



REGIONAL BEHAVIOUR SUPPORT

BELIEVE. EMPOWER. NURTURE

Participant Handbook

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Section 1: Our Organisation

Welcome to Regional Behaviour Support

This handbook explains the disability services and supports we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.

About Us

Regional Behaviour Support is a boutique behaviour support provider, providing continuity and consistency in support.

Our ethos is to keep it simple and provide support where and when it matters. One question that really resonates with us is "How to treat people with disabilities?", we love the answer, "Treat them like people, literally that is it."

Regional Behaviour Support was 'born' after Paula became a biological mum. Blue entered the world and changed her perspective, particularly around quality of life. Now Blue is blossoming, as is his little sister Fawn, Paula can dedicate some time back to her other passion, working with people just like you and your loved ones. Paula's promise is to look after herself, so she can be the best mother, wife, employer and practitioner.

Contact details	
Address	PO Box 2081 Melton South 3338
Phone	0438 886 785
After hours contact	0438 886 785
Email	paula@regionalbehavioursupport.com.au

Your Contact Person

Contact details	
Contact person	Paula Gebert, Director/Practitioner
Phone:	0438 886 785
Email:	paula@regionalbehavioursupport.com.au
Emergency Contact:	

Our Vision and Mission

Our vision statement:

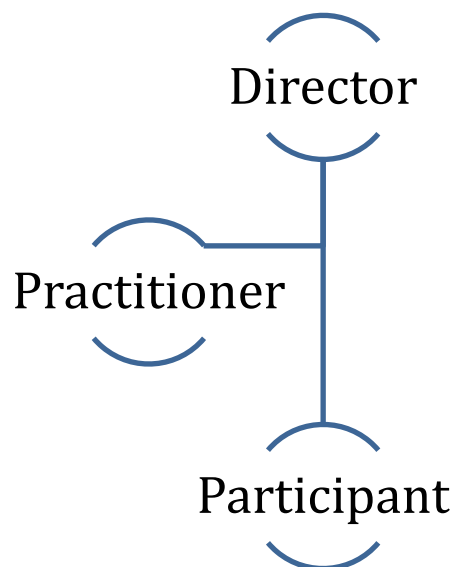
To create awareness so people understand the use of restrictive intervention and the role it plays in keeping people safe. Where restrictive practice is used, it is always the least restrictive option for the shortest amount of time, reducing the impact on quality of life.

To improve quality of life by using the principles of BEN (to believe, empower and nurture). We believe by educating and increasing the capacity of the wider community and by sharing our vision and values; quality of life can be increased for all.

Our Values

Believe. Empower. Nurture

Organisation Structure



Position	Name
Director/Practitioner	Paula Gebert
Practitioner	Nadia Chrysanthou
Practitioner	Danielle Clark

Our Services

Regional Behaviour Support offers services and supports to people with disabilities. We are funded under NDIS to provide support and services under the following registration groups:

Specialist Behaviour Support

NDIS Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay;
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa;
- be under 65 years of age; and
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services and supports, you must:

- meet the NDIS eligibility criteria;
- have an NDIS Plan that identifies the services and supports to be provided;
- have an NDIS Plan that requires services that are included in our registration groups; and
- have funds available in your NDIS Plan to pay for our services.

Note: We also provide services on a ‘fee for service’ basis. Please let us know if you wish to pay fee for service.

The best way to receive information about all the services available is to speak to your practitioner. You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.

Words We Use and What They Mean

Keyword	Meaning
Practitioner	This includes any practitioner at our organisation.
Participant	A person with disability who meets the access requirements to become a participant in the NDIS. For the purposes of this document, when we say ‘participant’ it refers to you, or your family, carer or advocate.
Workplace or environment	Where service delivery takes place. This includes your home, during transport, in community spaces, public spaces or other facilities.
Service	The services and activities we deliver are related to a Service Agreement
We, us and our	Within this context ‘we’ refers to Regional Behaviour Support.

Section 2: Working with You

Your Voice

We want to hear about your lived experience, your needs, preferences, challenges and goals and how we can work with you to support you to live your best life. Your input into our services and practices is essential to ensure we provide services to help you reach your goals. Please let your practitioner know if you have any suggestions on how we can improve our governance structures, policies, procedures and processes – including our documentation. Your input helps us continuously improve so we can provide safe and quality services.

Your Needs, Circumstances, Preferences and Goals

You are at the centre of our services. We will partner with you to learn about your needs, circumstances, preferences, challenges and goals to develop a plan to support you to live the life you want to live. You are the driver.

