

## BEHAVIOUR SUPPORT POLICY

### INTRODUCTION / SCOPE

Matchu Pty Ltd. trading as “matchability”, provides services to people with a disability that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services.

Matchu is committed to the use of Positive Behaviour Supports (PBS) to reduce “challenging behaviour”, sometimes referred to as “behaviours of concern” and increase quality of life for individuals.

Matchu promotes and protects individual rights including freedom of expression, self-determination and decision-making.

Matchu is committed to eliminating restrictive practices. Please see Matchu’s policy on Restrictive Practice which closely aligns with this policy.

This policy applies to all programs of Matchu and to all Staff, Contractors and Company Directors.

### PURPOSE

To comply with the general and specific obligations as a registered provider of supports under the National Disability Insurance Scheme.

To demonstrate Matchu’s approach to increase the quality of life for individuals and reduce challenging behaviour.

To outline Matchu’s specific processes to support NDIS Participants and increase the capacity of Formal and Informal networks to support reductions in challenging behaviour.

### POLICY

- The application of Positive Behaviour Supports uphold and promote the human rights of all people with disability.
- Continued assessment, planning and review of individual supports is required to achieve positive behavioural outcomes.
- Positive behaviour supports are best developed in collaboration with people with disability, family, friends, carers, advocates and other stakeholders.
- Matchu will work closely with other Service Providers and other Professionals such as Allied Health, Psychiatry, Education or Justice where identified to utilise a multi-disciplinary approach to reductions in Challenging Behaviour. Where this occurs, the participant and/or their informal support (where comprehension may be limited) will be kept fully informed of all such consultations and collaboration.
- People with disability, their families and carers are the natural authorities for their own lives and are in the best place to communicate their choices and decisions.
- Matchu will communicate to all Providers who work with the participant that any restrictive practices must be the least restrictive as possible, time limited and used only as a last resort where the benefits to the individual outweigh any possible negative effects.
- Matchu will at times take into consideration and respect the diverse needs and culture of the person requiring Behaviour Support and their informal networks.
- Matchu will utilise a range of evidence based tools for the assessment and monitoring of Behaviour Supports appropriate to the skills of the parties in gathering data and evaluating effectiveness of Behaviour Supports. Some of these tools are referenced in this policy but others may be sourced dependent on the individual circumstances.

**In addition, Matchu fully supports the values and principles of the PBS Capability Framework set out by NDIS Quality and Safeguards Commission set out below:**

## **Values**

- Respect, protect and fulfil human rights, through meeting obligations under the United Nations' Convention on the Rights of Persons with Disabilities (CRPD)
- Person-centred approaches
- Strengths-based approaches to increase capacity of individuals, families and carers
- A holistic approach (recognising the connections between a person's physical, emotional, spiritual and family wellbeing)
- Recognise the importance of mainstream (e.g., medical, justice and education systems) and specialist disability services, and their roles in the team supporting with the person
- Respect for the person's 'voice'
- Full participation of people with disability as citizens in their communities
- Collaboration as recognition of the value of teamwork
- Transparency and openness

## **Principles**

- Legally and ethically sound practice
- Culturally competent practice
- Reflective practice
- Evidence-based practice and data-driven decision-making
- Recognition that behaviours of concern are often the result of interactions between the person and their environment, and may be affected by multiple factors
- Acknowledgement of a lifespan perspective and that as people grow and develop, they face different challenges
- Commitment to the principles of supported decision-making.

## **PROCEDURE**

**This procedure explains how Matchu will implement its policy on Behaviour Support.**

### **Interim Response**

Any person with an immediate need for a behaviour support plan will receive an interim behaviour support plan that minimises the risk to the person and others. An interim behaviour support plan that includes provision for the use of a regulated restrictive practice will be developed within one month of the specialist behaviour support provider being engaged as per NDIS Rules.

People with behaviours of concern may experience periods where their behaviours place them or others at risk of harm. Matchu will focus on protecting the person and others, with the aim of minimising and eliminating the risk of harm. In the case where an interim behaviour support plan being developed contains regulated restrictive practices, a comprehensive behaviour support plan will be developed within six months from engagement.

### **Collaboration**

Where Matchu is engaged to provide Behaviour Support Services, Matchu will collaborate with the participant to the maximum extent possible and their informal supports where authority exists under NDIS processes such as Nominee arrangements or legal provisions such as guardianship arrangements.

Matchu will engage and collaborate with any existing or proposed Service Provider (whether engaged through the NDIS or other services such as Education Providers) to access supporting evidence that may assist in the production of relevant evidence through existing records where relevant. Matchu will also liaise with Service Providers and provide relevant observational materials to support the collection of data related to any behaviour of concern.

Matchu will collaborate with participant/nominee in the facilitation of any external supports that may assist in the production of evidence to support underlying functions of behaviour, especially where any proposed assessments may have material benefit in the production of communication, physical or mental health supports such as a report from an Occupational Therapist, Speech Pathologist, G.P. or Psychiatrist.

Where an immediate response is required to reduce of harm, Matchu will facilitate understanding to the greatest extent possible to any Service Provider or other service on the interim strategies agreed, including an interim response plan and guidance in the use of any restrictive practice.

## **Assessment and Functional Behaviour Analysis**

Matchu will gather data from a range of sources and where necessary, immediately provide Risk Management strategies (through an interim Behaviour Support Plan and reference within a Risk management plan) to reduce the risk of harm to the person or others.

