



Restrictive Practices and Behaviour Support



About this document

Restrictive practices are actions that can limit your movement.



Restrictive practices can sometimes be used to keep you safe, but some restrictive practices can take away your rights.



This document will help you understand:

- restrictive practices
- behaviours of concern
- behaviour support
- our responsibilities when using restrictive practices
- prohibited practices
- your rights
- how you can make a complaint or provide feedback about restrictive practices.



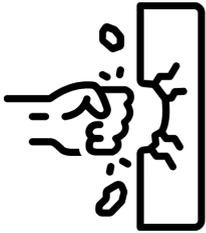


Behaviours of concern

A behaviour of concern can be when someone does something that can harm you or other people around you.

They can be very stressful and upsetting.

Some examples of behaviours of concern are



- hitting yourself



- hitting someone else



- shouting at someone



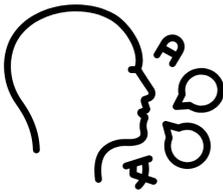
- breaking or throwing things.



People can show behaviours of concern at any time, for many reasons. The reasons may be to communicate that they are feeling:



- sad
- sick
- In pain
- unsafe
- angry
- worried
- bored
- hungry or thirsty
- overwhelmed
- too hot or too cold



Some people use behaviours of concern to communicate a message such as:

- they want to go somewhere
- they do NOT want to go somewhere
- they do NOT want to do something
- it is too noisy or quiet
- there are too many or too few people around
- they cannot reach something
- there are smells or noises that they do not like.



Behaviour Support

Behaviour support is about understanding your needs and managing any behaviours of concern.



Behaviour support helps to make sure that you can:

- do things you enjoy
- can get the things you need
- spend time with other people
- make choices about your life
- feel safe
- learn new skills.

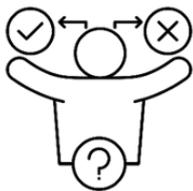


Behaviour support is a service provided by a **behaviour support practitioner**.



Behaviour Support Plans

We will write down everything we need to do to make you feel safe and supported.



You have the right to make decisions about the plans and assessments that we make to help with your behaviours of concern.



To make sure everyone is safe in the short term, we will create an interim behaviour support plan.



To understand you better, we will create a functional behaviour assessment.



We will create a **comprehensive behaviour support plan** so that we can:

- understand our needs and wishes
- understand why your behaviours happen
- help you feel safe
- help you learn new skills



We will write all our plans and assessments with you and other important people in your life, such as your family.



We will help other relevant people to understand and use the plan to support you in the best way possible.



Once all the plans you need are in place, we will check in with you to make sure you are happy with the plan and that the plan is working.



Restrictive Practices

Restrictive practices are actions that can limit your movement.



Any use of restrictive practices must be approved by the NDIS Commission and follow the law.



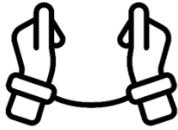
Restrictive practices that follow the law are known as **regulated restrictive practices**.



There are 5 (five) main types of regulated restrictive practices, these are:



- **Physical restraint** – when someone stops you from moving the way you want to. For example, holding your hand down to stop you from hitting yourself.



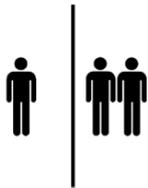
- **Mechanical restraint** – when someone uses equipment to stop a behaviour of concern. For example, wearing mittens to stop you from scratching yourself.



- **Chemical restraint** – when someone gives you medication to change your behaviour. For example, giving you medicine that makes you feel calm.



- **Environmental restraint** – when someone stops you from participating in specific activities, going to specific places or having access to specific things. For example, locking the kitchen cabinets to stop you from having access to sharp objects.



- **Seclusion** – when someone makes you spend time in a room alone. For example, being put into a room alone and not allowed to leave.



Our Responsibilities when Using Restrictive Practices

We understand that using restrictive practices can be upsetting and risky.



We will follow all laws and rules that regulate the use of restrictive practices.



This means that we only use restrictive practices if we have already tried other things, and we need to keep everyone safe.



We will use restrictive practices for the shortest time possible.



Our goal is to use less restrictive practices and to stop them, if possible.



We will always try to find other ways that we can better meet your needs that does NOT involve using restrictive practices.



We will always explain to you the reasons we use a restrictive practice.



All restrictive practices will be written down in your comprehensive behaviour support plan.



We will make sure that all workers are trained in using restrictive practices in a way that follows the law and makes you feel safe.



Prohibited Practices

Prohibited practices are acts that are against the law and are never ok. For example, prohibited practices are when someone:



- says things to you that are mean



- uses restrictive practices without authorisation



- causes you pain to punish you



- gets angry at you for making a mistake



- gives you medicine that is not for you.



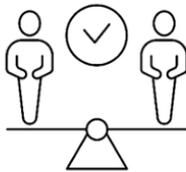
If someone uses prohibitive practices on you or someone else, let us know.



We have a zero-tolerance policy for prohibited practices.



Your Rights



A behaviour of concern does NOT take away your rights.



At all times, you have the right to:



- make your own decisions



- say NO to restrictive practices



- be safe



- participate in activities



- be treated fairly and with respect



- express your needs, preferences and feelings.



More information about your rights can also be found in the Participant rights (easy read).



Complaints and Feedback

We encourage you to give feedback or complain about us so we can work together to do things better.



If you have any suggestions, complaints, feedback or questions about restrictive practices you can contact us:



- in person – by speaking to any of our workers



- over the phone – by calling us on our contact phone number **1300 059 618**



- in writing – by:
 - sending us an email hello@evercaresupport.com.au
 - filling in the online complaint/feedback form on our website www.evercaresupport.com.au



You can also ask for an advocate to help you tell us about your concerns. This might be someone you trust or an external organisation.



You can contact the NDIS Quality and Safeguards Commission by:

- phone: 1800 035 544 or TTY 133 677 or translating and interpreting service 1300 305 612
- emailing their National Behaviour support team on behavioursupport@ndiscomission.gov.au
- writing to them on NDIS Quality and Safeguards Commission PO Box 210 Penrith NSW 2750
- visiting their online Contact Us page: <https://www.ndiscommission.gov.au/contactus>