

# Does the NDIS fund behavioural supports?

## Does the NDIS fund Behavioural Supports?

**The NDIS does fund Behavioural Supports for people with a disability who have behaviours of concern. Behaviours of concern are also known as challenging behaviours.**

These terms describe the actions of a person that are of an intensity, frequency and duration to jeopardise their safety or the safety of others' or are likely to 'significantly limit or deny their access to the use of ordinary community facilities'.

This behaviour can seriously hurt people, be very stressful and upsetting. When a person behaves in this way it can stop them from doing things other

people do, like making friends or going to work. Behaviours of concern happen for a reason and some people need extra support to learn how to have better relationships with other people.

There is support available. Behavioural assessment and support programs can be funded through the NDIS.

## What are behavioural support programs?

**Behavioural support programs can help people find new and safe ways to communicate and interact, make better choices and participate more effectively in the community.**

These programs incorporate the following core strategies:

- Helping to improve the person's quality of life
- Managing the surroundings to reduce triggers
- Using focused strategies to help reduce problem behaviour in the short term
- Teaching safe behaviours and other life skills, such as coping with change or anger management
- Designing solutions for families, school staff and carers to minimise crises but also to respond appropriately to crises when they happen.

## What are restrictive practices?

**For people with a disability who display extreme behaviours of concern it is sometimes necessary to apply restrictive practices to protect them and/or others from serious harm. Restrictive practices can present serious human rights infringements, so there now strict rules for their use.**

The NDIS Quality and Safeguards Commission has a Positive Behaviour Support Capability Framework that aims to "strengthen the safeguards for people receiving behaviour support, and to demonstrate a clear commitment to the reduction and elimination

of restrictive practices". Registered providers that use restrictive practices must comply with the NDIS Quality and Safeguarding Framework, lodge a behaviour support plan with the Commission and provide monthly reports.

### Restrictive practice

**Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. Under the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 certain restrictive practices are subject to regulation. These include seclusion, chemical restraint, mechanical restraint, physical restraint and environmental restraint.**

## What if I am concerned about the use of restrictive practices?

If you are concerned about a provider's service delivery, particularly their use of restrictive practices and are unable to address this with them, you can make a complaint to the NDIS Quality and Safeguards Commission.

If a complaint raises a serious compliance issue, the NDIS Quality and Safeguards Commission has powers to take action.

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. At the time this information package was produced, the Commission operated in all Australian states and territories except Western Australia.

The Commission:

- regulates NDIS providers
- provides national consistency
- promotes safety and quality services
- resolves problems
- identifies areas for improvement.

### Making a complaint

To make a complaint or find out more contact the NDIS Quality and Safeguards Commission. Interpreters can be arranged.

- **1800 035 544** (free call from landlines)
- **TTY 133 677**
- **National Relay Service** and ask for 1800 035 544.
- Complete a complaint contact form on the Commission's website at:  
<https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

## Other useful links

### Behaviour support

<https://www.ndiscommission.gov.au/participants/your-rights/behaviour-support>

### The Positive Behaviour Support Capability Framework

<https://www.ndiscommission.gov.au/pbscapabilityframework>

### NDIS Quality and Safeguarding Framework

<https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework>

### NDIS (Restrictive Practices and Behaviour Support) Rules 2018

<https://www.legislation.gov.au/Details/F2018L00632>

### National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-framework-for-reducing-and-eliminating-the-use-of-restrictive-practices-in-the-disability-service-sector>

### Regulated restrictive practices

<https://www.ndiscommission.gov.au/regulated-restrictive-practices#01>