In order to complete a Functional Behaviour Analysis, there is a period of pre-assessment that involves gathering data and clarifying presenting information. Matchu will collaborate with Informal Supports, Service Providers and other services (such as Education Providers) to obtain data. This may include observational notes, incident reports and any previously authored Behaviour Support Plan. Matchu will also provide its own tools to assist in gathering evidence to facilitate a hypothesis regarding the function of the behaviour/s with an agreed timeline for the collation of all such materials.

The functional behaviour assessment informs function-based interventions. It should result in a common understanding of the person, their support needs and the function of the behaviour.

When the presenting behaviours are complex, the functional behaviour assessment will be interdisciplinary to the maximum extent to allow for an integrated formulation as to why the behaviours of concern are occurring.

Whilst the gathering of data is active, Matchu will, with consent, directly observe the person and interactions with their environment where it safe to do so and parties agree it is in the interests of the person.

After the agreed period of data collection, observation and initial collaboration, Matchu will produce an Assessment Report. Matchu will provide opportunity for feedback from parties agreed by the participant/informal networks.

Matchu will monitor, collaborate and provide avenues of contact with all relevant, agreed parties and communicate the understanding that any change in behaviour or risk factors should be communicated so that any response strategies or other factors can be re-assessed to provide contemporary approaches that are effective in reducing risk.

Where it is relevant, alternate formats may be made available of any materials to assist in facilitating understanding of any Behaviour Support tools such as a participant with a cognitive impairment or where simple language may facilitate understanding and more effective implementation such as people who use English as a second language.

## **The Behaviour Support Plan and Next Steps**

A person-centred, evidence-informed positive behaviour support plan that is based on a shared understanding of the function of behaviours will be authored by Matchu.

The Plan will be proactive, reflect the person's individual needs, attempt the greatest degree to improve their quality of life and support their progress towards positive change.

The Plan will commonly adopt the following strategies personalised for the individual.

- Environmental modifications
- Active engagement through structured and meaningful daily activities
- Include strategies for replacement behaviours

- Include preventative strategies such as relaxation, distraction and diversion
- Include reactive strategies when behaviours are not preventable
- Minimise or eliminate the use of restrictive practices

The Plan will identify those responsible for its implementation and potential barriers to implementation.

The Plan will be supported by data that measures how accurately it is implemented and articulates responsibilities and timeframes.

The plan will identify strategies that aim to increase the person's skills, including communication, and the interaction skills of communication partners, where possible with assistance of a Speech Pathologist or communication expert.

The Plan will be supported data collection systems that are objective, understandable and useable by the key people.

The Plan will include a continuous cycle of monitoring.

## **Implementing the Behaviour Support plan**

\*Implementers refers to involved Service Providers, Informal support networks such as families, other services such as Education Providers.

Matchu will support all parties in the effective implementation of the Plan in the following ways:

- Provide individually tailored education and training to those who are implementing the plan.
- Consider the capacity of the person at the centre of a behaviour support plan, their potential role in implementation and advise implementers.
- Support implementers to incorporate strategies into daily support plans and other relevant support documents.
- Support implementation across different environments and contexts
- Provide feedback to implementers on implementation and model alternatives
- Support those implementing a behaviour support plan to use the recommended data collection systems.
- Promote least restrictive practices.
- Provide education and training to an interdisciplinary team where appropriate.
- Identify the resilience, capacity and sustainability of implementers and make appropriate adjustments to a behaviour support plan to take these into consideration.
- Provide implementers with information on ethical reactive strategies.
- Provide implementers with information on risks and consequences of non-compliance with implementation
- Train implementers in escalation mechanism and emergency response plans.
- Identify appropriate methods of feedback for those implementing a behaviour support plan
- Facilitate team building where appropriate to enable successful implementation of a behaviour support plan.
- Adjust the behaviour support plan as required.
- Identify incident debriefing supports available to implementers and advise.
- Provide training on facilitating critical incident debriefing to appropriate members of the implementing team if required.

## **Monitoring and Review**

Matchu will actively monitor the effectiveness of the Behaviour Support Plan and implementation of support in the following ways:

- Matchu will use data collected by implementers to monitor the implementation of a behaviour support plan (compared to baseline) in a whole-of-life context and provide feedback to implementers.
- Build and utilise collaborative partnerships to evaluate a behaviour support plan (where agreed, this may be an external party outside of Matchu).

- Coordinate a formal review meeting.
- Inform changes to a behaviour support plan as required.
- Have robust and effective ways to measure and evaluate the outcomes of agreed goals
- Review the resilience, capacity and sustainability of those implementing a behaviour support plan.
- Coordinate team participation in review if appropriate.
- Use an evidence-based tool to evaluate the quality of a behaviour support plan, such as the BIP-QEII (an assessment tool measuring behaviour support plans.
- Apply and interpret agreed measures that capture an increase in behaviours or use of restrictive practice, or decrease in quality of life.
- Implement a range of strategies that address any efficacy limitations of implementation.

## ASSOCIATED DOCUMENTS & RESOURCES

**\*Behaviour Support resources are not limited to the tools below and may include other relevant tools.**

Service Agreement  
Customer Information Form  
Interim Behaviour Support Plan  
Comprehensive Behaviour Support Plan  
BIP-QEII  
Behaviour Risk Matrix  
Functional assessment screening tool  
Likes and dislikes  
Sensory Checklist  
Reactive Strategies Template  
STAR CHART  
Motivation Assessment Scale  
Incident Trending Tool  
Occupational Violence Risk Assessment and Management Tool

- NDIS Act 2013
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013