

WEBINAR 6

Embracing Change



Applying the NDIS Practice Standards
in Psychosocial Disability Services

**Understanding Behaviour
Support Under the NDIS**

Specialist Behaviour Support
Module and Implementing
Behaviour Support Plans Module

LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?

The poll interface consists of five vertical cards, each containing a yellow Lego head with a different expression and a progress indicator below it. The cards are labeled as follows:

- Low:** A sad face. Progress indicator: 1 dark dot, 4 light dots.
- Building:** A neutral smile. Progress indicator: 2 dark dots, 3 light dots.
- Sound:** A happy smile. Progress indicator: 3 dark dots, 2 light dots.
- Advanced:** A wide smile. Progress indicator: 4 dark dots, 1 light dot.
- Expert:** A very wide smile. Progress indicator: 5 dark dots.

Below each card is a large purple number: 1, 2, 3, 4, and 5.



Overview of the **Embracing Change** Webinar Series

Webinar 1

24 October 2019

Pain Points and Priorities for Providers In Applying the Practice Standards In Psychosocial Disability Services

Webinar 2

28 November 2019

Core Module 1 Rights & Responsibilities

Webinar 3

5 March 2020

Core Module 2 Governance and Operational Management

Webinar 4

28 May 2020

Core Module 2 Governance and Operational Management Continued

Webinar 5

2 July 2020

Provision of Supports and the Provision of Supports Environment

Webinar 6

27 August 2020

Understanding Behaviour Support Arrangements

Webinar 7

29 October 2020

NDIS Practice Standards: Worker Screening and Worker Requirements

Webinar 8

3 December 2020

Governance, Information Management and Privacy

Webinar 9

25 February 2021

Quality Management and Continuous Quality Improvement

Webinar 10

24 June 2021

Learnings and Next Steps for NDIS Quality & Safety in Psychosocial Services



Today we will cover:



Specialist Behaviour Support Module

- Behaviour Support in the NDIS
- Restrictive Practices
- Functional Behaviour Assessments and Behaviour Support Plans
- Supporting the Implementation of the Behaviour Support Plan
- Behaviour Support Monitoring and Review
- Reportable Incidents involving the Use of a Restrictive Practice
- Interim Behaviour Support Plans

Implementing Behaviour Support Plans Module

- Behaviour Support in the NDIS
- Regulated Restrictive Practices
- Supporting the Assessment and Development of Behaviour Support Plans
- Behaviour Support Implementation
- Monitoring and Reporting the Use of Regulated Restrictive Practices
- Behaviour Support Plan Review
- Reportable Incidents involving the Use of a Restrictive Practice
- Interim Behaviour Support Plans

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Learning Objectives

After this webinar participants will be able to:

- Describe the participant outcomes and quality indicators for the Specialist Behaviour Support Module and the Implementing Behaviour Support Plans Module of the NDIS Practice Standards.
- Identify systems, work practices and documentation specific to psychosocial disability service providers in keeping with these outcomes and quality indicators.
- Understand the principles and practices that underpin Positive Behaviour Support.
- Learn about behaviour support under the NDIS including the role of the NDIS Commission, specialist behaviour support practitioners and implementing providers.





NDIS Quality
and Safeguards
Commission

Behaviour Support in the NDIS

NDIS Quality and Safeguards Commission

Tracey Harkness

National Director Behaviour Support

Functions of the NDIS Commission



Registration and quality assurance

Code of conduct

Worker screening

Reportable Incidents

Complaints

Behaviour Support

Information and capacity building

Compliance, investigations and enforcement





Behaviour Support

Behaviour Support – Our Role



To support the sector in the following ways:

- Safeguarding the dignity of the person and improving their quality of life
- Providing contemporary evidence-based practice
- Constructively reducing behaviours that may lead to harm of self or others
- Work towards the reduction and elimination of restrictive practices
- Consider behaviour support practitioners suitable to deliver specialist behaviour support.



