



Behaviour Support Policy & Procedure PP26

Policy Statement

The purpose of this policy and procedure is to set out guidelines to enable Grow Support Services Inc. (GROW) staff and Management Committee to meet the required standards on implementing and reviewing participant Behaviour Support Plans and the use of restrictive practices.

In doing so the policy and procedure outlines how GROW:

- Maintains the safety and dignity of GROW participants
- Reduces, and where possible eliminate the frequency and severity of behaviours that present risks
- Ensures that restrictive practices are used as an intervention only as a last resort
- Ensures all participant related staff receive training in the use of positive behaviour support
- Ensure safeguards are in place in exceptional circumstances where it is necessary to use restrictive practices to protect the safety of participants, staff and the general public

Scope

This policy applies to all staff. Anyone working with or for GROW in a participant contact support role is expected to be familiar with this policy and use the approved procedures.

Policy

Positive behaviour support is a supportive, positive approach to working with participants.

Positive behaviour support includes:

- Not trying to control participants, but should support the process to change their own behaviour
- Identifying the reason or concern for these behaviours such as current supports are not meeting a participants need
- Working with every participant to identify and document their individual strengths and skills that can be utilised
- Every participant should be treated with compassion and respect regardless of their behaviour
- Participants are entitled to the best version of their life that they can have and the support they have requested as part of their support plan.
- GROW staff and management will continue to improve on how we provide support for developing and implementing positive behaviour and this forms a key part of our annual review and Continuous Improvement Plan



Behaviour Support Policy & Procedure PP26

- GROW believes that positive responses will be more effective in supporting our participants behaviours rather than coercion and punishment

GROW supports positive behaviour practices which focus on successful outcomes for participants, including:

- The extent to which participants feel positive about their lives
- Choice and decision making
- Personal development
- Community participation
- Relationships
- Feeling that they are part of a stable interdependent and supportive community.

The following procedures are to be worked through when delivering support to GROW participants who present with challenging behaviours.

GROW Support Service Design

GROW will have procedures and tools in place to safeguard the rights of participants and monitor the use of, and elimination of restrictive practices.

Our support service design starts with approaches that are person-centred, proactive and that have enhancing the quality of life for participants as a central part of support planning. This includes adopting best practices that support and maximise the participants' decision-making, choice and self-direction. For more information on this please see out Person Centred Policy & Procedure.

GROW is responsible for ensuring that participants give informed consent in relation to all matters that affect them and understands the nature and consequences each time that they give their consent. This includes understanding the impact on them of any prescribed restrictive practice that might result from their giving consent.

Participants have the same rights as all people to equality before the law and to equal protection under the law, without discrimination. GROW will uphold human rights and the well-being, inclusion, safety and the quality of life of our participants.

GROW recognises that participants are best placed to communicate their choices and decisions. Participants and their advocates have natural authority in decision making, choice and control and will guide the design and provision of the support services carried out by GROW.

GROW is aware that the use of restrictive practices may reflect a failure in the supports being provided.

GROW understands that the use of restrictive practices is not an effective long-term strategy to manage risks and behaviours and can result in long term physical and

Behaviour Support Policy & Procedure PP26

psychological harm to participants. As part of our support provision process we will actively facilitate the participant's engagement with family, friends and advocates who know them well and can support them in decision making.

Procedures

These procedures are driven by the assumption that the participant and or advocate are best placed to make decisions and choices. The Operations Manager will work with each participant to provide the supportive environment that enables them to have the capacity to communicate relevant information and understand the options that they have available to them. .

Where participants display complex behaviours and before any consideration is given to the potential use of a restrictive practice, this assumption must be confirmed by the Operations Manager and recorded on the participants file.

The following procedures will be carried out by the Operations Manager:

- The Policy and Procedure on Behaviour Support is available to participants, families, staff and the GROW Management Committee.
- Relevant support staff are provided with information, instruction, training and supervision in implementing Behaviour Support Plans and the use of restrictive practices
- Participants, their families and advocates are involved in the support service design process and consent to any prescribed restrictive practices
- The use of prescribed restrictive practices be reviewed by the Operations Manager and occur for the least time possible and are used as a final option.
- Prescribed restrictive practices are recorded on each use and reviewed in line with the documented Support Plan and Behaviour Support Plan.
- The unauthorised use of restrictive practices be reviewed within seven days and reported to the Disability Services Commission using the prescribed Serious Incident Reporting Form
- The use of therapeutic devices be prescribed by a qualified health professional, have the consent of the participant and are of the least restrictive alternative that is available. This should be reviewed in line with the documented Support Plan and Behaviour Support Plan.
- Ensure that the use of medication is prescribed by a qualified medical practitioner and reviewed in line with the documented Support Plan and Behaviour Support Plan.
- Confirm that all support staff are aware of and provide timely feedback on potential workplace hazards and strategies are put in place to minimise identifies risks
- Confirm that all support staff are aware of, and trained in reporting procedures

Behaviour Support Policy & Procedure PP26

The following procedures are to be implemented to ensure that the organisation meets its policy objective of the proper use of restrictive practices.

