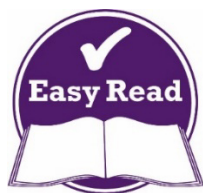




**NDIS Quality
and Safeguards
Commission**

What to expect from your specialist behaviour support provider

Easy Read fact sheet

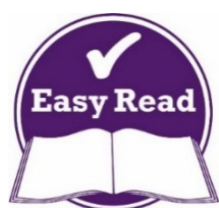


How to use this fact sheet



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you see the word 'we', it means the NDIS Commission.



We wrote this fact sheet in an easy to read way.

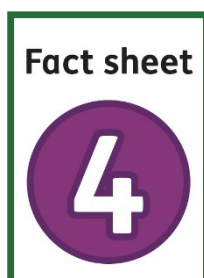
We use pictures to explain some ideas.

Bold
Not bold

We have written some words in **bold**.

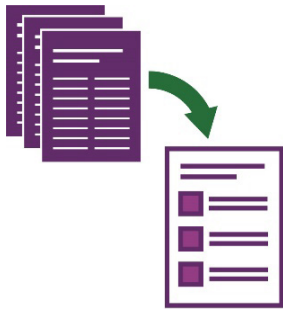
This means the letters are thicker and darker.

We explain what these words mean.



We wrote 5 fact sheets about behaviour support.

This is fact sheet 4.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important information.



You can find the other fact sheet on our website.

www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices



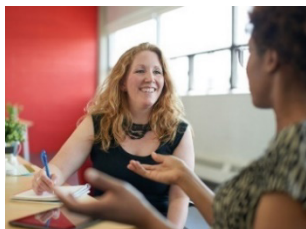
You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

What is this fact sheet about?



Positive behaviour support aims to help you live your best life.

Positive behaviour support helps people:



- understand your behaviour
- meet your needs
- provide the right support to you.



We also sometimes call it specialist behaviour support.



Specialist behaviour support providers are people or services that deliver positive behaviour support.

We also call them behaviour support providers.



Behaviour support providers must be **registered** with us to provide behaviour support.

This means we have checked them.



It helps to make sure they provide good and safe services.



They must also use **NDIS behaviour support practitioners** to deliver supports.

They have:

- learned about behaviour support
- know how to provide behaviour support.



In this fact sheet we explain what behaviour support providers must do.

We explain what you can expect from them.

Following the rules



We want to make sure **participants** get good and safe services.

Participants are people with disability who take part in the NDIS.



So we have rules about:

- who can provide behaviour support
- how they provide behaviour support.



The rules are written in the:

- *NDIS (Restrictive Practices and Behaviour Support) Rules 2018*
- *NDIS (Provider Registration and Practice Standards) Rules 2018.*



The rules include using **best practice**.

Best practice is doing things that we know work well.

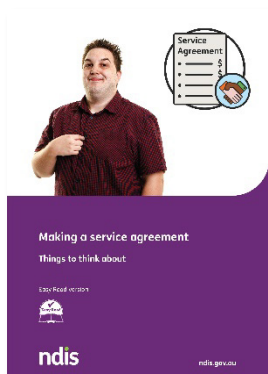
Making a service agreement



Your behaviour support provider will make a **service agreement** with you.



A service agreement is a document that explains what you and your provider have agreed to.



You can find more information about service agreements on the NDIS website.

www.ndis.gov.au/participants/working-providers/making-service-agreement

You can also find more information about service agreements in fact sheet 3.



You can find it on our website.

www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices

Having a say about things that are important to you

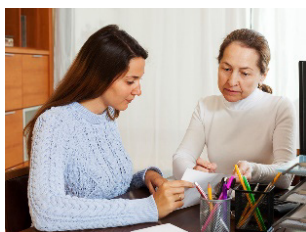


Your behaviour support provider will spend time getting to know you.



You should feel safe to ask questions.

You can talk about things that are important to you.



If you agree, your behaviour support provider will also talk to other people that support you.

Everyone will work together to:



- make things better



- help you live your best life.

Making an Interim Behaviour Support Plan



Your behaviour support provider will write an Interim Behaviour Support Plan with you.

An Interim Behaviour Support Plan focuses on keeping everyone safe in the short term.



Your behaviour support provider will write the plan with:

- you
- your family
- other people who support you.



They should write this plan within one month of meeting with you.

Doing a functional behaviour assessment



After your behaviour support provider writes your Interim Behaviour Support Plan, they will learn more about you.



They will do a **functional behaviour assessment**.

A functional behaviour assessment tries to work out what is happening and why.

In this fact sheet we call it an assessment.

Your provider will:



- get to know you
- talk to other people in your life
- read information about you.

They will also look at the places where you spend time.



This will help them to understand:

- your behaviour
- how to best support you.

Making a Comprehensive Behaviour Support Plan



Your behaviour support provider will use the information from the assessment to write another behaviour support plan.

We call this a Comprehensive Behaviour Support Plan.



