

# THE POSITIVE BEHAVIOUR SUPPORT JOURNEY WITH MELIOR

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PBS journey  
with Melior.  
[melior.org.au](https://melior.org.au)



**melior**  
Positive Behaviour Support

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## Referral to Melior

After completing a Melior Referral Form via our website, we assess the information to determine our suitability as a provider against our criteria.

We can provide you with a full professional summary on our available Melior practitioners on request.

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## Contact from Melior

Once you've completed the Melior referral form, our team will contact you regarding acceptance of the referral, and advise on the expected commencement date or waitlist times, if applicable.

We may also request more information to determine suitability.

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## Service agreement

Once we have accepted your referral and assigned a practitioner, a written service agreement will be developed.

A service agreement is a formal arrangement that sets out the partnership between you/your client and Melior, to ensure the best possible services and support is received from Melior.

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## Introduction to your Melior PBS Practitioner

Once onboarded as a client, the Melior practitioner will make contact to introduce themselves and answer any questions.

You, or your client, will be asked to provide information that may assist the practitioner to understand individual circumstances and needs.

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## Interim Behaviour Support Plan

This is only relevant to those who do not have a current PBS plan in place, and where risk requiring safeguarding has been identified or if there are restrictive practices being used.

The Interim Behaviour Support Plan will include ways to keep you/your client safe, with information for managing risks, or behaviours that pose a risk of harm.

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## Check in with you/your client

Melior will make contact with you/your client within approximately six weeks after commencement of service.

This is to ensure you are satisfied with the services Melior are providing, and to answer any questions.

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## Functional Behaviour Assessment (FBA) and Comprehensive PBS Plan

Within six months, your Melior practitioner will have developed rapport with you to a point where they can complete a Functional Behaviour Assessment (FBA).

The FBA is used to identify the triggers and functions of behaviours of concern, to try and better understand the behaviour, what is happening, and why.

This is then used for the development of a tailored Melior comprehensive PBS plan.

Every Positive Behaviour Support plan looks different. Melior will use the information based in the FBA assessment to create a PBS plan.

We identify personalised strategies and techniques designed to reduce the need for behaviours of concern.

Our strategies are tailored to you/your client, focusing on creating supportive environments.

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## Implementation of the PBS Plan, training and collaboration

Our PBS practitioners work closely with you/your client to deliver the supports outlined in your PBS plan.

We also provide training for families, carers, and the support network, equipping them with the strategies and confidence needed to implement the PBS plan.

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## Monitoring & review with ongoing support

Monitoring progress and adapting plans as needed is done by you/your client's practitioner to ensure continued success. Regular progress reviews are done with permission, to ensure that the PBS plan remains effective and relevant.

Melior will also assist with NDIS plan reviews. When the time is right, Melior can support you to transition out of PBS services.