Regulated Restrictive Practices

As stated within the relevant NDIS Service Standards and related legislation participants are only subject to a regulated restrictive practice that meets Queensland's authorisation requirements and the relevant requirements and safeguards outlined in Commonwealth legislation and policy.

Where Queensland legislation requires authorisation relating to the use of a regulated restrictive practice the Operations Manager will secure the appropriate authorisation and submit the relevant evidence.

The Operations Manager will ensure that:

- Regulated restrictive practices are only used in accordance with an approved Behaviour Support Plan
- All the requirements as prescribed in *the* National Disability Insurance Scheme restrictive practices and behaviour support rules 2018
- Regulated restrictive practices are implemented, documented and reported in a way that is compliant with relevant legislation and/NDIS Standard requirements
- Work is undertaken with specialist behaviour support providers to evaluate the effectiveness of current approaches aimed at reducing and eliminating restrictive practices, including the implementation of strategies in the behaviour support plan
- Relevant staff develop and maintain the skills required in the use and reporting of restrictive practices
- Provide support for the participant and other stakeholders to ensure their understanding of the risks associated with the use of the identified restrictive practices.

Supporting the Assessment and Development of Behaviour Support Plans

The Operations Manager will:

- Ensure that each participant's quality of life is maintained and improved by the development of an informed Behaviour Support Plan that is responsive to their current needs
- Work closely with the individual specialist behaviour support providers to collect all the relevant information to inform and develop the best possible behavioural assessment

Behaviour Support Policy & Procedure PP26

Work is undertaken with the specialist behaviour support provider to develop each participant's Behaviour Support Plan and the key information, processes, timelines and responsibilities for implementing and reviewing the plan are documented..

The Operations Manager will seek out and undertake training to enhance their skills and knowledge of, positive behaviour supports and restrictive practices. This will ensure that the development of a participant's behaviour support plan is consistent with both NDIS Standards and legislative requirements. Any staff behaviour management related training or development activities are required within the Staff Training & Development Register.

Behaviour Support Plan Implementation

The Operations Manager has the overall responsibility to ensure that each participant's Behaviour Support Plan is implemented in a way that meets the participant's behaviour support needs.

The implementation of behaviour support plans Policies and Procedures are maintained and reviewed as part of GROW's annual review process and included within our Continuous Improvement Plan.

The Operations Manager and relevant support workers will engage with the specialist behaviour support provider to implement each participant's Behaviour Support Plan. This process will assist with the effective delivery of the agreed strategies to establish and maintain positive behaviour supports.

GROW Lifestyle Support Workers are informed of Behaviour Support Plan implementation processes and trained to develop and maintain the skills required to consistently implement these strategies. The Operation Manager will supervise the implementation of each participant's Behaviour Support Plan to ensure that it is delivered consistently in line with its planned outcomes.

The relevant specialist behaviour support providers will work with the Operations Manager in order to support and train the relevant Lifestyle Support Workers that will be implementing the participants Behaviour Support Plans. This support and training will include the use and monitoring of behaviour support strategies, providing positive behaviour support and the safe use of restrictive practices.

The Operations Manager will undertake a range of training and supervisions with relevant support staff to ensure they are implementing strategies documented within the participant's Behaviour Support Plan appropriately.

Behaviour Support Policy & Procedure PP26

Monitoring and Reporting the Use of Regulated Restrictive Practices

The processes set out within this document sets out how restrictive practices are managed with individual participants are only subject to a restrictive practice that is reported to the Commission.

In order to meet the National Disability Insurance Scheme restrictive practices and behaviour support rules 2018 the Operations Manager will:

- Complete monthly online reporting requirements in relation to the use of regulated restrictive practices.
- Monitor relevant information from all related sources to assist in identifying actions for improving the participants behaviour outcomes
- Secure the participants consent to provide feedback and information to relevant support workers and their specialist behaviour support provider about the implementation of their Behaviour Support Plan to facilitate the reduction and elimination of restrictive practices

Behaviour Support Plan Review

Should a GROW participant have a current behaviour support plan it should:

- Reflect their needs
- Works towards improving their quality of life
- Reducing behaviours of concern
- Where relevant reduce and eliminate the use of restrictive practices

The Operations Manager will work with the participant and support staff to implement the behaviour support plan.

This process will include:

- Monitoring progress through a combination of formal and informal processes such as securing feedback from the participant, team meetings, data collection, record keeping and staff supervision
- The information collected through this process is required by the specialist behaviour support provider and is prescribed in the National Disability Insurance Scheme restrictive practices and behaviour support rules, 2018.
- Team meetings and supervision will assist the Operations Manager to identify circumstances where the participant's needs or behaviours change will inform the need for carrying out more frequent reviews

Behaviour Support Policy & Procedure PP26

The Operations Manager will work with the relevant staff to put together all the relevant information and ensure that this information is used as part of reviews of the participant's behaviour support plan. This information along with participants input will inform the plans contents. The Operations Manager will focus on developing and implementing strategies that encourage positive changes that reduce or eliminate restrictive practices.