We will listen to you when you tell us what's important to you. We will assist you in maintaining and improving your lifestyle, increasing your independence and involvement in the community and empowering you to live your best life.

Your Behaviour Support Plan (BSP) is developed with you as its focus. We will create the plan in collaboration with you, your family or advocate, supports, our team, and any other relevant stakeholders. Assessments will be undertaken as part of the services you receive from Regional Behaviour Support. Your practitioner will conduct assessments face-to-face with you, your family and/or advocate and relevant supports.

Any plans, assessments and support tools that are developed will be person-centred and take an individualised approach. They will focus on you as an individual and be designed to promote your independence and improve your quality of life. We will record your unique skills and strengths, challenges and preferences, together with your goals and aspirations. All documents will be flexible and open to change, depending on your progress and other factors. Regional Behaviour Support will regularly review your behaviour support plan to ensure that we meet the legislative requirements of the NDIS (Restrictive Practice and Behaviour Support) Rules 2018 and most importantly your needs, preferences and goals. We welcome your feedback regarding the services and supports we provide you.

You can ask your practitioner about your BSP and seek more information and clarification at any time.

We follow the process below from the commencement of our work with you:

1. Regional Behaviour Support will assess the information provided to us on our referral form. This information tells us what we need to know to make sure that we are the best people to work with you to meet your behaviour support needs. We may need to talk to some people that know you best. A Home Visit Risk Assessment will be completed prior to visiting your home.
2. During your first meeting, your practitioner will explain the behaviour support process to you. They will provide information on collecting and using personal data, privacy, information-sharing, and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one. You can contact VALID on ~~03 9114 9415~~ and leave a message or email intake@valid.org.au
3. If you have specific communication needs, our practitioner will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements if required.
4. The practitioner will inform you of your right to opt-out of sharing your personal information to meet government requirements.
5. If your behaviour support needs are complex, or unclear, an **initial consultation** may be arranged, it is not routinely offered. This process may take up to 15 hours, and provide you with the following as required-

Meeting with Practitioner

Consultation with those closest supports and services

Gathering and reviewing current supports and background information

Observation

Identifying risk of harm

Interim findings regarding the use of restrictive intervention

Behaviour Support Recommendation Letter, Intervention Quote and guidance based on findings to ensure safety

6. Interim Behaviour Support – 25 hours

Development of an Interim Behaviour Support Plan

Development of tools to assist implementation

Development of data recording and monitoring tools

Reflective conversations/feedback with supports

Personalised support and guidance

Commencement of work on Functional Behaviour Assessment

Incident debriefing

7. Functional Behaviour Assessment – 40-60 hours

In depth consultation with services and supports

Multiple meetings and sessions with Practitioner

Observations by Practitioner

Comprehensive review of current and historical supports, strengths, preferences, strategies, environments, settings and data
Feedback from supports and services
Presentation and walk through of assessment with core supports

8. Comprehensive Behaviour Support – 40 hours

Development of a Comprehensive Behaviour Support Plan
In depth consultation with services and supports
Development of tools to assist implementation
Development of data recording and monitoring tools
Reflective conversations/feedback with supports
Role modelling for staff
Skill development sessions with person
Personalised support and guidance
Quality of Life monitoring
Incident Debriefing
Step down and fade out monitoring and guidance

9. Additional hours may be required to facilitate the following-

Staff education and information provision regarding implementation
Care team attendance and ongoing participation

10. On the completion of any document, behaviour support plan or assessment, we will give you and your supports time to review it. Let us know what needs changing or adjusting or if it works for you.
11. If your behaviour support needs include the use of restrictive practices by your supports, we must ensure we meet the legislative requirements of the NDIS (Restrictive Practice and Behaviour Support) Rules 2018 and follow the authorisation process and timelines. Regional Behaviour Support will regularly assess your documentation to check that your needs are being met.
12. Our practitioner will collect information when they work with you. This information is entered into your participant file so we have evidence-based information to check that our service delivery meets your current needs, circumstances, preferences and goals, and our requirements.
13. We can re-negotiate your Service Agreement to take into consideration any changes in your needs or circumstances. This may include a:
- change to circumstances
 - request to increase or decrease the hours of service we provide.
14. You can opt-out of providing the information requested by government bodies such as the NDIS. Please inform your practitioner if you want to opt-out.

Service Termination, Suspension and Leave

Your needs and circumstances may change, which may mean you need to transition (move) to another provider. Regional Behaviour Support will assist and support you during this process. With your approval, we will work with the other service providers to ensure your smooth transition meets your needs.

You may terminate our services for any reason, and at any time, but you need to provide us with the length of notice included in your Service Agreement.

