



## WHAT TO EXPECT FROM YOUR PBS PROVIDER

### 1. THE PROVIDER IS REGISTERED & USES NDIS BEHAVIOUR SUPPORT PRACTITIONERS

- Registered providers have been checked by the NDIS Quality and Safeguards Commission. They have Rules they must follow.
- NDIS behaviour support practitioners have been considered suitable by the NDIS Commissioner. They have learned about behaviour support and know how to provide it.

### 2. A WRITTEN SERVICE AGREEMENT IS DEVELOPED

- The provider talks with you about your behaviour support needs and how they can help.
- A service agreement is written to say what you and the provider have agreed to.
- The provider gets your permission to talk to other people supporting you.

### 3. YOUR VOICE IS HEARD AND EVERYONE WORKS TOGETHER

- You are involved and at the centre of everything. The provider meets with you.
- You feel safe to ask questions and have a say in the things that matter to you.
- With your permission the provider also meets with other people who support you.
- Everyone works together to make things better and help you live your best life.

### 4. THE PROVIDER DOES A FUNCTIONAL BEHAVIOUR ASSESSMENT

- They get to know you and talk to people in your life.
- They read reports, and look at data and the environment around you.
- They try to better understand your behaviour, what is happening and why.



### 5. THE PROVIDER FOLLOWS THE RULES AND USES BEST PRACTICE

- There are rules about how behaviour support is provided.
- The provider follows these rules. This helps them to provide good and safe services.
- They do things that are proven to work and get results.
- They understand your needs and the importance of your culture. They take action early and build on your strengths. You can see this in the way your behaviour support plan is written.



Top 10 things to expect from good quality behaviour support.

### 6. AN INTERIM BEHAVIOUR SUPPORT PLAN IS DEVELOPED WITHIN 1 MONTH

- The provider writes this plan with you and your supports.
- The plan describes behaviours of concern.
- It includes ways to keep you and those around you safe and manage risks.
- The plan may include restrictive practices.



## 7. THE PROVIDER HELPS TO STOP, OR USE, ANY RESTRICTIVE PRACTICES (RP) LESS

- Sometimes a plan may include restrictive practices to keep you and other people safe. Your NDIS provider must talk to you about this.
- Restrictive practices are used to help stop or change your behaviour. They stop you from going places and doing what you want. They can, and do, take away your human rights.
- There are rules about using restrictive practices. Providers must follow these rules. These rules are set in law.
- For example, restrictive practices must only be used as the last option and for the shortest time possible. They must be included in a plan and a copy given to the NDIS Commission. Authorisation may also be needed to use the restrictive practice. This happens in different ways in each state or territory.

## 8. A COMPREHENSIVE BEHAVIOUR SUPPORT PLAN IS DEVELOPED WITHIN 6 MONTHS

- The provider writes this plan with you and your supports. Everyone works together to find ways to make things better.
- The plan helps people to understand you better and meet your needs. It makes changes to the environment such as your home or school. It helps you learn new skills.
- It uses proactive strategies to help make lasting positive change in your life. It focuses on the reasons for the behaviours of concern and ways to help when they happen.



**Inclusive therapy  
for every body  
and every brain.**

## 9. TRAINING AND SUPPORT IS PROVIDED TO PUT THE PLAN INTO ACTION

- The provider talks to you and others in your life about what changes are needed and why.
- You may choose to be involved in training others in how best to support you. Training may be done in person or by using other technology such as video.

- The behaviour support practitioner teaches everyone to use the plan. This includes when and how to use any restrictive practices.
- Changes are made to the environment so it meets your needs.
- Everyone understands their role and what they need to do.
- The provider checks that the plan is being used. They look at what is working well for you and what isn't. They help when there are obstacles.

## 10. TRAINING AND SUPPORT IS PROVIDED TO PUT THE PLAN INTO ACTION

- Things change over time. The provider talks to you about this and with your permission, with other people in your life too. They ask what is working well, what isn't working and about things that may have changed.
- Feedback is shared and everyone checks that things are getting better.
- The behaviour support plan is reviewed and updated with you to make sure it meets your needs.
- Where possible any restrictive practices are stopped or used less.



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