



Embracing Change Project: Webinar 6

Resources Pack

Understanding behaviour support under the NDIS

Developed by Embracing Change Project Team in August 2020

About the Embracing Change Project

'Embracing Change: Applying the Practice Standards in Psychosocial Disability Services' or the Embracing Change Project was developed by the Mental Health Coordinating Council. The Mental Health Coordinating Council (MHCC) is the peak body for community mental health organisations in NSW. Since 1983 we have worked to build the capacity of community organisations to support people on their recovery journeys. On behalf of the sector, MHCC advocates for policy development and legislative reform. MHCC also offers responsive and highly flexible mental health training and professional development opportunities grounded in recovery-oriented and trauma-informed practice. Our work stems from the belief that people with lived experience are drivers of positive change in all mental health services.

The Embracing Change Project was designed to create a greater national awareness of the NDIS Practice Standards and Quality Indicators (NDIS Practice Standards) as they apply in the provision of psychosocial support services. It aims to support existing and prospective NDIS providers to achieve increasing alignment with the Practice Standards and service delivery practices. This project is supported through grant funding from the Australian Government.

These aims will be achieved through

1. Ten live and interactive webinars aligned to the NDIS Practice Standards from the perspective of psychosocial disability;
2. National Forum which is to explore quality and safeguarding issues for mentality health consumers accessing NDIS supports and psychosocial disability service providers delivering NDIS supports.

To learn more about the Embracing Change Project head to the [Project Home Page](#). We also encourage you to visit our sister site, [Reimagine.today](#). Reimagine is an interactive website designed to support people living with mental health conditions to navigate the NDIS.



About this Resource Pack

Embracing Change Webinar 6 deals with behaviour support under the NDIS guided by the requirements of the Specialist Behaviour Support Module and the Implementing Behaviour Support Plans Module of the NDIS Practice Standards together with The Positive Behaviour Support Capability Framework.

This Resource Pack was designed to support psychosocial disability service providers (service providers or providers) on their NDIS Quality and Safeguarding journey whether you are a sole trader, a small to medium service or a larger multi-outlet service.

You will find listed below resources to assist in:

- Establishing systems and processes against specific requirements of the NDIS Practice Standards and associated guidance materials (*Practice Standards requirements*).
- Reviewing current policies and procedures against specific *Practice Standards requirements*.
- Embedding continuous quality improvement processes in your organisation.

Each section contains relevant resources which:

- Establish Practice Standard Requirements by identifying relevant Legislation and Guidance;
- Tools and resources which help you evidence adherence to the standard;
- Other relevant information and resources.

Note: In those instances where there are multiple resources on a webpage, we have highlighted resources which speak to the requirements of that particular practice standard.

Contacts

If you would like to give feedback on this Resource Pack or be involved with future Embracing Change webinars and National Forum please contact [Project Manager](#). Please email [Project Support Officer](#) if you would like to go on our information distribution list about upcoming webinars and project updates.



Embracing Change Project: Webinar 6 Resources Pack

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Embracing Change Project: Webinar 6 Resources

The resources are divided into two sections:

1. NDIS Quality and Safeguards Commission Resources; and
2. Zero Tolerance Resources produced by National Disability Services.

Please see below behaviour supports resources produced by the NDIS Quality and Safeguards Commission grouped according to theme:

1. Primary Sources
2. Resources for Implementing Providers
3. Resources for Behaviour Support Practitioners
4. Restrictive Practice Authorisation

NDIS Quality and Safeguards Commission Resources

1. Primary Sources

National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018

<https://www.legislation.gov.au/Details/F2018L00632>

NDIS Practice Standards, NDIS Quality and Safeguards Commission

Two modules on behaviour support in the NDIS Practice Standards:

- Specialist Behaviour Support Module
- Implementing Behaviour Support Plans Module

<https://www.ndiscommission.gov.au/document/986>

The Positive Behaviour Support Capability Framework, NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/pbscapabilityframework>

Behaviour support website, NDIS Quality and Safeguards Commission

The Commission's homepage for quality and safeguarding includes the following:

- The role of the Senior Practitioner
- Notification of behaviour support practitioners
- The Positive Behaviour Support Capability Framework
- Which restrictive practices are regulated and what providers are required to do
- Compliance activities
- For practitioners: how to lodge behaviour support plans
- For implementing providers: how to report on the use of regulated restrictive practices

<https://www.ndiscommission.gov.au/providers/behaviour-support>

Regulated restrictive practices, NDIS Quality and Safeguards Commission

This page contains information about:

- which restrictive practices are regulated
- using restrictive practices to keep people safe
- provider obligations
- definition of an implementing provider
- about behaviour support plans



- authorisation arrangements for restrictive practices
- videos about behaviour support for providers and practitioners

<https://www.ndiscommission.gov.au/regulated-restrictive-practices>

2. Resources for Implementing Providers

For Providers: Behaviour Support in the NDIS Commission, NDIS Quality and Safeguards Commission

https://www.youtube.com/watch?v=TWAS9jKf9YM&feature=emb_title

Unauthorised Uses of Restrictive Practices Webinar - 16 July 2020, NDIS Quality and Safeguards Commission

<https://www.youtube.com/watch?v=WeZvwhLkhXw&feature=youtu.be>

Your introduction to behaviour support, NDIS Quality and Safeguards Commission

https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/providers_informationpack_behavioursupport.pdf

Implementing providers: Facilitating the development of behaviour support plans that include regulated restrictive practices

<https://www.ndiscommission.gov.au/document/2156>

Behaviour support videos: using the NDIS Commission Portal, NDIS Quality and Safeguards Commission

This webpage includes two webinars:

1. Tips on using the NDIS Commission Portal (Webinar, November 2019)
2. Reporting on Restrictive Practices in the NDIS Commission Portal (Webinar, November 2019)

<https://www.ndiscommission.gov.au/resources/behaviour-support-videos>

Implementing behaviour support in New South Wales and South Australia, NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/providers/behaviour-support/implementing-behaviour-support-nsw-sa>

Provider Information Pack 2020, NDIS Quality and Safeguards Commission

This pack includes information about the breadth of NDIS provider obligations including:

- introduction to behaviour support
- introduction to the Positive Behaviour Support Capability Framework

<https://www.ndiscommission.gov.au/sites/default/files/documents/2020-06/provider-information-pack-june-2020.pdf>

Provider Information Sessions 2019: Behaviour Support Q&A Compendium, NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/document/1721>



3. Resources for behaviour support practitioners

For Practitioners: Behaviour Support in the NDIS Commission, NDIS Quality and Safeguards Commission

https://www.youtube.com/watch?v=AFiQBRTmP2g&feature=emb_title

Self-assessment Resource Guide for the Positive Behaviour Support Capability Framework, NDIS Quality and Safeguards Commission

The broad purpose of the Guide is to provide guidance to behaviour support practitioners.

<https://www.ndiscommission.gov.au/document/2151>

Lodging a behaviour support plan user guide, NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/document/1451>

Compendium of Resources for Positive Behaviour Support, NDIS Quality and Safeguards Commission

This is a comprehensive list of positive behaviour support assessment tools for behaviour support practitioners that can be used for the purposes of behaviour support assessment, planning, intervention, monitoring and review.

<https://www.ndiscommission.gov.au/document/1456>

4. Restrictive Practice Authorisation

Restrictive Practices, NDIS Quality and Safeguards Commission

Presentation: Behaviour Support Workshop - NSW Requirements (FACS)

<https://www.ndiscommission.gov.au/document/931>

Presentation: Behaviour Support Workshop - SA Requirements (OSP), NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/document/926>



Zero Tolerance Resources

National Disability Services have produced a series of resources under the Zero Tolerance banner from 2013. Please see below outline of the various Zero Tolerance resources including the following:

- Zero Tolerance Framework;
- Resource Guide: General;
- Resource Guide: Supporting Practice Leadership; and the
- Capacity Building Program for Behaviour Support Practitioners.