Regional Behaviour Support has the right to stop providing services if you do not meet your responsibilities as outlined in the Service Agreement, or if we no longer have the capacity or resources to provide you with the required services.

You will never be excluded from service provision because of a 'dignity of risk' choice, or for any other reason if you're eligible to receive services and we are able to provide the services. In all cases, we will speak with you and discuss the reasons for any service withdrawal.

Where you agree to transfer to a different service provider where required, we will assist you in this process of finding another service provider.

Service Agreement

Once Regional Behaviour Support has been selected as your service provider, we will develop a Service Agreement with you, your family, other support or your advocate (if required). This Service Agreement will list the Schedule of Supports, the responsibilities of Regional Behaviour Support, your responsibilities (as a participant) and our cancellation policy.

If or when your needs or circumstances change, or when you request an increase or decrease in the number or type of services, renegotiating your Service Agreement may be required. Our practitioner will advise you if this is the case and arrange for a revised Service Agreement to be prepared.

Charter of Rights

Your Rights

As an individual, you have many rights, and we support and assist you in identifying and exercising these rights to achieve your goals. Regional Behaviour Support adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights;
- exercise informed choice and control to maximise independence;
- freedom of expression, self-determination and personal decision-making;
- access supports that respect your culture, diversity, values and beliefs;
- a support service that respects your right to privacy and dignity;
- be helped to make informed choices that will maximise independence;
- receive support that is free from violence, abuse, neglect, exploitation or discrimination;
- receive supports which are overseen by strong operational management;
- receive services that are safeguarded by informed and compliant risk and incident management systems;
- receive services from practitioners who are competent, appropriately qualified and have expertise in providing person-centred supports;
- advise consent to the sharing of information between providers during the transition; and
- opt-out of giving information as required by NDIS.

Your Responsibilities

The information below explains your responsibilities when using our services. We ask that you:

- respect the rights of practitioners to have a workplace that is safe and healthy and free from abuse or harassment;
- comply with the terms of your agreement with us;
- understand that your needs may change, meaning your services may need to change;
- accept responsibility for your actions and choices, even though some decisions may involve risk;
- tell us if you have problems with the care or service you are receiving from us;
- provide us with enough information to develop, deliver, complete assessments, analyse documents and review your plans;
- care for your health and well-being as much as you are able;
- provide us with information that will help us to meet your needs
- provide us with a minimum of 24 hours' notice if you need to cancel an appointment;
- ensure your pets are controlled during service provision;
- provide a smoke-free working environment;
- inform a practitioner if you wish to opt-out of providing your information to government bodies such as NDIS.

Our Responsibilities

Regional Behaviour Support will:

- provide the service that meet your needs at your preferred times;
- regularly review the provision of your support with you;
- communicate openly, honestly and promptly;
- treat you with courtesy and respect ;
- listen to your complaints and feedback, and address any problems that may arise;
- provide you with 24 hours' notice if we need to change an appointment;
- keep your personal information confidential;
- provide safe environments – and respect and support your culture, community and identity; and
- implement policies and procedures to ensure your safety and the safety of others during service provision.

Conflict of Interest

Regional Behaviour Support is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect how a practitioner acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

Regional Behaviour Support requires all practitioners to declare their involvement in external work-related activities to allow for discussion and management of potential conflicts of interest by the Director.

Please let us know if you feel there is, or may be, a conflict of interest involving a practitioner providing you with services and we will activate our conflict of interest process to resolve this.

Gifts

Regional Behaviour Support recognises that you may, on occasion, like to give a gift to a practitioner. If you wish to give a gift, we prefer that it is something small and handmade (e.g. a letter or card).

Please NEVER offer or provide money to a practitioner, because this is a conflict of interest. Practitioners are paid professionals and they are made aware that they are not permitted to accept any offer of money from you.

NDIS Code of Conduct

Regional Behaviour Support and our practitioners follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions;
- respecting your privacy;
- providing supports and services in a safe and competent manner with care and skill;
- acting with integrity, honesty, and transparency;
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you;
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse toward you;
- taking all reasonable steps to prevent sexual misconduct towards you.

Harm and Risk of Harm

Regional Behaviour Support recognises your right to feel safe and to live in an environment where you are protected from assault, violence, abuse, neglect, exploitation or any other form of harm.

We follow the National Principles for Child Safe Organisations and we support all children and young people to live in a safe and supportive environment and report any suspicions, real or potential risks of harm.

