Melior Positive Behaviour Support

THE POSITIVE BEHAVIOUR SUPPORT PROCESS AT MELIOR



melior
Positive Behaviour Support

This document will support your understanding of the Positive Behaviour Support process and timelines at Melior.

It outlines the PBS activities involved at each stage, the work practitioners complete behind the scenes, and the reporting requirements.

Essentially, what you can expect from us, as well as what we can expect from you.



The Positive Behaviour Support process and timeline

It is important to note that the PBS process differs from other therapeutic services under the NDIS and does not only involve regular face-to-face therapeutic sessions.

Understanding the Positive Behaviour Support (PBS) process is an important first step. We're here to guide you through each stage so you know what's happening, why it matters, and how we'll work together to support you or your loved one.

1 Getting to know you

2 Functional Behaviour Assessment and completion of Positive Behaviour Support Plan

3 Plan implementation

4 Yearly review of Comprehensive Behaviour Support Plan

1

Getting to know you

A. WHAT WE'LL DO

- Get to know the client and stakeholders (through meetings, observations, and conversations)
- Gather information about the behaviours of concern (how often, intensity, frequency, already identified triggers)
- Gather information about current safety strategies in place.

B. INTERIM PLAN (FIRST 4 WEEKS)

- An Interim Behaviour Support Plan is a short document that outlines immediate risks and safeguards to support the safety and wellbeing of the person and those around them.
- An Interim Behaviour Support Plan will be required where restrictive practices are identified and may also be developed where immediate risks require immediate safeguards
- Where restrictive practices or immediate risks are identified at engagement, an Interim Behaviour Support Plan will be developed within the first 4 weeks while further assessment is completed.
- This helps us quickly put safe and supportive strategies in place while we build a deeper understanding of the person and what is important to them.

Why this matters

This stage allows us to start gathering the information we need to start the PBS Process.

2

Functional Behaviour Assessment and completion of Positive Behaviour Support Plan

WHAT WE'LL DO (FIRST 6 MONTHS)

- Meetings with key stakeholders to gain an understanding of the person's biological, social, psychological and sensory needs
- Quality of Life Assessment
- Data collection to gain a full understanding of the needs of the person, behaviours of concern, discover triggers, setting events and maintaining factors
  - → Through interviews
  - → Observations
  - → Requests to collect data (e.g. behaviour record charts, sleep charts)
  - → Document review
- Formulate a functional hypothesis – why do we believe the behaviour is happening and what might be maintaining the behaviour?
- Trial support strategies – stakeholders will be asked to start trialling support strategies
- Involvement of all stakeholders is important to ensure we get a clear picture of the person and stakeholders will be involved in trialling and using strategies to support an increase in quality of life
- Goals will be developed for increasing quality of life and teaching replacement behaviours.
- PBS practitioner will use this information and data to develop a Comprehensive Behaviour Support Plan
- Draft will be sent to client, guardian, and relevant stakeholder for review
- Once finalised, it will be sent to all stakeholders (with permission) and uploaded to NDIS portal, if required.

Why this matters

This stage builds a complete, personalised plan that focuses on long-term, positive outcomes, not just reducing behaviours.

3

Plan implementation

WHAT WE'LL DO (ONGOING)

- Training on the Behaviour Support Plan will be provided to key stakeholders
- Regular meetings to coach on strategies, discuss implementation, discuss incidents, and problem solve issues that might arise
- We also assess and review effectiveness of strategies and collaboratively change things if needed
- If a regulated restrictive practice is included in a Behaviour Support Plan and is implemented by a registered NDIS provider, additional governance processes are required. PBS practitioners must assess and document why the restrictive practice is needed and how it meets legislative and NDIS requirements. This information is then reviewed by others as part of a formal approval process designed to safeguard the rights of people with disability and ensure restrictive practices are only used when necessary. Your PBS practitioner and implementing provider can explain this process further and support you throughout it.

Why this matters

You'll be supported every step of the way. This is a collaborative process, and we adapt as you/your loved one's needs evolve.

4

Yearly review of Comprehensive Behaviour Support Plan

WHAT WE'LL DO

- Review and update the Positive Behaviour Support Plan at least annually
- Track progress and celebrate improvements
- Adjust goals and strategies as needs change over time.

Why this matters

Regular reviews ensure the plan stays relevant, effective, and focused on improving quality of life.

Stakeholder involvement

Strong communication between families, practitioners, and support teams is key to Positive Behaviour Support.

It ensures everyone understands the person's needs, uses strategies consistently, and works together to improve safety, build skills, and achieve meaningful outcomes.

What can you expect from us?

- Open, frequent communication
- Working collaboratively with you and all key stakeholders
- Aiming to keep everyone safe as a first priority
- Taking the time to understand a person's underlying needs and what makes a good life
- Keeping the team updated on progress, reasoning and ideas
- Keeping to NDIS deadlines for creation of plans and completion of assessments
- Goals will be reviewed regularly
- Will work towards the reduction of restrictive practices.

What can we expect from you?

- To meet with us regularly to discuss the client, their behaviour and other important information
- To contribute to the Behaviour Support Plan by assisting in data collection and by trialling suggested strategies
- To provide feedback on suggested strategies
- To keep us updated on the client's progress
- To understand the time constraints and expectations for compliance
- To let us know what support you need and any concerns that arise during this process.



Reporting requirements

Where Positive Behaviour Support services are required, practitioners develop Behaviour Support Plans and related reports tailored to the person's needs. These plans are holistic and comprehensive, discussing all areas of life and contain information about the behaviours of concern, quality of life, strategies for support, goals and restrictive practice information.

Behaviour Support Plans take time to develop. The following indication of time can be seen **as a guide** as individual circumstances can lead to different time frames.

Interim Behaviour Support Plan

5 – 10 hours

Comprehensive Behaviour Support Plan

15 – 20 hours

Outcome and Recommendations Report

2 - 5 hours

It is a NDIS requirement that a Comprehensive Behaviour Support Plan is reviewed on a yearly basis, or when a client's situation changes. The writing of a review will take an estimated 10-15 hours but individual circumstances can lead to different time frames.

These timeframes are estimates and will depend on the complexity of the presenting situation, the client, the capacity of the support network and the engagement of all the stakeholders.

Comprehensive Behaviour Support Plans that include restrictive practices will be uploaded on the NDIS portal.

Positive Behaviour Support is a collaborative, ongoing process.

With the right support, clear communication, and shared commitment, meaningful and lasting outcomes are possible, improving quality of life for both the individual and those around them.

Contact us today

Discuss how we can support you or make a referral.

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