

Interchange Policy & Procedure Manual

Policy 2.11 Positive Behaviour Support Policy

DATE OF BOARD ENDORSEMENT	OCTOBER 2015
LAST REVIEW DATE	OCTOBER 2015
NEXT REVIEW DATE	OCTOBER 2017
CURRENT VERSION	V1.0

Reference Documents

- National Standards for Disability Services
- Code of Practice for the Elimination of Restricted Practices, DSC
- Positive Behaviour Support Information for Disability Sector Support Organisations, DSC
- Positive Behaviour Framework - Effective Service Design, DSC
- Serious Incident Reporting Guidelines, DSC
- Serious Incident Report (SIR) Form, DSC
- Guiding Principles of the UN Convention of Protection of Human Rights for People with Disabilities
- Disability Services Act 1993 (WA)
- Interchange Policies – Restrictive Practice, Occupational Health and Safety, Protecting Customer’s Human Rights and Critical Incidents

Policy Statement

This policy aims establish a clear statement of understanding and intent in relation to positive behaviour support within a human rights framework, with a focus on person centred service provision, improving quality of life for people with disability, as well as reducing challenging behaviours or other behaviours that are considered problematic.

Carr (2007) describes the primary vision of positive behaviour support (PBS) in the following way:

“Positive behaviour support is.....predicated on the notion that creating a life of quality and purpose, embedded in and made possible by a supportive environment, should be the focus of our efforts as professionals. Our chief concern is not with problem behaviour, and certainly not with problem people, but rather with problem contexts.....Our job is to redesign counter-productive and unfair environmental contexts that so many people, with and without disabilities, have to contend with in their everyday lives. Our job is to give people the skills, the coping strategies, and the desire to deal with the frustration that is an inevitable part of life.....”

Interchange aims to provide non-aversive, least restrictive behaviour support strategies at all times. Positive Behaviour Support (PBS) is an evidence-based practice model, and Interchange agrees to follow this model and implement PBS practices to support all customers.

Interchange commits to providing a safe workplace and will support staff in order to offer the highest quality of services to customers, including adequate training and support in positive behaviour support.

Interchange Policy & Procedure Manual

Definitions

Positive Behaviour Support

Positive Behaviour Support (PBS) is an evidence-based model and applied science that has evolved from applied behavioural analysis and person-centred, values-based approaches. The key identified components of PBS are: assessment-based interventions; reduction of punishment approaches; inclusion of all relevant stakeholders; a long-term focus; prevention through education, skill building, environmental redesign, enhanced opportunities for choice, staff development, resource allocation, provision of incentives, systems change; improved quality of life involving robust and significant person-centred outcomes for the individual, their families and other stakeholders; ecological and social validity and contextual fit.

Challenging behaviour

Challenging Behaviour is defined as 'culturally abnormal behaviour(s) of such intensity, frequency or duration that the physical safety of the person or others is placed in serious jeopardy, or behaviour which is likely to seriously limit or deny access to the use of ordinary community facilities.'

Serious Incident

A serious incident means one or more of the following:

- the death of a person with a disability;
- serious physical injury or psychological harm suffered by a person with disability;
- abuse including physical, emotional, sexual, psychological, financial and neglect of a person with disability;
- the person is judged as posing a serious risk to the health, safety or welfare of themselves or others;
- exploitation or unjustified restrictive practices used with a person with disability; and/or
- an assault on staff or a visitor to the service by a person with disability.

Restrictive Practices

A restrictive practice is a method of restraint used for the purpose or intent of restricting the free movement of the person being restrained, and/or to control the person's behaviour. Such practices are usually used against the person's will.

Interchange is committed to recognising the right of people with disability to be supported by the least restrictive of their personal freedom. Interchange will ensure safeguards are in place in exceptional circumstances where it is necessary to use restrictive practices.

Restrictive practices should be viewed as an interim measure to ensure the health, wellbeing, safety and security of the individual, Interchange staff and others in the community. The long term goal is the reduction or removal of the restrictive practice.

All PBS Plans (PBSP) containing a restrictive practice must:

- Detail the challenging behaviour the restrictive practice applies to
- Identify the setting events and triggers (if known) that precipitate the challenging behaviour that warrants use of a restrictive practice
- Include a mechanism to review and evaluate the effectiveness of the PBSP containing the restrictive practice following an agreed period of time or at a maximum of 12 months

Where a restrictive practice has been identified in a PBSP, an Elimination Plan must be developed in conjunction with the PBSP along with the practice logged onto the restrictive practice register.

Interchange Policy & Procedure Manual

For the health, safety and well-being of the individual and the staff member/s, it is a requirement that all staff follow the processes stipulated in an individual's PBSP and implement the restrictive practice, or other support strategy, as detailed. Staff are responsible and accountable for their actions at all times.

Least Restrictive Alternative

The least restrictive alternative refers to the right of a person to live in an environment which is the most supportive, and the least restrictive, of his/her freedom. In the context of the use of a restrictive practice it requires that Interchange staff engage in actions that:

- a) ensure the safety and wellbeing of the person and all others who share their environment; and
- b) having regard to (a) above, impose the minimum limits on the freedom of the person as is practicable in the circumstances.

Restrictive Intervention

A "restrictive intervention" is any intervention and/or practice that is used to restrict the rights or freedom of movement of a person with disability

Restrictive practices that can never be used

Restrictive practices that result in serious restriction of the individual's personal freedom, interfere with an individual's basic human rights, have aversive consequences for the individual or are incompatible with the principles applicable to people with disabilities under the Western Australian Disability Services Act 1993 are prohibited from use.

Please refer to the Disability Services Commission's Code of Practice for the Elimination of Restrictive Practices addendum document on Unjustified Restrictive Practices for a description of practices that must never be used.