Reportable Incidents involving the Use of a Restrictive Practice

Restrictive practices are not acceptable and cannot be approved for organisational or staff convenience, or to overcome a lack of staff, inadequate training, or a lack of staff support and/or supervision.

On these occasions the restrictive practices for which there has been no prior prescription or consent, including seclusion and physical restraint, may be used in an emergency to save a participants' life or to prevent them from experiencing serious physical or psychological harm. This would also include preventing the participant causing serious physical or psychological harm to another person.

GROW is responsible for ensuring that everyone involved in supporting the participant in these circumstances understands the nature and consequences of the participant's consent. This includes understanding the impact on them of any restrictive practice that might result from that consent.

If a participant was involved in an emergency or unauthorised use of a restrictive practice the Operations Manager should be informed immediately

The Operations Manager will:

- Undertake a review of the incident and report it using the required process.
- Ensure that the participant is referred to a medical practitioner if required
- Provides the participant with ongoing support following an incident.
- Work with relevant mainstream service provider's to address to the unauthorised use of a restrictive practice
- Notify the Commissioner of all reportable incidents involving the use of an unauthorised restrictive practice within 24 hours in accordance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018
- Where an unauthorised restrictive practice has been used, the Operations Manager and relevant staff who were implementing the behaviour support plan will undertake a debriefing meeting to identify areas for improvement and to inform further action
- The key points and outcomes of any discussions and the debriefing meeting is documented

Behaviour Support Policy & Procedure PP26

Based on the review of incidents, the support being provided to the participant are modified and where required, a specialist behaviour support provider is engaged to develop or review the participant's behaviour support plan or interim behaviour support plan.

This process will be managed by the Operations Manager in accordance with the National Disability Insurance Schemes restrictive practices and behaviour support rules, 2018. The Operations Manager will work with the participant to secure their consent, and their relevant support networks, other stakeholders as are included in the review of any incidents.

The Operations Manager will ensure that the required authorisation process are followed and recorded within the relevant documentation.

GROW ensures that the use of restrictive practices other than in emergency situations may only be used:

- With a prior review by the Operations Manager and confirms evidence that all less restrictive alternatives have been evaluated and cannot be effectively used to reduce the risks involved in the behaviours.
- When the participant presents a clear and present risk to themselves, staff or others
- These restrictions will be applied for the least time possible
- Restrictions will be applied with the informed consent of the participant and or support persons, advocate or family members involved that has been appointed with the relevant authority and that they have consented
- After there has been an assessment of the impact of the practice on the rights and wellbeing of others who share the participant's environment
- Under the direct supervision of an experienced, trained staff member
- When the process is clearly documented within an approved Behaviour Support Plan
- All Behaviour Support Plans that relate to restrictive practices will be reviewed in accordance with the GROW Behaviour Support Plan review process

Interim Behaviour Support Plans

Through the initial intake process or support planning review process the Operations Manager may identify that a participant may have an immediate need for a Behaviour Support Plan.

The interim behaviour support plan will be based on relevant information supplied by the participant, staff, other participant linked service providers, support persons / advocate, family members, The interim behaviour support plan will be developed and

Behaviour Support Policy & Procedure PP26

implemented so that all identified risks are minimised to the individual participant and others.

The Operations Manager will collaborate with the specialist behaviour support provider and the relevant stakeholders from the list below to develop & implement the participant's interim behaviour support plan

- Family members
- Support people / advocates
- Participant linked service providers or community organisations
- Police and or other emergency services
- Mental health providers
- Treating medical practitioners and other allied health clinicians

The Operations Manager will undertake steps to ensure that Lifestyle Support Workers are supported in the implementation of the relevant participants interim behaviour support plan. This support includes training, provision of relevant information and direct supervision.

Medication

The appropriate use of drugs to reduce symptoms and behaviours associated with conditions such as anxiety, depression and other mood disorders or a psychosis, does not constitute a restrictive practice when:

The medication is prescribed for a participant who has a psychiatric condition diagnosed by a qualified psychiatrist and is reviewed at a minimum annually, or
The medication is prescribed by a general practitioner who is treating the participant as part of a Medicare approved mental health plan and the medication is reviewed at a minimum annually.

Please see the Medication Policy & Procedure for more information.

Relevant Documents

- Choice & Control Policy & Procedure PP23
- Risk Management Policy & Procedure PP29
- Protection of Human Rights & Freedom of Abuse Policy & Procedure PP33
- Participants Rights & Responsibilities Policy & Procedure PP4
- Participant Support Planning Policy & Procedure PP28
- Behaviour Management Plan C2
- Code of Conduct HR5



Behaviour Support Policy & Procedure PP26

Relevant Legislation and Standards

- Practice Standard 3. Provision of Supports

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Approvals

Date of approval: 23rd July 2020

Date of review: July 2021

Signature of Operations Manager:

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.