Our Guideline – Behaviour Support

Quick summary: Every behaviour has a purpose and is a way of communicating a message. You might use certain behaviours, for example, to communicate what you want, a need that's not being met or something you want changed in your environment. Sometimes, these behaviours can cause harm to you or others and impact your quality of life. They may be called behaviours of concern.

If you need behaviour support because of your disability, we may fund behaviour support for you. The aim of behaviour support is to understand the reasons for your behaviour and implement positive strategies. These strategies will help you, and the people who support you, understand your needs and find better ways to support you.

Your NDIS behaviour support practitioner will work with you, your family, carers, providers, and support workers to develop a behaviour support plan that:

- meets your needs
- respects your dignity
- improves your quality of life.

This guideline outlines behaviour support, our focus on positive behaviour support, how we make decisions about behaviour support and the regulations we must follow.

Note:

- When we say 'your plan' we mean your NDIS plan.
- If you're aged between 9 and 65 years and are looking for information about Community Connections, go to Our Guideline – Community Connections.
- If your child is younger than 9 and you're looking for information about early connections, go to Our Guideline – Early Connections.
- As part of the recent changes to the NDIS laws we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

  Until then, the information in this Our Guideline is about our 'old framework' for planning, which include the legislative changes that became operational when the law commenced. All current plans will be known as 'old framework' plans, and we will continue to develop these until all participants have transitioned to the new framework.

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You might also be interested in:

- Justice system

What do we mean by behaviour support?

In this guideline, we use the term 'behaviour support' in line with the language of the NDIS Quality and Safeguards Commission. Behaviour support is a therapeutic support that can be included in your plan as an NDIS support.[1] Behaviour support includes strategies and supports to look at the reasons why you may have behaviours of concern. It's a support for you to meet your individual needs and will help those that support you to meet your needs. Behaviour support should use evidence-based practice and be in line with the legislation and policy frameworks for behaviour support.[2]

It aims to:

- increase your quality of life
- understand the reasons for your behaviour
- find ways to meet your needs
- reduce and manage behaviours of concern over time.

This is done by creating individual behaviour support strategies. Some strategies are positive behaviour support strategies. These aim to:

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- develop your skills. For example, what you can do to show you are hungry or upset
- make changes to your environment, like having soft lighting and regular routines
- provide your support team with guidance about the best ways to support you.

Sometimes, strategies are put in place to keep you and those who support you safe from harm. These can include Regulated Restrictive Practices.

Learn more about behaviours of concern and regulated restrictive practices.

The NDIS Quality and Safeguards Commission also has information about behaviour support and restrictive practices, including easy read factsheets.

How do we decide what behaviour support we fund?

The laws for the NDIS determine what we can and can't fund. Things we can fund are called NDIS supports. You can use the funding in your plan to buy NDIS supports if they are related to your disability and are in-line with your plan.[3]

Like other NDIS supports, we can only include behaviour support in your plan if it meets all the NDIS funding criteria.

Learn more about how we include the reasonable and necessary supports in your plan.

Behaviour support we fund should also be in line with the NDIS Quality and Safeguards Commission's and our requirements for positive behaviour support.[4]

What types of behaviour support do we fund?

Behaviour support that is an NDIS support[5] must be provided by professionals with specialist skills in behaviour support. Behaviour support can only be provided by registered NDIS providers.[6]

We can only include NDIS supports in your plan if they meet all the NDIS funding criteria.

Supports we can fund include:

- behaviour support assessments
- behaviour support plans that aim to reduce and manage behaviours of concern
- training and monitoring staff who are using a behaviour support plan
- positive behaviour support training for a family member, friend or carer
- interim behaviour support plans.

Learn more about who can provide behaviour support.

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You can find a list of specialist behaviour support providers using our Provider Finder tool. You can also talk to your my NDIS contact, support coordinator or early childhood partner.

Behaviour supports that are not NDIS supports

Under the laws for the NDIS, there are things we can't fund or provide.[7] We can't fund goods and services that are not NDIS supports.[8] For example, we can't fund:

- supports that include restrictive practices that are not allowed in your state or territory
- seclusion rooms.

We can't fund behaviour support given by:

- providers that are not registered with the NDIS Quality and Safeguards Commission
- behaviour support practitioners that aren't approved by the Commission.