We encourage and support any person who has witnessed violence, abuse, neglect or any other form of harm towards one of our participants, or suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of harm, including financial, emotional, social, psychological, sexual, physical abuse or neglect. A report of harm is a reportable incident and we will contact and work with all authorities – Police, NDIS and state or territory government departments as required.

You can make a report to whomever you feel comfortable and safe with; this may include one of our practitioners, a family member, other support, your advocate or a trusted friend.

If you would like to speak with someone outside of Regional Behaviour Support, you can contact the NDIS Quality and Safeguards Commission by:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

Interpreters can be arranged.

You can also complete an [NDIS Complaint Contact Form online](#).

Regional Behaviour Support acknowledges that prevention is the best protection from harm or risk of harm and recognises our duty of care to identify potential risks to your health, safety and wellbeing. Our prevention strategies include engaging skilled and trained practitioners, who are aware of, and respect participants' human and legal rights. Our practitioners will assist you, your family, other supports or your advocate to access our complaints process and raise any concerns regarding our service provision, either internally or externally if preferred.

Where any form of violence, abuse, neglect, exploitation or any other form of harm has occurred, Regional Behaviour Support will respond quickly and appropriately to protect you from further harm. We will support you to access any required counselling, medical and/or legal assistance if your core supports are unable to.

When you make allegations of violence, abuse, neglect, exploitation or discrimination, you have the right to have an advocate present. Your core support provider can arrange this for you if you would like an advocate to speak on your behalf.

Family Assistance and Support

Regional Behaviour Support encourages, where applicable, input and support from your family or significant others in the planning, assessing and delivery process. We will engage and communicate with your family, if you give us your consent to do so, so that we can work together to ensure a comprehensive and quality service. Your family is welcome to contact us at any time for information.

We can help your family by:

- communicating with them using a language, mode and method they are most likely to understand;
- providing information regarding available services, including those offered by other agencies;
- helping to build trust and respect between practitioners, you and your family;
- providing them with the opportunity to take part in consultation;
- creating opportunities to develop links with you;
- providing them with access to effective complaint procedures.

Consent

When you provide consent, you give your permission for something to happen, or to be done, relation to your needs or preferences.

It is your human and legal right to provide, change or withdraw consent in relation to any aspect of service provision or information-sharing at any time. If you want more information about this, you can contact your practitioner or your advocate, for help.

Regional Behaviour Support will obtain your consent to:

- provide your services and supports in accordance with the Service Agreement;
- read your personal information that other service providers have about you;
- provide your personal information to other service providers, your family, other supports or your advocate;
- collect data relating to you for funding bodies; and
- carry out any training programs or behaviour support programs we suggest could be put in place for you.

Consent will be documented in your referral. However, we will also ask you to sign a consent form to release your personal information.

If you feel you cannot provide consent, or need support to do so, we can talk to your family, other supports or advocate and ask them to assist.

Privacy and Confidentiality

Regional Behaviour Support complies with all relevant privacy legislation, regulations and standards. We have processes in place for the collection, use, disclosure and storage of your personal information, to ensure your privacy and confidentiality is properly maintained.

We will ask you to sign a Participant Information Consent Form which provides your consent for us to collect, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles and applicable state or territory privacy legislation. Information regarding your privacy is also included in your Service Agreement.

If you believe a breach of privacy has occurred, please notify our Director immediately. If we identify that a breach of your personal information has, or may have, occurred, we will notify you immediately and take appropriate action to contain the breach. We will keep you informed of what actions we are taking.

If you are not happy with our response to a privacy breach, or you would like to gain information about privacy from an external party, you can complain to, or seek further information from the Office of the Australian Information Commissioner (OAIC) via:

- mail: GPO Box 5218, Sydney NSW 2001
- fax: 02 9284 9666
- email: enquiries@oaic.gov.au
- online: <https://www.oaic.gov.au/>

Regional Behaviour Support data is password-protected and stored on a secure online cloud server. We regularly back-up data to ensure record protection in case of a system crash or hard drive failure. Participant files are kept for seven (7) years, as required by legislation – or longer if the law requires us to keep it for longer. Aboriginal or Torres Strait Island participant files are stored indefinitely.

Access to your Personal Records

Regional Behaviour Support keeps personal records of our participants. At any time, you, or your advocate/guardian, can request access to your personal information. We will follow the process below to provide you with your personal information/records:

1. You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The Director will confirm your request within 48 hours.
3. The Director will update you about releasing your information within seven (7) working days.
4. A reply to your request for information will be provided within two (2) weeks of your request.
5. Personal information is only released with the approval of the Director.
6. After we obtain your consent, we will provide your personal information to the agreed person.
7. The Director can assist you in understanding the information and will explain the terminology used.
8. Sometimes, but not often, access to records may be denied. This will be based on advice received from our legal representative. In this event, we will discuss the outcome with you, your family and/or your advocate.

