



Specialist Behaviour Support

Easy Read Guide



Positive Me / PBS Connect



What this guide is about

This guide explains how Positive Me provides Specialist Behaviour Support and how we work with you, your supporters and your service providers.

You can get help to understand this guide

You can ask a family member, advocate, guardian or another person you trust to read this guide with you. You can also ask Positive Me to explain information in a different way.

Specialist Behaviour Support

What is Specialist Behaviour Support

This is where we work with you to understand behaviour, improve quality of life, build skills and make support safer and more positive

- You are at the centre of your behaviour support.
- We listen to your goals, choices, strengths, communication needs and what is important to you.
- With your permission, we may work with family, advocates, support workers and health professionals.
- We use Positive Behaviour Support and evidence-informed approaches.
- We aim to prevent problems, build skills and use the least restrictive support possible.

Your rights matter

You have the right to be treated with dignity and respect, to be involved in decisions, to ask questions and to tell us when something is not working.



Restrictive Practices

What is a restrictive practice?

A restrictive practice is something that limits a person's movement, access, behaviour or choices. Regulated restrictive practices include seclusion, chemical restraint, mechanical restraint, physical restraint and environmental restraint.

- Positive Me does not treat restrictive practices as normal or permanent support.
- We check whether a restrictive practice is being used and what rules and safeguards apply.
- We look for safer and less restrictive alternatives.
- We work with your support team to reduce and, where possible, eliminate restrictive practices.
- If we are concerned a restrictive practice may be unauthorised, unsafe or used incorrectly, we act on the concern.

Our goal

Good behaviour support should increase your quality of life, choice, safety and independence, not just control behaviour.



Understanding Behaviour

We try to understand why behaviour happens

Behaviour can communicate a need. We look at the person, the environment and what happens before and after the behaviour.

- We talk with you and, with your permission, people who know you well.
- We may use observation, behaviour information, incident records and other assessments.
- We consider communication, health, pain, sensory needs, routines, relationships, environment and unmet needs.
- We describe behaviours clearly and respectfully.
- We use this information to develop practical strategies that match your needs and goals.

Your Behaviour Support Plan

Your plan should explain proactive support, skills to build, early warning signs, de-escalation and safe responses. It should be practical for the people supporting you.



Putting Your Plan Into Practice

A plan is more than a document

Positive Me helps the people supporting you understand and use your strategies in everyday life.

- We explain why strategies are recommended and how they should be used.
- We may provide training, coaching, modelling, written guidance, visual resources or quick-reference tools.
- We check whether strategies are practical and understood by your support team.
- We help solve problems when staff changes, environments or other barriers make the plan hard to use.
- Where restrictive practices are in the plan, training includes safeguards and strategies to reduce their use.

We keep checking

We ask you and the people supporting you what is working, what is difficult and what needs to change.



Monitoring and Reviewing Your Plan

Your plan should change when your needs change

A Behaviour Support Plan is a living document. We monitor whether it is helping you and whether it is being used properly.

- We look at your quality of life, goals, skills, communication, participation, safety and wellbeing.
- We may review behaviour information, incidents, feedback and how well strategies are being implemented.
- If restrictive practices are used, we monitor whether their use is getting lower.
- We do not wait for a scheduled review if your needs, health, risk, environment or support arrangements change.
- We may provide more training, change strategies or complete more assessments when needed.

Formal reviews

Comprehensive plans with regulated restrictive practices are reviewed within required NDIS timeframes, including at least every 12 months where required, and earlier when circumstances change.



Restrictive Practice Incidents

If an emergency or unauthorised restrictive practice happens

Your safety, dignity, rights and wellbeing come first. Positive Me uses incident information to understand what happened and what support needs to change.

- We may ask the implementing provider for information about what happened before, during and after the incident.
- We consider whether proactive and less restrictive strategies were available and used.
- We look for patterns, triggers, unmet needs, training gaps or problems with implementation.
- We may review your assessment, plan, safeguards, training or reduction strategies.
- Implementing providers remain responsible for their own incident reporting and restrictive practice obligations.

Learning from incidents

We use incidents to improve support and reduce the chance that restrictive practices will be needed again.



Interim Behaviour Support

When might interim support be needed?

Interim support may be needed when there is something you are restricted from doing, a high-risk behaviour, an emerging safety concern, or an urgent need for staff guidance.

- If a restrictive practice is in place and there is no suitable current plan, a formal Interim Behaviour Support Plan is prioritised.
- Where required, a formal Interim Plan with regulated restrictive practices is developed within one month of Positive Me engagement and uploaded / submitted as required.
- We do not wait for the deadline when support is urgently needed.
- High-risk situations can also need interim support even when no regulated restrictive practice is being used.
- Interim support continues while the more detailed assessment and Comprehensive Behaviour Support Plan are developed.



Interim Support Can Be Practical

Interim support does not always need to be a long document

When there is no regulated restrictive practice, the support we provide can match the level of risk and what your team needs right now.

- We may give your team short, practical written strategies.
- We may provide safety guidance, communication strategies and environmental changes.
- We may explain early warning signs, prevention, de-escalation and safe response strategies.
- We may coach or train staff so they can use the strategies safely and consistently.
- We check whether the interim strategies are working and change them when needed.

Important

When a formal Interim Behaviour Support Plan is required for regulated restrictive practices, it must meet the applicable NDIS Commission requirements and include the required safeguards.



What Happens Next?

Interim support leads into comprehensive behaviour support

Positive Me continues assessment while interim strategies are being used. Interim support is not the end of the behaviour support process.

- We continue gathering information and completing the Functional Behaviour Assessment.
- We develop the Comprehensive Behaviour Support Plan using what we learn.
- Where regulated restrictive practices apply, we track the required Comprehensive Plan timeframe, including within six months of engagement where required.
- We update support earlier if risk, behaviour, health, incidents or restrictive practice use changes.
- High-risk and restrictive-practice matters receive clinical supervision and management oversight.

How we work

Positive Me follows its Positive Behaviour Support Manual, current NDIS Commission guidance and evidence-informed practice when providing behaviour support.



Your Voice and Your Safety

You can be involved

We want behaviour support to make sense to you and improve your life. We will use communication supports or reasonable adjustments when needed.

- Ask us to explain your assessment, plan or strategies in a way you understand.
- Tell us what is working and what is not working.
- Tell us if a strategy makes you uncomfortable or does not feel safe.
- You can involve an advocate or someone you trust.
- You can give feedback or make a complaint about your support.

Remember

Behaviour support should protect your rights, improve your quality of life and help the people around you provide safe, respectful and positive support.