Regulated Restrictive Practices



‘Restrictive practice’:

Any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability (*NDIS Act 2013 s9*)

Regulated restrictive practices:

- Seclusion
- Chemical restraint
- Mechanical restraint
- Physical restraint
- Environmental restraint



Regulated Restrictive Practices



- Restrictive practices must be authorised according to state or territory legislation or policy (however described)
- The use of regulated restrictive practices must be reported monthly on the NDIS Commission portal
- Emergency or unauthorised use of restrictive practices must comply with reportable incident requirements
- Providers should support staff to receive appropriate training and understand risks associated with the use of restrictive practices

Provider Requirements



Behaviour Support Providers

- Providers must be registered for specialist behaviour support to deliver services. They must engage NDIS behaviour support practitioners who have been considered suitable.
- Sole practitioners must be registered as a sole trader for specialist behaviour support (i.e., are both a provider and practitioner)

Implementing Providers

- Providers using regulated restrictive practices must be registered with the NDIS Commission for the class of support that they provide

NDIS Practice Standards and Quality Indicators



Regulated restrictive practices

- Monitoring and reporting the use of regulated restrictive practices
- Reportable incidents involving regulated restrictive practices

Behaviour support plans

- Interim behaviour support plans
- Supporting assessment, development, implementation and review of comprehensive behaviour support plans

Interim Behaviour Support Plans



NDIS Practice Standards (Module 2A) and Quality Indicators	NDIS (Restrictive Practices and Behaviour Support) Rules 2018
Identify if there is an immediate need for a behaviour support plan	Take reasonable steps to facilitate the development of an interim plan
Collaborate with mainstream service providers and practitioner to minimise risk and develop plan	<i>Specialist behaviour support provider engages NDIS behaviour support practitioner – 1 month to develop plan; lodged if contains restrictive practices</i>
Submit evidence of restrictive practice authorisation in portal	Use of regulated restrictive practices must be authorised and in a plan
Support training and implementation	Report monthly on restrictive practices

Case Example – Background Information



- Ahmed is 28 years old and has a history of multiple hospital admissions to the mental health unit since he was 16 years old.
- He has diagnoses of mild intellectual disability and schizophrenia, and a history of childhood trauma.
- He had been living at home with his older brother and his family prior to his last hospital admission 6 months ago, but they are no longer able to care for him.
- Ahmed accessed NDIS funding and transitioned to an accommodation placement with an NDIS provider.
- He was unsettled in his new home and his physical aggression towards himself and others started to escalate.
- A serious incident occurred that resulted in staff using a crisis response of seclusion to manage the situation.

Case Example



Issues: Ahmed has an outdated behaviour support plan

It did not include any restrictive practices

The use of the regulated restrictive practice was not authorised

Actions:

1. Conduct a risk assessment and make a URP report to the NDIS Commission
2. Take reasonable steps to develop an interim behaviour support plan
3. Work with the NDIS practitioner to develop strategies that minimise the risk and enable safety of Ahmed, other participants and staff.

Comprehensive Behaviour Support Plans



NDIS Quality
and Safeguards
Commission

NDIS Practice Standards (Module 2A) and Quality Indicators	NDIS (Restrictive Practices and Behaviour Support) Rules 2018
Support information gathering for assessment	<i>NDIS behaviour support practitioner to conduct behaviour assessment</i>
Collaborate with practitioner in development of plan	<i>NDIS behaviour support practitioner to develop plan that</i> <ul style="list-style-type: none"><i>• Includes evidence-based, person-centred and proactive strategies</i><i>• Is developed within 6 months</i><i>• Is lodged if has restrictive practices</i>
Submit evidence of restrictive practice authorisation in portal	Use of regulated restrictive practices must be authorised and in a plan

Comprehensive Behaviour Support Plans



NDIS Practice Standards (Module 2A) and Quality Indicators	NDIS (Restrictive Practices and Behaviour Support) Rules 2018
Have policies and procedures that support implementation of plan	<i>Plan must include opportunities for community participation and skill development</i>
Support training in positive behaviour support, restrictive practices and consistent implementation of plan	Monthly reporting of regulated restrictive practices
Monitor data and outcomes to identify any change of circumstances or need for plan review	<i>NDIS behaviour support practitioner to conduct a review at least every 12 months or change in circumstances</i>

Case Example - Ahmed



Updates Change in routine medications and PRN prescribed
Interim strategies working when Ahmed escalated
Functional behaviour assessment has commenced

Action

1. Work with NDIS practitioner to gather information and data for assessment
2. Develop a joint understanding of Ahmed through case formulation
3. Develop positive behaviour support strategies that are trauma informed and incorporate management of his schizophrenia to allow for principles of recovery.
4. Identify any restrictive practices required and include in plan

