

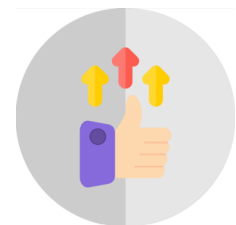
## Behaviours of Concern or Protest

Behaviours of Concern or Protest are client behaviours that may cause distress or danger to the individual using the behaviour or to those around them. It is important to remember that they are a form of communication and a way of saying “things are not ok with me”. Sometimes it can be hard to work out what it is that is causing the distress.



## Behaviour Support Plans (BSPs)

If a client is using these behaviours, a Behaviour Support Practitioner will be employed to work with them, their important people and services they use to develop a Behaviour Support Plan (BSP). The focus of the plan will be on increasing positive behaviours and decreasing negative behaviours. It will explain why a client might use certain behaviours, ways to meet the client’s needs and strategies to keep everyone safe.



## Restrictive Practices

There may be times when **restrictive practice/s** are part of a BSP. This is when a client is stopped from doing something in order to keep them or others safe. They should only be used as a last resort and for the shortest time necessary to keep people safe. The plan will reduce restrictive practices over time.



On rare occasions you may need to use a restrictive practice when a client doesn’t have a BSP. This would be if a client is at risk of immediate harm, like running on a busy road.

Use of restrictive practices at work will be rare, if they are used at all. If they are used when they shouldn’t be, they may be regarded as abuse and a worker’s employment affected.

## What if I Work with a Client with a BSP?

You will be trained in a client’s BSP before you work a shift with the client. The behaviour support practitioner or Client Engagement Manager/Case Manager will tell you the types of information they want you to take notice of and collect. They may give you a QR code to enter information. You will also need to enter an incident report for anything unusual you observe.



A summary of the BSP can be found in the Client Support Plan listed in Carelink, Attached Documents.

## What if I see a Behaviour of Concern or have to use a Restrictive Practice?

1. If it’s an emergency, contact 000 then contact the office when you are able
2. Follow the Behaviour Support Plan if one is available
3. Lodge an incident report [report.zestcare.com.au](https://report.zestcare.com.au). Please include any behaviours and what you did in response, including restrictive practices. This will also be if you observe anything unusual or different on shift e.g. moods, behaviours, disclosures or changes in health.
4. Detail what happened, and any restrictive practices used in the client’s Carelink notes.

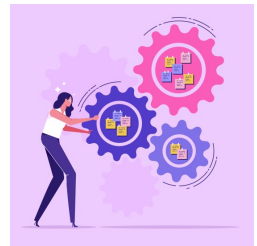
## What Happens to the Information I Submit

Incident reports will be read within 24 business hours by Case Coordinators, Client Engagement Managers and Quality and Compliance to ensure that everyone is safe.

Information will be forwarded to the Behaviour Support Practitioner so that they can work out if the plan is working and see if they need to change it. If the plan is changed, you will be trained again.

If a client doesn't have a behaviour support plan, this will be investigated.

Any restrictive practices used will be reported to the NDIS Commission and/or Department of Communities and Justice. These bodies monitor the use of restrictive practices because they infringe on human rights.



## Questions?

If you want to know more or have a question, please contact the office on 1300 844 127

You can also go to:

[Understanding behaviour support and restrictive practices – for participants | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/understanding-behaviour-support-and-restrictive-practices-for-participants)