For more information on what we can and can't fund, go to What does NDIS fund?

What's a behaviour assessment?

When we talk about a behaviour assessment, we mean a functional behaviour assessment. This is completed by your NDIS behaviour support practitioner to look at:

- your needs that are not being met
- the reasons for your behaviours
- ways to manage behaviours of concern.[9]

To do this, your behaviour support practitioner will look at your behaviour. They'll talk with you, your family, carers and support workers. They'll also look at any assessments you've had before.[10] This will help them understand your behaviour support needs. It will also show them what behaviour support you've had in the past and if it worked for you.

By doing this, your behaviour support practitioner is getting information to find out more about your behaviour support needs, including:

- antecedents for behaviour. This means what happens before the behaviour of concern and what may be causing it
- the behaviour itself. Identifying what the behaviour looks like such as identifying how often the behaviour happens, how long it happens for and the risk to you and others

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- the consequences of the behaviour. This means what happens after the behaviour. For example, you may get to spend time by yourself or with someone you like or get something you wanted.

A functional behaviour assessment will also find out where, when and how these behaviours may or may not happen and how they affect your life. The assessment must also consider your culture, religious beliefs, and individual circumstances when working with you.[11]

Your NDIS behaviour support practitioner will use your behaviour assessment to help them write a comprehensive behaviour support plan for you.

You may need an interim behaviour support plan. For example, if restrictive practices are being used or will be used. In this situation, your behaviour assessment may be done after you receive your plan.

Learn more about different types of behaviour support plans.

What's a behaviour support plan?

A behaviour support plan is a plan written by an NDIS behaviour support practitioner. The goal of your behaviour support plan is to improve your quality of life. A behaviour support plan should look at ways to meet your needs and respect your dignity.

There are two types of behaviour support plan:

- comprehensive behaviour support plans
- interim behaviour support plans.

What's a comprehensive behaviour support plan?

A comprehensive behaviour support plan is a detailed plan developed by a behaviour support practitioner. Before your practitioner writes your plan, they will do a behaviour assessment with you.[12]

This assessment helps to make sure your behaviour support plan looks at your needs. Your plan will also provide positive behaviour support strategies for you, your family, carers and support workers.[13]

These positive behaviour strategies help to:

- provide your support team with guidance about the best ways to support you
- support your safety and wellbeing
- build on your strengths. For example, your skills, interests or what you would like to do.

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- look at ways to build your capacity and help you connect with your mainstream and community supports so you can pursue your goals
- increase your life skills, like doing day-to-day activities
- make sure your behaviour support plan will meet your needs and goals over time.

Your comprehensive behaviour support plan may also include regulated restrictive practices. These are practices that may be used as a last resort in your state or territory to protect you and others from harm. Your plan will tell you if and when these practices may be used. It will also provide information to your support team on how to reduce or stop using these over time.

If your behaviour support plan includes restrictive practices, your behaviour support plan must be reviewed at least every 12 months.[14] You must provide us with a copy of your new behaviour support plan.

Learn more about including restrictive practices in your behaviour support plan.

Your behaviour support practitioner is responsible for establishing, monitoring, and reviewing your behaviour support plan regularly.[15]

They'll talk with you, your family, carers, support coordinator or recovery coach and support workers about how your strategies are working for you. They'll talk to you about how your supports are helping to maintain or improve your quality of life. This is to make sure your plan is helping you to pursue your goals. For example, you might talk about your progress towards your goals, any changes needed to your environment or learning new skills. They may also talk about ways to reduce your need for behaviour support.

If your behaviour support practitioner learns new information about your needs, they may write a new behaviour support plan for you. This could include changing your plan because you have moved house, are working with new providers, or because you have different support needs. You must give us a copy of your new behaviour support plan.

What's an interim behaviour support plan?

An interim behaviour support plan is a short plan prepared by an NDIS behaviour support practitioner. Like a longer behaviour support plan, it will look at your behaviour support needs. It will also look at ways to prevent behaviour and reduce harm to you and the people around you.

Your interim behaviour support plan may also include regulated restrictive practices[16] and when they may be used. It will also provide information on how to reduce or stop these practices over time.

