

Specialist Behaviour Support Policy

The purpose of this Policy and associated Procedure is to outline how CPSN and its workers should approach the implementation of behaviour support plans prepared by a Specialist Behaviour Support Practitioner to ensure each participant accesses behaviour support that is appropriate to their needs.

Record of policy development		
Version	Date approved	Date for review
Version 1	March 2026	February 2028

Responsibilities and delegations	
This policy applies to:	CPSN Workers
Policy approval:	CPSN Board
Review of Policy Compliance	Chief Executive Officer and General Manager, Service Delivery
Specific responsibilities:	CPSN Workers Chief Executive Officer General Manager, Service Delivery Service Delivery Manager (s) CPSN Employees with Supervisory Responsibilities

Policy context	
Service Standards	NDIS Practice Standards and Quality Indicators, November 2021 Version 4. Specialist Positive Behaviour Support: Module 2a Specialist

	Behaviour Support
Legislation	National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 National Disability Insurance Scheme Act 2013 Charter of Human Rights and Responsibilities Act 2006, Victoria
Contractual obligations	Registration compliance obligations of the NDIS (Provider Registration and Practice Standards) 2018
Organisation policies	Human Rights Policy and Framework Practice and Governance Policy and Framework Restrictive Practices Policy and Framework
Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006

Definitions

Employee means a person who is employed by CPSN with wages or salary.

Staff means all the people employed by CPSN or within a specific work area.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

Behaviour Support Plan means a participant's quality of life is maintained and improved by tailored, evidence informed behaviour support plans that are responsive to the participant's needs. The Behaviour Support Plan is written by a Specialist Behaviour Support Practitioner contracted by CPSN.

Policy statement

Policy Statement

The purpose of this Policy and associated Procedure is to outline how CPSN and its workers should approach the implementation of behaviour support plans prepared by a Specialist Behaviour Support Practitioner to ensure each participant accesses behaviour support that is appropriate to their needs.

Principles

CPSN is committed to honesty, integrity, and best practice in all aspects of its operations. The following principles underpin these processes:

CPSN will demonstrate:

- knowledge and understanding of the NDIS and state and territory behaviour support legislative and policy frameworks
- appropriate knowledge and understanding of evidence informed practice approaches to behaviour support, and
- each participant's behaviour support plan is implemented effectively to meet the participant's behaviour support needs.

Implementing this policy

Within CPSN the following roles communicate and operationalise this policy:

Roles and Responsibilities

The Board

The Board are responsible for the overall risk to CPSN in the delivery and use of specialist behaviour support plans. The Board are responsible for delegating to the CEO the decisions about the development by a contracted behaviour support specialist and the implementation by CPSN workers of specialist behaviour support plans for participants supported by CPSN.

The CEO

The CEO is responsible for overseeing the implementation of the Specialist Behaviour Support Policy and Procedure. The CEO delegates responsibility for the day-to-day management of service delivery and the development by a contracted specialist behaviour support practitioner and implementation by CPSN workers of specialist behaviour support plans.

General Manager, Service Delivery

General Manager, Service Delivery is responsible for:

- ensuring CPSN utilises a specialist behaviour support practitioner to develop behaviour support plans
- ensuring all staff who work within this policy and procedure framework have received adequate training and support from a specialist behaviour support practitioner
- ensuring consent is documented from the participant or their legal decision maker when developing and implementing behaviour support plans
- ensuring the review of policy and procedure compliance and supporting the overall integrity of this policy and its implementation.

The General Manager, Service Delivery may also have responsibilities as listed below for CPSN Leadership Team where any direct reports are included in this policy.

CPSN Leadership Team and their specific responsibilities under this policy:

CPSN Leadership Team are responsible for:

- leading and demonstrating respect and understanding of the Specialist Behaviour Support Policy and Procedure
- maintaining respectful service delivery and working environments that promote and value rights based and inclusive practices
- monitoring services to ensure appropriate and inclusive standards of practice
- responding to and reporting any breaches of this policy as soon as practicable
- promoting flexible environments for all persons and ensuring that flexible and equitable practices are in place.

Service Delivery Manager (s)

The Service Delivery Manager (s) is responsible for;

- ensuring all staff who work within this policy and procedure have received training and support to implement specialist behaviour support plans from a specialist behaviour support practitioner
- ensuring, in conjunction with the specialist behaviour support practitioner, a regular review of behaviour support plans

- notifying GM Service Delivery of any critical incidents resulting from the implementation of behaviour support plans.

CPSN Employees with supervisory responsibilities

Supervising employees are responsible for the following:

- communicating and supporting staff in understanding their responsibilities under this policy
- ensuring procedures and work instructions are clear to staff
- monitoring implementation and contributing to review of policy
- notifying Service Delivery Manager of any critical incidents as a result of implementing behaviour support plans.
- utilising performance development and management processes to ensure that workers are implementing strategies in the participant’s behaviour support plan appropriately.

CPSN Workers

CPSN Workers are responsible for:

- understanding this policy
- upholding their employee obligations
- maintaining appropriate skills, qualifications and screenings/checks as required by their role, CPSN and/or applicable legislation
- participating in CPSN directed training, development or supervision programs
- upholding client safeguarding practices
- upholding work health and safety practices
- notifying their direct supervisor, or another applicable leader, where any adverse actions or incidents arise from implementing behaviour support plans
- maintaining accurate shift records, including detailing antecedents, behaviours and consequences where behaviours of concern arise and/or where the worker is required to implement positive behaviour support strategies
- engaging in pro-active continuous improvement processes
- reporting to their manager where they are unable to meet their obligations
- at all times acting in accordance with the NDIS Code of Conduct.

Maintaining appropriate records

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

Procedures that apply to this policy

Specialist Behaviour Support Procedure

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of review
GMSD	1	Feb 2026	New Policy