Incident Management

While we hope that a critical incident does not occur, in the event it does, we will support and assist you by following our rigorous incident management procedures, including managing reportable incidents to regulators.

A critical incident is an event (or alleged event) that occurs because of, or **during the delivery of services** and has caused, or is likely to cause, a significant negative impact on your health, safety or well-being.

If an incident does occur, we will engage the required authorities to support you during this time.

Critical incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services;
- allegations of serious, unlawful or criminal activity or conduct involving practitioner that has caused, or has the potential to cause, serious harm to you;
- an incident where you assault or cause serious harm to another person (e.g. another participant, or a practitioner) during the delivery of services;
- a severe fire, natural disaster, accident or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.

Regional Behaviour Support has established procedures that identify, manage and resolve incidents which include the following:

- Practitioners will report all incidents to the Director, in accordance with our incident management procedures.
- Practitioners will complete an incident report that identifies and records an incident accurately and comprehensively.
- The Director is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies.
- Compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Supporting and assisting you if you are affected by the incident.
- Review of the incident by the Director if you or others were affected, to put in place any continuous improvements or safe guards required.
- Collaborating with you, your family, other supports and/or advocate to manage and resolve the incident.

- Reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

Complaints and Feedback

We actively encourage your feedback and input. This allows us to provide safe and quality services. You can provide feedback or complaints anonymously, or through written or online surveys or you can talk to your practitioner about your concerns and they will help you fill in a complaints form, if you prefer. We value your feedback on the following:

- quality of service;
- consistency of service;
- practitioner performance;
- approaches that work for you;
- changes you want made to assist you; and
- what you like and dislike about our services.

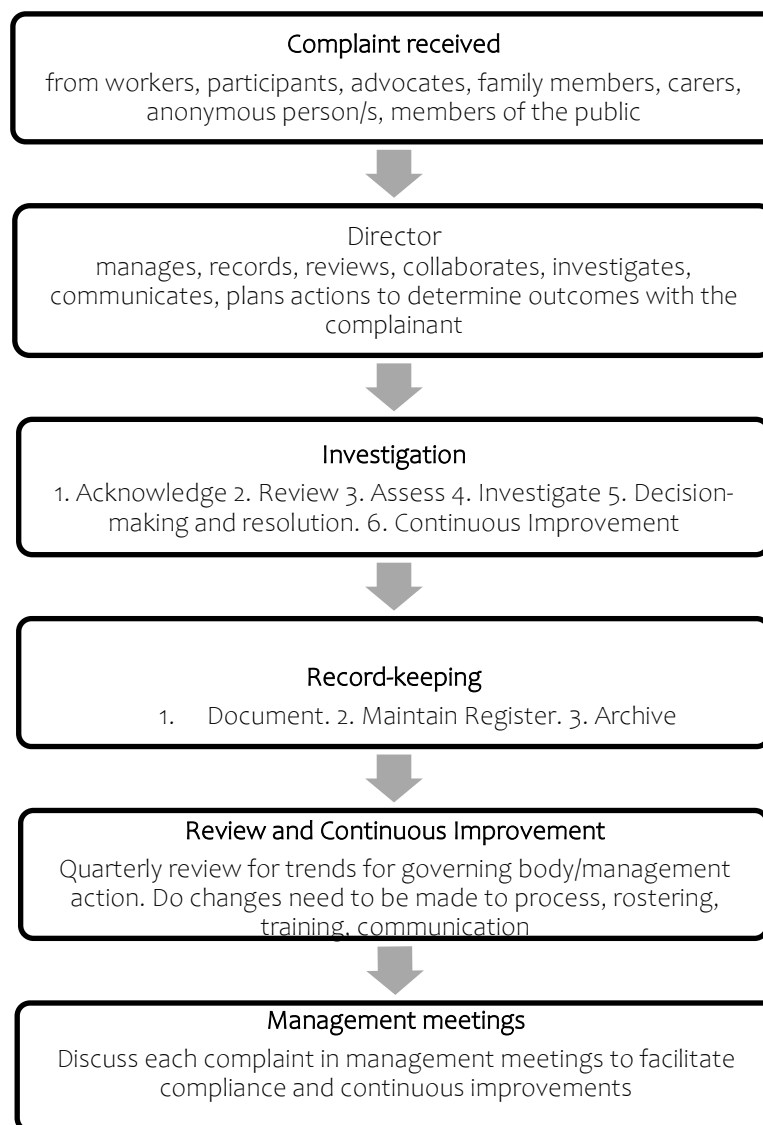
You have the right to receive the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. Regional Behaviour Support has processes in place to ensure you do not experience any reprisal or retribution for a complaint you make.

