



Participant fact sheet 4

What to expect from your specialist behaviour support provider

This fact sheet explains the top ten things to expect from good quality specialist behaviour support.

Number 1: The specialist behaviour support provider is registered and uses NDIS behaviour support practitioners

- Registered providers have been checked by the NDIS Quality and Safeguards Commission (NDIS 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.

Number 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.

Number 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.

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- Everyone works together to make things better and help you live your best life.

Number 4: The specialist behaviour support provider follows the Rules and uses best practice

- There are Rules about how specialist behaviour support is provided. These include the [NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#) and the [NDIS \(Provider Registration and Practice Standards\) Rules 2018](#).
- 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.
- The provider understands your needs and the importance of your culture. They take action early and build on your strengths. This can be seen in the way your behaviour support plan is written.

Number 5: An Interim Behaviour Support Plan is developed within one month

- The provider writes this plan with you and other people who support you.
- Your interim behaviour support plan describes behaviours of concern.
- It includes ways to keep you and those around you safe and manage risks.
- If the plan includes restrictive practices, see point number 8 below.

Number 6: The provider does a functional behaviour assessment

- The provider spends more time getting to know you and talks to other people in your life.
- They read reports, look at data and the environment around you.
- They try to better understand your behaviour, what is happening and why.

Number 7: A Comprehensive Behaviour Support Plan is developed within six months, based on assessment

- The provider writes this plan with you and other people who support you. 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 to your home, school or workplace. 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.

Number 8: The provider helps to stop, or use, any restrictive practices less

- Sometimes a behaviour support plan may include a restrictive practice to keep you and other people safe. Your NDIS provider must talk to you about this.
- For example, if you were banging your head, a helmet may be used to stop you from hurting yourself. Or sharp objects may be locked away to stop you from hurting yourself or others.
- Restrictive practices are used to help stop or change your behaviour. Restrictive practices stop you from going places and doing what you want. They can, and do, take away your human rights.
- There are rules about the use of 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 behaviour support plan and a copy given to the NDIS Commission. Authorisation or approval may also be needed to use the restrictive practice. This happens in different ways in each state or territory.

Number 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.

Number 10: The behaviour support plan is reviewed every 12 months or earlier if needed

- 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.

More information

- [Regulated Restrictive Practice Guide - Easy Read](#)
- [Regulated Restrictive Practices with Children and Young People - Easy Read](#)
- [Participant fact sheet 1: What is positive behaviour support](#)
- [Participant fact sheet 2: Understanding your rights](#)
- [Participant fact sheet 3: Choosing your NDIS behaviour support provider](#)
- [Participant fact sheet 5: What to do if you are not happy with your NDIS behaviour support provider](#)

General enquiries

Call: 1800 035 544 (free call from landlines). Our contact centre is open 9.00am to 5.00pm (9.00am to 4.30pm in the NT) Monday to Friday, excluding public holidays.

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