

SD2

Behaviour Support Planning & Implementation

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

SD2 Behaviour Support Planning and Implementation

Policy Statement

1. Thrive is committed to:
 - a. Undertaking Behaviour Support Assessments that respect the dignity, preferences and rights of the client. Thrive uses a person centred approach to ensure behaviour support strategies align with the National Disability Insurance Scheme (NDIS) framework and, where applicable, the Aged Care Quality Standards. These strategies are developed collaboratively with the client and their Support Network.
 - b. Providing individualised Behaviour Support that promotes positive behaviour change, enhances quality of life and minimises the use of restrictive practices.
 - c. Safeguarding the dignity and rights of clients, particularly during periods requiring swift action or transitional planning. Thrive promotes a proactive approach to Interim Behaviour Support Planning that upholds the principles of respect, safety and Positive Behaviour Support (PBS).

Procedures

1. Assessment, Support and Training of Specialist Behaviour Support Providers

Thrive will:

- a. Assess providers working with Thrive to ensure they are suitable to deliver specialised PBS, including assessments and development of Behaviour Support Plans (BSPs) prior to liaising with clients.
- b. Ensure providers are familiar with the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and, where applicable, the Aged Care Quality Standards and associated restrictive practice requirements.
- c. Train providers in person centred and strengths-based approaches to Behaviour Support, including PBS.
- d. Support providers to continually develop their professional networks and skills.
- e. Supervise each provider's work practice through a specialist Behaviour Support clinical supervisor.

2. Behaviour Support Assessments

Thrive will:

- a. Identify the need for a Behaviour Support Assessment through consultation with the client and their support network.
- b. Obtain informed Consent from the client or their guardian.
- c. Collaborate with the client and their support network to understand the client's preferences, needs and goals.
- d. Collaborate with multidisciplinary teams, including the specialist Behaviour Support Provider, to gather information about the client's support needs, preferences and existing strategies.
- e. Conduct a comprehensive assessment to identify patterns, potential triggers and underlying causes of challenging behaviour.
- f. Document all assessments in accordance with Thrive's OM8 – Information Management Policy.

3. Development of the Behaviour Support Plan

Thrive will:

- a. Collaborate with the specialist Behaviour Support Provider to develop the client's BSP and clearly identify key responsibilities for implementing and reviewing the plan.
- b. Consider the interface between reasonable and necessary supports under a client's plan and any other supports or services under a general system of service delivery, including aged care services where relevant.
- c. Develop strategies that enable the smooth integration of other supports or services the client receives.
- d. Develop strategies that focus on PBS while avoiding restrictive practices.
- e. Develop crisis intervention strategies, considering the use of restrictive practices only as a last resort.
- f. Collaboratively develop the BSP with the client, including identifying goals and strategies for reducing challenging behaviour.
- g. Assess whether the BSP contains any restrictive practices. If so, report the restrictive practices where deemed regulated, including seeking authorisation from the NSW Restrictive Practice Authorisation Panel.

- h. Provide all BSPs containing a regulated restrictive practice to the Commissioner in the time and manner prescribed in the NDIS (Restrictive Practices and Behaviour Support) Rules 2018.
- i. Ensure compliance with Thrive's SD8 - Restrictive Practices Policy.
- j. Provide training and guidance to all parties involved in developing the BSP.
- k. Train Thrive team members involved in BSP implementation to develop and maintain the necessary skills to inform BSP development.
- l. Train Thrive team members in PBS and the safe and appropriate use of restrictive practices according to each client's BSP.