You can make an anonymous complaint to our Director using the Anonymous Complaints and Feedback form provided during the intake process.

You can make a complaint regarding our services or about a practitioner working with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate;
- a family member;
- a close friend
- your care practitioner; or
- any other person you know and trust.

Below is a flowchart that demonstrates our commitment to your complaint or feedback. You can also be part of our feedback system by providing feedback and sharing ideas with our Director. Don't hesitate to contact us if you wish to express your thoughts, lived experience and ideas.



Please send your complaints addressed to the Director via

Email:	paula@regionalbehavioursupport.com.au
Postal address:	PO Box 2081 Melton South 3338

Once a complaint has been received, Regional Behaviour Support's Director will investigate the complaint and find a resolution. The Director will notify you in writing to confirm that your complaint has been received. We will provide you with the expected date of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it will be created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Regional Behaviour Support regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

NDIS Complaints

Telephone: 1800 800 110

Email: feedback@ndis.gov.au or

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>

Legislation and Standards

Regional Behaviour Support complies with all current legislation and standards. Please contact us if you would like us to send you a copy of the legislation that applies to our service. The primary legislation and standards that cover your service include the following:

- National Disability Insurance Scheme Act 2013;
- NDIS (Restrictive Practices and Behaviour Support) Rules 2018
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2021; and
- Disability Act 2006.

Dignity of Risk

You have the right to participate in lawful activities that may involve risk. It is your life – and we want to support you to live your best life. We will always balance our duty of care to you, with your right to take informed risks — this is called ‘dignity of risk’.

We always assume that you can make your own choices unless there is clear evidence otherwise.

Continuous Improvement

We are committed to providing you with safe and quality services that best suits your needs, circumstances, preferences and goals. To help us do this, we ask you to let us know how we can maintain

and improve the services we provide to you. You can do this by giving feedback or making a complaint at any time.

Work Health and Safety

Under the *Work Health and Safety Act 2011*, Regional Behaviour Support has a duty, under the law, to make sure our practitioners have a safe and healthy work environment. Some things you can do to assist in this matter include:

- notifying us of any unsafe conditions in your home;
- participating in safety assessments of your home;
- arranging repairs of any hazards identified during safety assessments of your home;
- ensuring your pets are controlled during service provision;
- providing a smoke-free working environment;
- providing a workplace for practitioners that is free of racial, sexual, physical or emotional abuse;
- treating our practitioners with dignity and respect;
- advising our practitioners if you are unwell or cannot do things the way you usually do them; and
- advising us before your appointment if your doctor has diagnosed you with a short-term infectious illness.

During our first service, we will conduct a safety risk assessment check and discuss any identified risks with you. The safety of the service will be reviewed with you on an ongoing basis, following state and federal work health and safety legislation.

Section 3: NDIS Practice Standards and Quality Indicators

The NDIS Practice Standards and Quality Indicators create the foundation for ensuring safe and quality service delivery by providers and it is an essential benchmark for us to assess our performance and to demonstrate our compliance with the standards. Together with the NDIS Code of Conduct, the NDIS Practice Standards assist you in understanding what quality service provision you should expect from us.

These NDIS Practice Standards state your rights and responsibilities when delivering support and services to you.

1. Participant Rights and Responsibilities

The standards addressed in this division include:

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs

1.3 Privacy and Dignity

1.4 Independence and Informed Choice

1.5 Violence, Abuse, Neglect, Exploitation and Discrimination.

People with a disability have the right to respect, dignity and full participation in society. It is important to us that you know and understand your rights. We are here to support you and provide guidance and assistance in your choices.

We respect your right to privacy and the confidentiality of your personal information and records.

We recognise and respect your right to make your own decisions.

It is your right to try new activities and experiences, and we will assist you while ensuring that you are treated fairly and independently and are able to access the activities and experiences.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make. We will include your family, advocate and support practitioners in discussions, if and when you want them involved.

We understand that everyone communicates differently; we have various communication methods and will use a language, mode and method of communication in accordance with your needs and preferences.

We will support you in participating in the community of your choice and partner with you, and your family/alternate decision-maker/advocate to make this happen.

We will respect your cultural background and deliver services that suit your cultural, religious and spiritual needs and preferences.