Procedures

Service delivery staff in conjunction with Service Centre management will actively seek to identify customers and circumstances who require the provision of Positive Behaviour Support (PBS).

A. Positive Behaviour Support (PBS)

1. Referral for behaviour support services – A customer will be referred for behaviour support services based on incident reports regarding behaviour, staff reports regarding behaviour, review of records or recommendation from family or other supporters. Referral is to the PBS Representative at their respective centre via informal or formal channels.
2. Risk assessment – An individual who is referred for PBS services will have a risk assessment of their challenging behaviours completed by the Service Centre Manager or their delegate. The tool to be used is the Risk Assessment for Challenging Behaviour from the Disability Service Commission, plus a review of records and an interview with staff who have experience working with the individual. The aim is to determine the level of services to be offered, and the level of urgency required for services to be delivered.
3. Depending on the nature of the behaviour of concern, the following service options exist:
 - Review of supports provided by Interchange to the customer, in order to provide a better fit with staff or activities, or another easily implemented environmental change

Interchange Policy & Procedure Manual

- Development of a PBS plan by the PBS Representative from Interchange, informed by the Service Centre Manager, staff, family, the customer and other stakeholders
 - Referral to an outside service for PBS services – either through DSC or another service.
4. If the person is to be seen by the Interchange PBS Representative, the plan will be completed on the Interchange PBS Plan template within three (3) months of the risk assessment being completed. If the customer has an external PBS consultant any plan from them will take the Interchange PBS plan into consideration for any strategies. Involvement of the customer, the family, staff and other stakeholders will be required in the development of the behaviour support plan.

A PBS plan will include the following:

- A description of the behaviour
 - Managing triggers and setting events
 - Detail a replacement behaviour that will be developed for the customer
 - Detail the strategies to be used by staff if the person engages in behaviours of concern
 - Will detail the methods of reporting any incidents and debrief of any staff involved in incidents
 - Data collection strategies to ensure that information regarding behaviour is recorded on an ongoing basis.
5. A person centred plan and review of service delivery plan will be completed for each customer who has behaviours of concern. Providing individualised supports, designed to improve the quality of life for the person may contribute to reducing behaviour of concern for customers. The Service Centre Manager or their delegate in consultation with the customer, family, staff and other stakeholders, will complete this.
 6. All customers who receive positive behaviour support services will have a review of their supports from the Service Centre Manager, in consultation with the Operations Manager and / or the Service Delivery Manager every twelve months. This review will include a review of incidents in the previous 12 months, the PBS Plan (PBSP) and the service plan for the individual. A review may result in a recommendation for additional supports, a referral to an external consultant or a review of a behaviour support plan. A risk review can also be completed and if the risk related to a customer's behaviours of concern have reduced, they can be discharged from requiring PBS supports.

B. Incident Management

1. If an incident occurs, Interchange staff are to make a report using the incident report form within 24 hours, by completing the required Incident Form.
2. If the incident meets criteria, then either the Operations Manager or the Service Delivery Manager must complete a DSC Serious Incident Report (SIR) within seven days, as required by the Disability Services Commission.
3. Any incident resulting in injuries to either a customer or a staff member should be addressed following procedures in Occupational Health and Safety Policy.
4. Any serious incident related to a behaviour of concern should trigger a review of a customer's behaviour support plan, with changes made to reflect any new information or

Interchange Policy & Procedure Manual

strategies. This should be completed by either the original author of the plan, or by the Service Centre Manager in consultation with relevant stakeholders.

5. A debrief should be offered to any staff member involved in a serious incident. This should be carried out in person or by phone within 24 hours of a serious incident, by the Service Centre Manager. The purpose of the debrief should be dual – to support the staff member involved, and to obtain information relevant to the ongoing support and review of strategies for a customer's behaviour support requirements. In addition, Interchange offers a free counselling service to staff; this should be offered any time a staff member has any involvement in a serious incident related to customer behaviour.

C. Reporting the Use of Restrictive Practices

Any staff member who witnesses the inappropriate or unauthorised use of an aversive or prohibited practice by another staff member must report their observations immediately to the service manager/coordinator. Failure to do so may result in the non-reporting staff member being subject to the Management of Staff Misconduct Policy.

D. Use of Emergency Restrictive Practices

Restrictive practices for which there is no PBSP or prior approval in place may only be applied in an emergency situation in which an immediate response is required to:

- Save a person's life
- Prevent a person from experiencing serious physical or psychological harm
- Prevent a person from causing serious physical or psychological harm to another person

Regardless of the nature of the emergency, any application of a restrictive practice that can never be used will be considered abuse under the Disability Service Commission's People at Risk Policy and may result in the staff member being subject to the Management of Staff Misconduct Policy.

Where a restrictive practice has been applied but there is no PBSP or prior approval in place, staff are required to complete:

- an Incident Report form
- a Serious Incident Report if the situation results in the individual causing injury to visitors, contractors or members of the community, and an
- A referral to the PBS Committee for review.

Within one week of an emergency restrictive practice being applied, the Service Manager in conjunction with the PBS Committee representative shall undertake review of:

- The setting events, situation and/or circumstances that may have triggered the individual's challenging behaviour
- The specific challenging behaviour that predicated the restrictive practice being implemented
- Any learnings from the experience
- Reporting tasks i.e. noting details of the incident and the staff members present and any other reports as required
- Mitigation strategies for the future - whether there is a need for a PBSP or risk assessment to address possible future situations and/or consultation with the PBS Committee, identifying:

Interchange Policy & Procedure Manual

- ▶ Details of the circumstances that arose that required use of an emergency restrictive practice.
- ▶ Details of the restrictive practice/s applied
- ▶ The individual's and staff immediate response
- ▶ Information contained in the individual's PBSP (if there is one)

Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.