

# Understanding People: Positive Behaviour Support



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**It is a human need to be understood.  
Understanding people is what forms the  
foundation of good quality support.**

A service needs to have expertise in getting to know and understand a person. Sometimes, people use their behaviour to communicate, which may place themselves, or others at risk. They may need more intentional and focussed support to communicate, be heard, understood and to achieve the life they want and need. This support can be known as ‘positive behaviour support’.

Some services which provide daily living and community support may offer an in-house positive behaviour support team to a person, their family and their paid team, and some other services may have staff with allied health qualifications.

If you want a service which can help you or your loved one to communicate and be understood, you could go to the communication section of this resource, and ask the following questions, specifically related to positive behaviour support.

Questions in the section ‘Therapy and Early Intervention’ may also be relevant.



How do you support people who use their behaviour to communicate? What is this approach based on?



How long have you been providing this type of intentional communication and behaviour support?



How many people do you currently support? Do you specialise in supporting older people, children, people with specific types of disability, people from particular cultures, etc?



Does your service offer free 'meet and greets' so I can get to know the therapists in person?



Do you work with the person, their family, their paid team or all of them?



Who makes up your positive behaviour support team?



How do you decide which allied health professional(s) will provide the support?



How would you be confident they would be the best fit for my family?



How do you set goals? Will you set goals in collaboration with me or do you take an expert approach to determining what goals to work on?



Tell me about your staff's experience with people with permanent disability?



What is your understanding of restrictive practices? When and why would these practices be used?

Under the NDIS Commission, providers who develop behaviour support plans or use restrictive practices are required to comply with the [NDIS Quality and Safeguarding Framework](#)



NDIS Quality  
and Safeguarding  
Commission

*"I didn't really want to talk about what wasn't going right in my family, but if I hadn't been honest, we wouldn't have got the support we needed."*

*A parent*

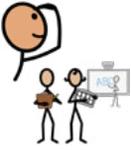




Do you currently support people who have restrictive practices in place? If so, what is your process for approving, monitoring and safeguarding these?



How do you report incidents that may occur? What is the process once an incident has been reported? Who reviews them?



What is your process for supervision of staff in relation to their professional development and performance?



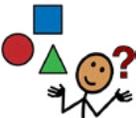
Do you schedule regular team meetings which include the person and their family?



Will you provide follow-up, check-in support to my family at regular intervals?



Is there is a waiting time to be able to access your services? If yes, how long?



How much of my appointment time is face-to-face therapy time? Is there anything else I need to know that will impact on my face-to-face therapy time?



Do you have a cancellation policy? How much notice is needed for cancellations? Do I need to pay for appointments I don't attend?



What happens if a staff member is not able to make the appointment? Will I still be charged?



Do you provide reports to the government which document measurable goals and progress to support the next review? If yes, is there an additional charge?



Do your staff have current National Police Clearances and Working with Children Checks?



Do you do home or community visits?



How will you support me in preparation for my plan review?



Will you use an interpreter if needed? How will this be paid for?

*“With support from a good positive behaviour team, our family got on track to change the environment to suit my son’s needs and this meant less challenging behaviour.”*

*A parent*