You will need an interim behaviour support plan if:

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- your support workers use a restrictive practice, and they don't yet have authorisation from your state or territory. For example, in an emergency situation[17]
- your support workers use a restrictive practice that isn't in line with your behaviour support plan and the use is likely to continue[18]
- you need restrictive practices in place.

Your NDIS behaviour support practitioner must prepare your interim behaviour support plan within 1 month from the first day they know that a restrictive practice has been used. Your behaviour support practitioner must give your interim behaviour support plan to the NDIS Commission as soon as it is ready.[19]

Your behaviour support practitioner must prepare your comprehensive behaviour support plan within 6 months from the first day they know a restrictive practice has been used. They must also give this behaviour support plan to the NDIS Commission.[20]

When you have an interim behaviour support plan, you may need to contact us to make sure you have the supports to meet your needs.

Like a comprehensive behaviour support plan, an interim behaviour support plan must follow the NDIS (Restrictive Practices and Behaviour Support) Rules 2018.

Learn more about the responsibilities of the NDIS Quality and Safeguards Commission.

What do we mean by behaviours of concern?

Behaviours of concern are behaviours of such frequency, intensity, or duration that they put you or someone around you at risk of physical or other harm. This means that your behaviours may be a problem for you and for others.

Examples of behaviours of concern include:

- physical aggression, like hitting someone
- verbal aggression, like yelling at someone
- property damage. For example, smashing a plate on the ground
- unwanted or inappropriate sexual behaviour
- inappropriate or unsafe impulsive behaviour
- hurting yourself
- any behaviour that stops you and the people around you from having a better life.

These behaviours might stop you from doing the things you want to do or going to the places you want to go. You might need help to manage your behaviours of concern, and the people who support you may need help to support you in the best way.

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Behaviours of concern may be your way of communicating something. You may:

- feel you are not able to communicate what you want
- feel that you are not being understood
- be telling someone you want something, like food or to go out
- be telling someone that something is not working for you, like too many changes in the people supporting you.

Lots of things can be triggers for behaviours of concern, including:

- environments, like crowded, noisy places and bright lights
- situations, like meeting someone new or someone you don't like
- your support workers not meeting your needs. They might not know how to tell that you are hungry, cold or upset, for example
- being sick, tired or in pain
- not having enough control over what happens in your home or during an activity
- feeling scared.

It's important to know the behaviours are the concern, not you.

Your behaviour might be related to negative experiences that have happened in your life. There may be things or events in your life or your environment that make you feel unsafe or in danger.

It's important to remember that some behaviours might be more common for certain age groups. If your child has a developmental delay or disability, early intervention supports for early childhood can be used to help develop skills such as communication skills. This may reduce the need for behaviour support.

Example

Alex is 34 years of age and has lived in a group home with Supported Independent Living (SIL) supports for many years. Every 5 to 6 months Alex smears food and saliva on the furniture and walls. Recently this behaviour has increased, and he has started doing this two or three times a week.

A new house supervisor learns that staff stop the behaviour by using additional support workers to restrain Alex. The house supervisor knows that this is an unauthorised use of a restrictive practice and notifies Alex, his plan nominee, support coordinator and the NDIS Commission. Alex's support coordinator supports him and his plan nominee to let us know

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about the situation. They ask for a change to Alex's plan to include the right support to help him manage his behaviour.

We decide to reassess Alex's plan because his support needs have changed. We look at his whole plan and whole package of supports. We include NDIS-funded supports for behaviour support in his plan. An NDIS behaviour support practitioner meets with Alex, his family, support coordinator and his SIL provider to complete a behaviour assessment.

Alex's behaviour support practitioner writes a behaviour support plan and provides it to the NDIS Commission because it includes the use of restrictive practices. When they are writing the behaviour support plan, the behaviour support practitioner learns that Alex's support at home isn't meeting his needs. Alex's behaviour support practitioner works with him and the house staff to find out what the triggers for his behaviour might be.

Alex's behaviour support practitioner meets with Alex, his plan nominee, house supervisor and support coordinator to talk about his supports in the SIL. They learn that some staff find it hard to understand how Alex likes to communicate. They talk about who will support Alex at home and if they need training from his speech pathologist to understand how he communicates. With consent from his plan nominee, the behaviour support practitioner also speaks with the support workers who support Alex with community participation. There are some workers who have known Alex a long time and they confirm Alex hasn't shown any behaviours of concern when they are supporting him.