2. Provider Governance and Operational Management

The standards addressed in this division include:

2.1 Governance and Operational Management

2.2 Risk Management

2.3 Quality Management

2.4 Information Management

2.5 Feedback and Complaints Management

2.6 Incident Management

2.7 Human Resource Management

2.8 Continuity of Supports

2.9 Emergency and Disaster Management.

We encourage you to share your opinions and provide your feedback about anything related to the services we provide, whether they be good or bad. We welcome your input and want you to offer it without fear of reprisal, discrimination, or negative consequences.

You can ask for support from another person when making a complaint, such as a family member, support practitioner, advocate, or the Ombudsman.

Whatever the issue, we will do everything possible to solve your problem. We appreciate your opinion about our services and will introduce service improvements based on your feedback (when required).

Regional Behaviour Support will only recruit professional and skilled practitioners with the right attitude who will receive ongoing training. We provide continuous improvement of services, correct working processes, and effective and transparent communication, which are key to our services' success.

We will work closely with you to provide and maintain excellent service and strengthen our systems and processes to deliver positive results when resolving any problems. A systematic approach to emergencies and disasters assists us in supporting you in these circumstances.

Regional Behaviour Support's management possesses the skills and experience to implement and monitor the effectiveness of our policies and procedures and make necessary changes when required.

3. Provision of Supports

The standards addressed in this division include:

3.1 Access to Supports

3.2 Support Planning

3.3 Service Agreements with Participants

3.4 Responsive Support Provision

3.5 Transitions to or from the Provider.

Regional Behaviour Support will always work in collaboration with you while delivering positive behaviour support to compliment your other goals and support decisions. We will offer you guidance and assist you in identifying your strengths and challenges to develop appropriate skills to help you achieve your goals and live your best quality of life, particularly by reducing restrictive practices that may impact you.

We will never discriminate against you, irrespective of age, gender, disability, cultural background or sexuality.

Regional Behaviour Support will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and access the support you require.

Regional Behaviour Support will encourage and help you to participate actively and meaningfully within the community of your choice.

4. Provision of Supports Environment

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 Participant Money and Property
- 4.3 Management of Medication
- 4.4 Mealtime Management
- 4.5 Management of Waste.

Regional Behaviour Support strives to keep you safe — both physically and emotionally. Our practitioners will report any actual or potential risks they observe.

Whilst not directly responsible for handling any of your money, we will always report any unusual or suspicious activity.

If you take any medication that affects your mood or behaviour (chemical restraint) we will work collaboratively with your supports and medical professionals to ensure that it is well managed and there is a plan in place to review and reduce the use of chemical restraint as part of your behaviour support plan.

If you require mealtime support, we will work closely with other professionals to understand your needs and take these into consideration as part of a holistic approach to behaviour support.

Our policies and procedures comply with relevant legislation and include (where relevant) waste management, infection management, incident management, risk management and emergency and

disaster management and planning. Our practitioners will follow relevant plans and procedures in your home or location.

Regional Behaviour Support has established procedures that identify, manage, review and resolve incidents which include the following:

- Completing an incident report that identifies and records an incident.
- Reporting all incidents to our Director.
- Undertaking required reportable incident reporting to the NDIS Commissioner and other appropriate authorities.
- Complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Complying with the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018.
- Supporting and assisting you and your supports if you have been affected by an incident.
- Reviewing and reflecting on the incident with you and the appropriate practitioners.
- Partnering with you to manage and resolve the incident effectively and to your satisfaction.
- Making amendments to your behaviour support plan to continuously improve and reduce the risk of recurrence.

Section 4: National Principles of Child Safe Organisations

We have policies and procedures to comply with the [National Principles of Child Safe Organisations](#).

Principle 1. Child safety and wellbeing is embedded in organisational leadership, governance and culture

- Commitment to Safety in accordance with our Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure).
- Practitioners are trained in the following:
 - child safety;
 - codes of conduct;
 - behavioural standards when interacting with children; and
 - reporting obligations and record keeping.
- Compliance with the NDIS Code of Conduct and Regional Behaviour Support 's Code of Conduct.

Principle 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can express their views and are provided with opportunities to participate in decisions that affect their lives:
 - on commencement with our organisation;
 - on an ongoing basis – regularly asked for their thoughts and ideas; and
 - at the review of their behaviour support plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children feel safe and less isolated and we work with the child and the family to determine how best to assist with these linkages.
- Children can access abuse prevention programs and information:
 - provide links to relevant organisations if needed (e.g. Kids Helpline);
 - age-appropriate information that describes how adults should behave can be provided.
- Practitioners are trained to recognise signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns; knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

Principle 3. Families and communities are informed and involved in promoting child safety and well-being

- All practitioners encourage support providers and families to take an active role in keeping children safe.
- Support providers, families and community members are encouraged to provide feedback on how the organisation keeps children safe, and this information is acted upon where necessary:

- complaint and feedback forms; and
- meetings about children.