1. Zero Tolerance Framework, National Disability Services

Zero Tolerance Framework is a national evidence-based framework which assists disability service providers to understand, implement and improve practices which safeguard the rights of people they support. The Framework is based on a human rights approach to preventing and responding to abuse, neglect and violence of people with disability. The Zero Tolerance Framework includes:

- a collection of resources to educate and train staff at all levels to understand their responsibilities in preventing and responding to abuse; and
- a way of working collaboratively within and outside the disability sector to prevent and respond to abuse.

Links:

- https://www.nds.org.au/images/resources/resourcefiles/Nat_Zero_Tolerance_framework1.pdf
- <https://www.nds.org.au/images/resources/resource-files/zerotolerance.docx>

2. Resources Guide: General

Interactive PDF linking to Zero Tolerance and other relevant resources. The downloadable PDF is divided into the following sections:

1. Understanding abuse films and e-learning
2. Positive cultures films
3. Trauma informed support films
4. Foundations of positive behaviour support films
5. Recognising restrictive practices films
6. Responding to abuse films
7. Safeguarding for boards films
8. Family violence and disability films
9. Resources
 - a. Understanding Abuse Resources
 - b. Preventing Abuse Resources



Links:

- <https://www.nds.org.au/images/resources/NDS-Zero-Tolerance-iPDF-Guide-2020.pdf>
- https://www.nds.org.au/images/resources/ZT_Resource_Guide-accessible.docx

3. Resource Guide: Supporting Practice Leadership

This is an interactive PDF collating resources to support Practice Leaders who supervise direct support staff in the disability sector to gain a better understanding of the array of resources that support their work practice.

It is divided across 5 practice leadership domains and 11 areas of support and contains a practice guides, fact sheets, film-based training resources, e-learning programs and templates have been collated and categorised.

Components of Practice Leadership

- Focus on Quality of Life
- Allocating and organising staff
- Coaching staff, providing feedback and modelling good practice
- Supervision and reflective practice
- Facilitating staff teams to provide enabling support

Areas of Support

- Communication support
- Mealtime assistance and dysphagia
- Fostering healthy eating
- Supported decision making
- Health and wellbeing
- Person centred active support
- Trauma Informed Support
- Positive Behaviour Supports
- Fostering Positive Cultures
- Supporting people who are ageing
- Supporting people from Culturally and Linguistically Diverse backgrounds

Links:

- <https://www.nds.org.au/images/resources/Supporting-Practice-Leadership---A-collation-of-resources.pdf>
- https://www.nds.org.au/images/resources/Supporting_Practice_Leadership_-_a_collation_of_resources_accessible.docx



4. Capacity Building Program for Behaviour Support Practitioners

National Disability Services (NDS) has been funded by the NDIS Commission to deliver an ongoing capacity development program for behaviour support practitioners in every state/territory. Learning objectives link to the Positive Behaviour Support (PBS) Capability Framework and draw on contemporary, evidence-based practice.

Four workshops have occurred throughout 2019-2020, the recorded versions of these workshops are available for viewing via the [NDIS Quality and Safeguarding Resources webpage](#).

Topics delivered throughout 2019-2020 include:

- Workshop 1: Supporting teams to consistently implement positive behaviour support plans;
- Workshop 2: Reflective practice;
- Workshop 3: Collecting meaningful data and measuring outcomes; and
- Workshop 4: Supporting the person (and their support network) to be involved in all aspects of positive behaviour support.

These workshops will be continuing throughout 2020-2021, on a quarterly basis in every State and Territory.

Behaviour Support Practitioners should begin collating evidence of continued professional development against the PBS Capability Framework. Examples of types of evidence include but are not limited to:

- formal qualifications;
- attendance at communities of practice;
- reflections on relevant journal articles considering how the learnings might be applied to practice;
- attendance at conferences/seminars or other Professional Development activities;
- presentations given;
- training facilitated;
- de-identified case studies/samples of work; and
- evidence of supervision/reflective practice.

To access these resources follow this link <https://www.nds.org.au/resources/zero-tolerance>

ENDS.