

**Q308**

## **BEHAVIOUR MANAGEMENT POLICY**

### **Policy Statement**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to ensuring Customer/Client rights and ethical principles should always be considered when adopting any strategy that relates to the management of challenging behaviour.

Not all behaviours need to be modified, and therefore it is less urgent to intervene in some situations than others. Intervening to change a person's behaviour is, interfering with that person's autonomy. In managing challenging behaviour, staff should always use the least restrictive alternative.

Challenging behaviour can serve as form of communication for individuals. It occurs for a reason and usually carries a message to those around them. There may be a number of inter-related causes for the behaviour, although sometimes the causes cannot be easily determined.

This document complies with NDIS 2018, standard 3.2 Support Planning, and ACIS 2013, section 3.5 Individual Service Plans. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

#### **Policy context:** This policy relates to

Legislation or other requirements

Work, Health and Safety Act 2012  
Work, Health and Safety Reg. 2012  
Disability Service Act 1993 (South Australia)  
Guardianship and Administration Act 1993  
Disability Discrimination Act 1992  
Mental Health Act 2009  
Privacy Act 1988

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### **Responsibilities**

#### **Management responsibilities**

- To ensure that Customers/Clients who exhibit challenging behaviour have access to relevant professional services
- To ensure that positive behaviour management plans requiring use of restrictive practices are only implemented if appropriate authorisations are in place and under the supervision of a NDIS authorised specialist behaviour practitioner.
- To ensure that staff have access to relevant training and are able to demonstrate competence in supporting people who exhibit challenging behaviour
- To ensure that Customers/Clients with a history of challenging behaviour are a priority for behaviour intervention
- To ensure the regular review of behaviour interventions
- To ensure that debriefing and counselling are available to people involved in critical incidents involving challenging behaviour, including family members, other Customers/Clients and employees
- To ensure that significant others are invited to participate in identifying the person's support needs

#### **Employee Responsibilities**

- To support the Customer/Client in a way which promotes positive interactions
- To support the development of the Customer/Client by following all procedures as specified in the Customer/Client's behaviour intervention plan
- To prevent and protect self and others from injury
- To reduce unnecessary damage to property
- To implement any necessary reactive strategies using a least restrictive approach

### **Documentation**

<b>Documents related to this policy</b>	
Related Policies	Q116 – Restrictive Practices
Related Procedures	P308 – Behaviour Management Procedure
Forms, record keeping or other organisational documents	P301 – Service Management Procedure