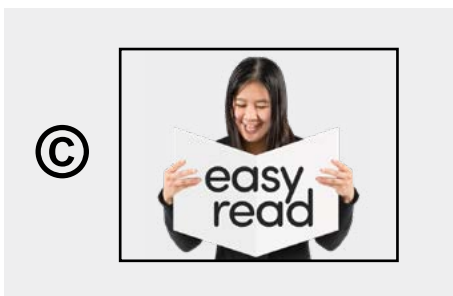
To watch a video about how James deals with the way he acts go to

www.youtube.com/watch?v=IDxnOYkpIQI

Who did this Easy Read



Council for Intellectual Disability made this information for the **Australian Commission on Safety and Quality in Health Care**.



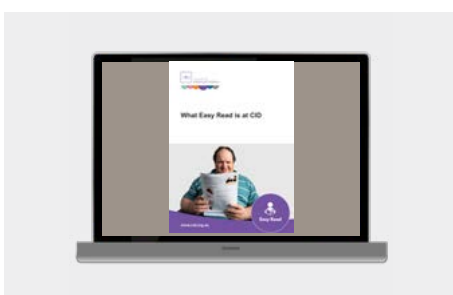
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