The support coordinator organises regular behaviour support plan meetings to look at Alex's behaviour supports. These meetings include Alex, his family, his nominee, his behaviour support practitioner and the providers that are using his behaviour support plan. This includes the SIL provider and the support workers who support Alex with community participation. They look at if the plan is working, if any restrictive practices have been used. They then report to the NDIS Commission if they need to.

The use of restrictive practices reduces after three months. Then, because Alex's support workers understand more about his way of communicating his needs, they don't need to use any restrictive practices after 12 months. Alex's behaviour support practitioner does a 12-month review and the use of restrictive practices is removed from his behaviour support plan.

Sometimes people's behaviours might seem concerning, but this doesn't always mean they need a behaviour assessment or behaviour support plan. For example, children sometimes get very angry when they are asked to do something. Or someone who gets anxious may sometimes yell at others, but this doesn't harm their relationships, work, or daily life.

Learn more about restrictive practices.

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What is positive behaviour support?

Positive behaviour support is about finding ways to help you and those who support you change behaviours that may be a problem for you or others. This includes using strategies and supports that meet your needs, respect your dignity and make sure you have a better quality of life.[21] These strategies will help you and those who support you to manage your behaviours and reduce the use of regulated restrictive practices over time.[22]

Positive behaviour support includes working with you, your family, carers, and providers to look at why you have behaviours of concern. This will help to understand how to meet your needs in other ways. For example, you may use behaviours of concern because you're in pain. In this situation, helping to manage the pain may reduce your behaviours of concern.

Your behaviour support practitioner might work with other allied health professionals who can help to manage behaviours of concern. This means a team of providers working together. For example, an occupational therapist and speech therapist work with you and your behaviour support practitioner. They'll do assessments and talk about your progress.

Positive behaviour support can include changing things in your environment. It may include:

- training and support for people helping you
- ways for you to build your skills, so you understand what you want to tell people and how to tell them in a different way
- building your capacity and the capacity of your family and carers to be able to support you better.[23] This includes making sure the people who support you at home and in the community are all using the same ways to help you.

Your positive behaviour support strategies may need to change as you use your plan. This is to make sure they continue to meet your needs.

Learn more about positive behaviour support.

What are restrictive practices?

A restrictive practice is any practice or intervention which restricts your rights or freedom of movement.[24] There are different types of restrictive practices, like medication, locking doors or cupboards, or wearing a helmet. Sometimes your carers or support workers may need to use a restrictive practice if your behaviour puts you at risk of harming yourself or others.

A restrictive practice can only be used when everything else has been tried and hasn't worked. Or if your behaviour support practitioner has looked at other strategies and said they are not the right things to do.

Restrictive practices can be a risk to your human rights. They must be reported and reviewed when they are used.[25]

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There are laws and regulations that your practitioner and providers must follow before and when restrictive practices are used. Providers that use restrictive practices when supporting you must get authorisation where needed in your state or territory.[26] The restrictive practices must be included in your behaviour support plan and follow the authorisation process in your state or territory.[27]

Your NDIS behaviour support practitioner will talk with you, your family, carers and support workers about the restrictive practice before they put it in your behaviour support plan. They'll also talk about the reasons for the restrictive practice and risks.[28] They'll tell you about other strategies they looked at, and why these aren't right for you. They'll also talk with you about the strategies and supports that may help reduce and stop the need to use regulated restrictive practices. Your behaviour support practitioner will include these strategies in your behaviour support plan.

Learn more about reducing and eliminating the use of restrictive practices.

Some people may have someone who makes decisions for them, like a guardian. Your NDIS behaviour support practitioner must also talk to them about the use of restrictive practices.

Your behaviour support practitioner can only put restrictive practices in your behaviour support plan if they're the least restrictive option in the situation to make sure you and others are safe.[29] They must also be in line with the approaches of positive behaviour support strategies.[30] The use of restrictive practices must follow the NDIS (Restrictive Practices and Behaviour Support) Rules 2018.[31] Your behaviour support practitioner must say if a regulated restrictive practice is included in your behaviour support plan.[32]

The NDIS (Restrictive Practices and Behaviour Support) Rules 2018 identify 5 types of restrictive practice that providers may be able to use in certain situations. Learn more about regulated restrictive practices.