4. Implementation of the Behaviour Support Plan

Thrive will:

- a. Implement the BSP with consistency and collaboration.
- b. Collaborate with specialist Behaviour Support Providers to align support delivery with evidence-based practice and PBS.
- c. Monitor the implementation of the plan and adjust as necessary to meet the client's needs.
- d. Provide ongoing support and advice to the Provider and, with the client's consent, their support network to address barriers to implementation.
- e. Ensure all stakeholders, including clients and their support networks, are involved in the implementation process.
- f. Provide training and guidance to all parties implementing the BSP on the strategies and interventions detailed in the BSP.
- g. Provide Thrive team members with person centred training, coaching and mentoring to consistently implement BSP strategies in line with the Positive Behaviour Support Capability Framework.
- h. Train Thrive team members on the safe and appropriate use of restrictive practices according to each client's BSP.
- i. Provide guidance to Thrive team members and providers on understanding the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and, where applicable, aged care restrictive practice requirements.
- j. Support specialist Behaviour Support Providers to train Thrive team members on the use and monitoring of behaviour support strategies in BSPs.

- k. Provide instructions and guidance to the client, providers and, with consent, the client's support network to explain the rationale underpinning the BSP and facilitate effective implementation.
- l. Document all strategies and interventions used, including any use of restrictive practices, as per the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and, where applicable, aged care restrictive practice requirements.

5. Behaviour Support Plan Review

Thrive will:

- a. Conduct regular reviews of the BSP with the involvement of clients and, with consent, their support networks.
- b. Review the BSP at least every twelve months.
- c. Increase review frequency if there are changes in client behaviour or if the client's needs, situation or progress require more frequent reviews.
- d. Focus reviews on implementing strategies that reduce or eliminate restrictive practices based on observed progress or positive changes.
- e. Review, record and monitor data collected by other providers implementing BSPs
- f. Make necessary adjustments to the plan based on feedback, ongoing assessment and changing client needs.
- g. Communicate changes and provide training (where required) to the client's support network with consent.
- h. Monitor and document client behaviours using tools provided by a Behaviour Support Practitioner (e.g. QR codes, ABC Charts) or incident reports where no mechanism is in place.
- i. Provide training for incident reporting and ABC Charts to all team members.
- j. Provide training on Disability Awareness, Cultural Competency and working with LGBTIQ+ communities.

6. Behaviour Support Reporting and Documentation

Thrive will:

- a. Maintain detailed records of Behaviour Support Assessments, plans and documentation from development, implementation and review processes

- b. Report any use of restrictive practices as per the NDIS (Restrictive Practices and Behaviour Support) Rules 2018
- c. Submit monthly reports on the use of restrictive practices to the NDIS Quality and Safeguards Commission, as required.
- d. Ensure secure storage and confidentiality of all BSP related documents.
- e. Ensure compliance with Thrive's CD8 – Restrictive Practices Policy.
- m. Notify the NDIS Quality and Safeguards Commission where effective engagement with providers implementing BSPs is not possible, supports and services are not being implemented in accordance with the BSP, or there are changes in a client's BSP, in the manner and timeframe prescribed in the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and, where applicable, aged care restrictive practice requirements.
- f. Undertake work with the Commission following notification.

7. Interim Behaviour Support Planning

Thrive will:

- a. Recognise circumstances warranting the development of an interim BSP.
- b. Collaborate with clients and stakeholders to identify immediate support needs and any risk posed by the client's behaviour.
- c. Collaborate with clients and their support networks to create a personalised interim BSP that addresses and minimises risk.
- d. Collaborate with mainstream service providers (e.g. police, emergency services, mental health services, medical practitioners, allied health clinicians) in contributing to an interim BSP developed by a specialist behaviour support provider.
- e. Develop strategies emphasising positive behaviour support and aiming to reduce the need for restrictive practices.
- f. Clearly document any temporary use of restrictive practices, including justification and a timeline for review.
- g. Provide advice and guidance to the support coordinator implementing the interim BSP.
- h. With consent, provide advice and guidance to the client's support network on effective implementation.