Principle 4. Equity is upheld, and diverse needs are respected in policy and practice

- Regional Behaviour Support and our practitioners understand barriers that prevent children from disclosing abuse or adults.
- Practitioners will identify and respect the diverse needs, abilities and backgrounds of children and understand the value of treating them fairly:
 - review each child's cultural needs at intake; and
 - provide safe, culturally sensitive, age-appropriate activities.
- Practitioner's are trained and aware of factors that increase a child's vulnerability to harm:
- Regional Behaviour Support engages a workforce that considers our participants' diversity, where possible.
- Practitioner's adapt activities and services to ensure all children feel included:
 - a referral completed for each child; and
 - strategic assessment takes place with the child, their family and other supports.

Principle 5. People working with children are suitable and supported to reflect child safety and well-being values in practice

- Regional Behaviour Support understands that child-safe recruitment does not rely solely on a Working With Children Checks — but also job advertisements that identify our organisation as a child-safe organisation and ongoing training opportunities at induction and as part of ongoing training.
- Our recruitment processes involve a range of interview questions to establish practitioner suitability. Background and reference checks are carried out and recorded in accordance with our Human Resource Management Policy and the Practitioner Risk Assessed Roles Policy).
- Practitioner supervision includes regular reviews to check whether they are following the Codes of Conduct and our child-safe policies.
- The Director is responsible for monitoring all aspects of practitioner performance and undertakes, at a minimum, 6-8 weekly supervision.

Principle 6. Processes to respond to complaints and concerns are child-focused

- Regional Behaviour Support creates a culture where complaints are taken seriously through our practitioner recruitment, induction, training and supervision processes.
- Breaches of Codes of Conduct will result in disciplinary action, and potentially termination of employment.
- Practitioner's are provided support and information on what and how to report any issues or concerns relating to child safety, including to external bodies.

- Our processes and procedures enable children, practitioners and others to make complaints, both internally and externally.
- Complaints are handled confidentially in accordance with our Complaints and Feedback Policy and Procedure.
- Processes are reviewed at regular intervals, and after complaints are made.
- Privacy and confidentiality is maintained.

Principle 7. Staff and volunteers are equipped with knowledge, skills and awareness to keep children and young people safe through ongoing education and training

- Regional Behaviour Support provides ongoing education and training opportunities for all practitioners, including:
 - knowledge, skills and confidence to prevent and identify instances of violence, abuse, neglect, exploitation or discrimination;
 - how to respond to complaints and escalate appropriately; and
 - if higher risks are identified, additional training is provided.
- The Director is our child safety officer responsible for training.
- Training is regularly reviewed in response to emerging best practices.

Principle 8. Physical and online environments promote safety and well-being while minimising the opportunity for children and young people to be harmed

- Regional Behaviour Support sets expectations about behavioural standards for practitioners interacting with children in physical and online environments.
- Practitioner's will interact with children when their other supports are present or close by.
- Practitioner's will be mindful of natural sight lines while respecting a child's right to privacy.
- Practitioner's can provide information about online safety and encourage discussion about negative experiences.
- Practitioner's can provide supports and family with information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

Principle 9. Implementation of national child safe principles is regularly reviewed and improved

- Regional Behaviour Support maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed, even though staffing may change in accordance with our Continuous Improvement and Quality Management Policy and Procedure).
- Practitioners recognise the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Child-safe policies and practices are reviewed annually.

- Practitioners refer to the NDIS Standards when creating, reviewing or evaluating child-safe policies and procedures.
- We learn from incidents to identify trends, the root cause of the problem, identify risks to children's safety and promote improvements in safeguards.
- Children are supported to provide feedback, which is acted upon as required.

Principle 10: Policies and procedures document how the organisation is safe for children and young people

- Regional Behaviour Support reviews our policies, procedures and forms to ensure they remain compliant.
- Regional Behaviour Support acknowledges that we are accountable for the compliance of our policies and procedures.
- Practitioners are trained and knowledgeable about Regional Behaviour Support's policies and procedures in relation to child safety.

Easy to understand information will be provided to compliment this handbook. Regional Behaviour Support has many additional resources, just ask if there is a topic that particularly interests you or you need more information about.

We can't wait to get to know you and improve your quality of life.

Warmest Regards,
Paula Gebert (Director)