

Behaviour Support Policy Template

Purpose:

To ensure behavioural support practices within the organisation are safe, person-centred, respectful, and compliant with the Aged Care Quality Standards and relevant legislation, promoting residents' wellbeing, rights, and dignity.

Scope:

Applies to all staff, volunteers, contractors, and health professionals engaged in the support, management, or care of residents who display behaviours of concern.

Policy Statement:

The organisation will:

- Promote proactive, person-centred behavioural support focused on understanding the causes of behaviours.
- Prevent and minimise the use of restrictive practices through positive behaviour support strategies.
- Ensure behavioural interventions uphold residents' human rights, safety, and quality of life.
- Maintain compliance with legal and regulatory reporting requirements.

Legislative Context:

- Aged Care Act 1997 (Cth)
- Quality of Care Principles 2014
- Aged Care Quality Standards (Standard 3 – The Care & Service)
- Charter of Aged Care Rights
- Serious Incident Response Scheme (SIRS)
- National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector

Definitions:

- **Behaviour of Concern:** A behaviour that impacts a resident's safety, wellbeing, or ability to engage in daily activities.

- **Behaviour Support Plan (BSP):** A document outlining proactive strategies, clinical supports, and actions to respond safely to a person's behaviour.
- **Restrictive Practice:** Any practice or intervention that restricts a resident's rights or movement, used only as a last resort.

Key Principles:

1. Focus on understanding underlying causes, needs, and triggers of behaviours.
2. Implement least-restrictive, evidence-based practices to manage behaviours.
3. Uphold residents' rights, dignity, and autonomy at all times.
4. Encourage staff to use de-escalation and communication techniques first.
5. Continually review behaviour support plans and outcomes.
6. Report all incidents of restrictive practices under SIRS.

Responsibilities:

- **Approved Provider / Board:** Ensure compliance with legislation and allocate adequate training and resources.
- **Facility Manager:** Oversee development, review, and monitoring of behaviour support plans.
- **Behaviour Support Practitioner / Clinical Lead:** Conduct assessments and provide specialist behaviour support planning.
- **Care and Support Staff:** Implement support strategies, record incidents, and follow care plans.
- **Quality & Compliance Manager:** Monitor compliance and report to regulatory authorities as required.

Procedures:

1. Identify behaviours of concern through assessments, observation, and communication with the resident and family.
2. Develop an individual Behaviour Support Plan (BSP) that includes proactive interventions, preferred communication approaches, and environmental supports.
3. Review and approve the BSP by the Behaviour Support Practitioner and Facility Manager before implementation.

4. Implement proactive strategies focusing on prevention and positive engagement.
5. Document and report all behaviour incidents promptly within the incident management system.
6. Use restrictive practices only as a last resort when necessary to prevent serious harm, following proper authorisation and documentation.
7. Debrief staff and residents following any incident and update BSPs accordingly.
8. Report all applicable incidents to SIRS within required timeframes.

Behaviour Support Plan Requirements:

- Resident's preferences, triggers, and communication style.
- Risk assessment and identified behavioural patterns.
- Strategies for prevention, de-escalation, and safe response.
- Authorisations for any restrictive interventions.
- Review and evaluation schedule at least quarterly or as conditions change.

Training and Education:

- All staff receive annual training on behaviour support, de-escalation, human rights, and restrictive practice minimisation.
- Incident review and reflection incorporated into continuous training improvements.

Monitoring and Review:

- BSPs reviewed quarterly or after any significant incident.
- Behaviour incidents and restrictive practice use audited monthly.
- Policy reviewed annually or after legislative or regulatory updates.

Associated Policies:

- Restrictive Practices Policy
- Incident Management and Reporting Policy
- Risk Management Policy
- Human Rights and Dignity Policy

- Staff Training and Competency Policy

Evidence and Records:

- Behaviour support assessments and BSPs
- Incident reports and de-escalation documentation
- Staff training records
- SIRS reporting logs
- Review and audit reports

Policy Control:

Version	Effective Date	Review Date	Policy Owner	Approved By	Status
1.0	20 January 2026	20 January 2027	Quality & Compliance Manager / Behaviour Support Practitioner	Approved Provider Board	Draft

Compliance Summary:

Entity Type	Entity Name	Completion Rate	Status
Policy	Behaviour Support Policy	100%	FULLY COMPLIANT (100%)