- i. Swiftly implement the interim BSP and ensure all relevant parties are informed and trained.
- j. Foster collaboration and consistency during implementation.
- k. Maintain accurate documentation of strategies used, especially any use of restrictive practices.
- l. Ensure compliance with Thrive's SD8 – Restrictive Practices Policy.
- m. Provide training and accessible information to Thrive team members on interim BSP implementation.
- n. Begin development of a comprehensive BSP in parallel with interim BSP implementation.
- o. Collaborate with clients and their support networks to ensure a seamless transition.
- p. Monitor the effectiveness of the interim BSP and maintain open feedback channels.
- q. Conduct timely reviews of the interim BSP and transition to a comprehensive plan as quickly as possible.

Related Business Procedures

- 1. SD1 – Delivery of Support & Services Policy
- 2. SD8 – Restrictive Practices Policy
- 3. SP1 – Person Centred Assessment & Support Planning Policy
- 4. OM8 – Information Management Policy

Responsible Persons

- 1. The Chief Executive Officer must:
 - a. Oversee the development and approval of policies concerning BSPs and ensure alignment with NDIS standards.
 - b. Guide policy implementation and ensure training and resources are adequately provided.
 - c. Lead the organisation in adopting best practices in behaviour support assessments and planning

- d. Manage and monitor compliance with this policy.
- e. Support team member competence and compliance with this policy.

2. Management must:

- a. Manage and monitor compliance with this policy.
- b. Facilitate training on behaviour support and manage BSP implementation.
- c. Ensure team members are proficiently trained, BSPs are adequately implemented and compliance with policy and NDIS guidelines is maintained.
- d. Oversee IBSP development and execution and facilitate necessary team members training.

3. All Thrive team members must:

- a. Participate in training
- b. Follow BSP and IBSP guidelines and collaborate with clients and their support networks to implement behaviour support strategies
- c. Provide feedback for policy and plan improvement

Definitions

1. **Behaviour Support Plan (BSP):** A strategy document developed through a person-centred approach to address the individual needs of a client, focusing on positive behaviour support and minimising restrictive practices.
2. **Challenging Behaviour:** Behaviour that can potentially cause harm or significant disruption, often indicative of unmet needs or distress.
3. **Client:** Any individual who receives support or care from Thrive or access the services provided by Thrive.
4. **Consent:** Voluntary agreement to an act, practice or purpose, based on knowledge of the matter and free from coercion. Consent may be withdrawn at any time.
5. **Critical Transition Periods:** Times during which a client is transitioning between different services or supports and requires immediate Behaviour Support Planning to maintain safety and wellbeing.

6. **Interim Behaviour Support Plan (IBSP):** A temporary plan developed to ensure the safety and wellbeing during critical transitions or emergencies, focusing on PBS and a reduction in restrictive practices.
7. **Positive Behaviour Support (PBS):** A proactive approach that focusses on developing adaptive skills and improving quality of life while reducing challenging behaviours.
8. **Provider:** An organisation or individual that delivers care, support or services to clients under the Aged Care Act 2024 (Cth) or the National Disability Insurance Scheme (NDIS). A Provider may be registered with the NDIS Quality and Safeguards Commission or approved under the Aged Care Quality and Safety Commission.
9. **Restrictive Practices:** Any intervention that restricts the rights or freedom of movement of a person with a disability, including seclusion, chemical restraint, mechanical restraint, physical restraint and environmental restraint.
10. **Support Network:** A group of people who provide emotional, practical, and social assistance to the client including family, friends, and advocates.
11. **Support Plan:** A document developed in partnership with the client and, where appropriate, their family or Guardian. It outlines the supports Thrive will provide and/or co-ordinate to meet the client's individual needs and goals. The Support Plan is person-centred and includes, but is not limited to goals, preferences, risks and specific requirements.
12. **Team Member:** All Thrive employees, volunteers and subcontractors.
13. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its subsidiaries.

References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations
3. NDIS (Restrictive Practices and Behaviour Support) Rules 2018
4. NSW Restrictive Practice Authorisation Panel Guidelines

Version Control

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