Website links



- [NDIS Providers: Behaviour Support](#)
- [Implementing providers: Facilitating the development of behaviour support plans that include regulated restrictive practices](#)
- [Incident management and reportable incidents](#)
- [NDIS Commission Portal User Guide for Monthly Reporting of Restrictive Practices](#)

Further information



For more information visit:
www.ndiscommission.gov.au



Or contact: **1800 035 544**
This is a free call from landlines



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Behaviour Support

The NDIS Practice Standards & the Psychosocial Disability Context

Evelyn Ireland

Senior Behaviour Support Practitioner

The Disability Trust

...and the behaviour support team



- Range of services including Supported Independent Living, Employment Services, Sport and Recreation Services, Support Coordination and Clinical Services
- 9 Behaviour Support Practitioners in multidisciplinary clinical team

Development of Behaviour Support Plans

- Person centred
- Focus on understanding person – lived experience
- Understanding behaviour communicating skill development need – empowering choice/control
- Framed to enhance Quality of Life
- Focus on reducing and eliminating Restrictive Practices
- Collaborative with team



Implementation of Behaviour Support



- Collaborative
 - Inclusive of person
 - Good working relationship between organisation and practitioner
 - Organisation involvement in facilitating clinical work
- Systems for information gathering and sharing
 - Incident reports (focus on quality)
 - Data collection
 - Reports

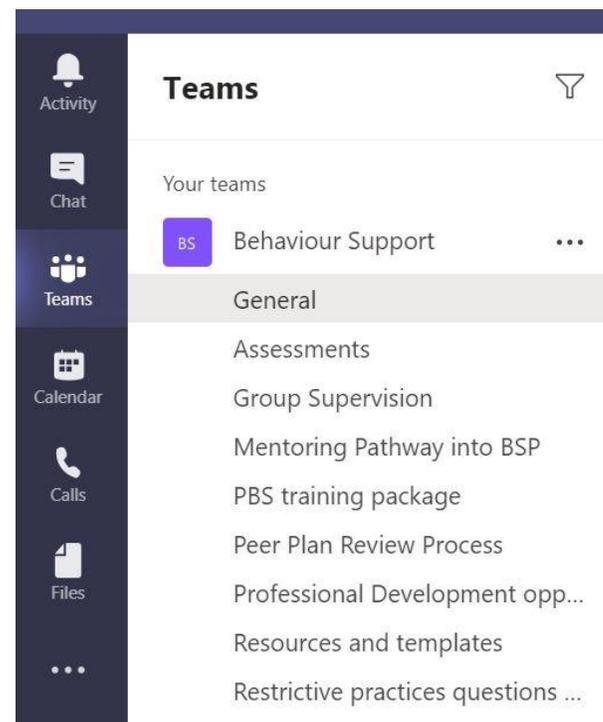
Implementation of Behaviour Support



- Targeted training for staff – e.g. Trauma Informed Practice, etc.
- Implementation of plans – creativity and flexibility
 - Team meetings
 - Working with individuals
 - Video/telehealth options
 - Working with key workers/staff

Evidence, systems, and processes – for practitioners

- Individual supervision
- Group supervision
- Peer review processes
- Individualised learning and development plans
- Platform for sharing info/collaboration
- Templates



Evidence, systems, and processes – for implementing providers



- RPA oversight team
- Systems supporting reporting
- Feedback from the people we support
- Team meetings – minutes and training resources

Challenges and solutions



- Meeting demand
 - Focus on triage processes
 - Internal staff development program
- Staying on top of changes
 - Regular supervision
 - Relationships with Stakeholders
 - Working collaboratively with other agencies

Q&A Panel

Tracey Harkness,
National Director
Behaviour Support,
NDIS Quality and
Safeguards Commission

Evelyn Ireland,
Senior Behaviour
Support Practitioner,
The Disability Trust



LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



1



2



3



4



5



THANK YOU FOR JOINING US TODAY

NEXT WEBINAR

29 October 2020: Workers Screening and Worker Requirements

ACCESS RESOURCES

Find out more about the Embracing Change project

- ◆ View past webinars
- ◆ Find resources

www.mhcc.org.au/project/embracing-change

LET'S CHAT

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