This plan will help to make your life better.

The plan will focus on:



- why your behaviour happens

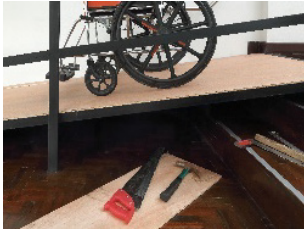


- how to meet your needs.



It will help you learn:

- new skills
- ways to cope.



It will also explain how to change the places where you spend time.



Your behaviour support provider should write this plan within 6 months of when they first met you.

Using less, or no, restrictive practices



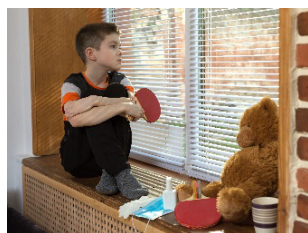
Sometimes behaviour support plans include **restrictive practices**.

They do this to help keep everyone safe.



Restrictive practices can help:

- stop behaviour
- change behaviour.



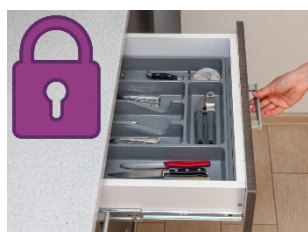
They can also stop you from:

- going places
- doing what you want.

For example:



- using a helmet if you are hitting your head



- locking away sharp things, like knives.



Restrictive practices can take away your **rights**.



Rights are rules about how everyone should be treated.

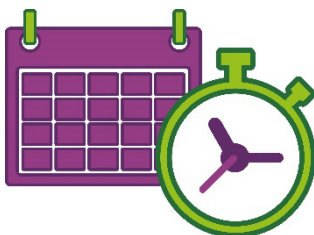


There are rules about the use of restrictive practices.
These rules help protect your rights.

For example, restrictive practices should only be used:



- after trying other things first



- for the shortest time possible.



You have a right to have any restrictive practices in your plan explained to you.



A copy of the plan must also be given to us.



You can find more information about restrictive practices on our website.



You can find an Easy Read version of our Restrictive Practices guide on our website.

www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-5140



We also wrote an Easy Read guide about using restrictive practices with children and young people.

You can find it on our website.

www.ndiscommission.gov.au/providers/understanding-behaviour-support-and-restrictive-practices-providers#paragraph-id-2730

Training for the people who support you



Your behaviour support provider will help to put your behaviour support plans into action.



They will teach everyone how to use the plan.



They will train the people who support you.

The training can be done in different ways.

For example face-to-face or online.



You can choose if you want to take part in the training.

This will help everyone to understand:



- the best way to help you
- how to meet your needs
- if, when and how to use restrictive practices.

Reviewing your plan every year, or sooner if needed

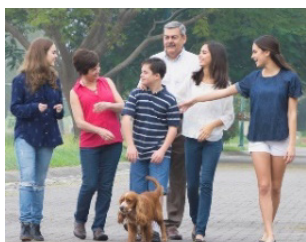


When a behaviour support provider **reviews** your plan, they check to make sure it's working well.

Your behaviour support provider will talk to:

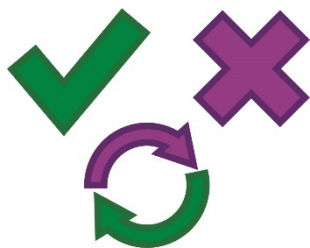


- you



- the people who support you.

They will check what:



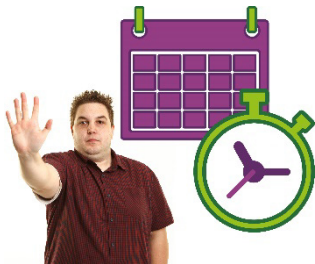
- is working well
- is not working
- has changed.



Everyone will work together to make sure things are getting better.



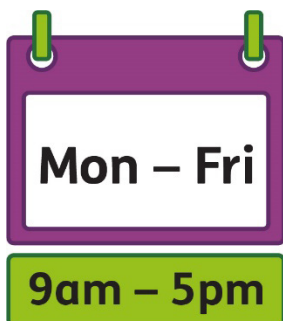
Your behaviour support provider will update your plan to make sure it meets your needs.



They will try to use:

- less restrictive practices
- or
- no restrictive practices.

Contact us



You can call us from 9am to 5pm,
Monday to Friday.

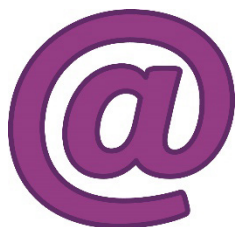


If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



You can write to us.

NDIS Quality and Safeguards Commission

PO Box 210

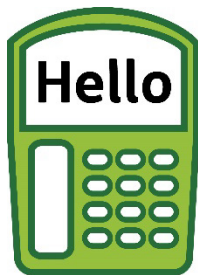
Penrith

NSW 2750



You can go to our website.

www.ndiscommission.gov.au



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



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