Sometimes, restrictive practices are used when you don't have a behaviour support plan. These are called unregulated restrictive practices. If they are used by an NDIS registered provider, they need to be reported as a reportable incident[33] to the NDIS Quality and Safeguards Commission.[34] This is sometimes called the NDIS Commission. An interim behaviour support plan must then be written and lodged with the NDIS Commission by your NDIS behaviour support practitioner as soon as possible.

The NDIS Commission's Regulated Restrictive Practice Guide also identifies prohibited practices. These are restrictive practices that must never be used.

Learn more about laws and regulations for restrictive practices.

If your behaviour support plan includes restrictive practices, your NDIS behaviour support provider must lodge your plan with the NDIS Quality and Safeguards Commission.[35]

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If your behaviour support plan doesn't include restrictive practices, your NDIS behaviour support provider does not have to lodge it with the NDIS Commission. However, your behaviour support plan must still be written by an NDIS behaviour support provider who is registered with the NDIS Commission.[36]

Learn more about age-appropriate examples and restrictive practices for children.

Who can provide behaviour support?

You can only use funding in your NDIS plan for behaviour support from a **specialist behaviour support provider**. This means a provider who is registered with the NDIS Quality and Safeguards Commission. This is sometimes called the NDIS Commission.

The laws for the NDIS state providers have to do certain things. If they don't do these things, they are breaking the rules the NDIS Commission has set for providers.

Your behaviour support provider must:

- meet the requirements of the NDIS (Provider Registration and Practice Standards) Rules 2018.[37]
- be registered for behaviour support assessments, including functional behaviour assessments, and writing behaviour support plans.[38]
- use an NDIS behaviour support practitioner to do your behaviour assessment and write your behaviour support plan.[39]

Behaviour support practitioners must be considered suitable to provide behaviour support to NDIS participants by the NDIS Commission.[40]

Learn more about who can develop a behaviour support plan.

Sometimes, a behaviour support practitioner is a sole provider. This means they are the specialist behaviour support provider and the practitioner.[41]

Providers who get funding from the NDIS must make sure anyone working for them to provide behaviour support has a clearance and is suitable to provide this support.[42]

Service providers and support workers who use regulated restrictive practices when they support you are called **implementing providers**. For example, a support worker who holds your hands to stop you hitting yourself is using a regulated restrictive practice.

If an implementing provider uses, or may need to use, restrictive practices when they support you, they must be a registered NDIS provider of those supports.[43] They must be registered, whether the restrictive practice is used short-term or regularly. They must be assessed and audited against module 2A in their registration.[44]

Providers who use intensive and complex behaviour supports must also be registered.

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Learn more about who can provide behaviour support and the registration requirements for implementing providers.

Do we fund training for people to provide your supports?

Yes. Your NDIS behaviour support practitioner can recommend and provide training for support workers who are using a behaviour support plan. This includes training in the safe use of restrictive practices.[45]

Your implementing providers will develop and maintain their skills to make sure they can use and monitor your behaviour support strategies in the right way.[46]

We may fund your NDIS behaviour support practitioner to provide behaviour support training for a family member, friend or carer. This will help make sure they are able to use the behaviour support strategies in your behaviour support plan to support you.[47]

Are there laws and regulations for behaviour support?

Yes. If you need behaviour support in your NDIS plan, there are rules and regulations that we and your providers must follow.

These are:

- NDIS Act 2013
- NDIS (Restrictive Practices and Behaviour Support) Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018
- The NDIS Code of Conduct and NDIS Practice Standards
- The National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector
- The United Nations Convention on the Rights of Persons with Disabilities (CRPD)
- NDIS Quality and Safeguarding Framework

The NDIS (Restrictive Practices and Behaviour Support) Rules 2018 talk about the responsibilities of the Commonwealth, states, and territories for restrictive practices and behaviour support.

Are there laws and regulations for restrictive practices?

Yes. Each state and territory has laws or policies about the use of restrictive practices in behaviour support. States and territories are responsible for the specific legislation, policy and procedures related to which restrictive practices a provider can use.[48] However, the

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NDIS Quality and Safeguards Commissioner can help states and territories to develop a regulatory framework for restrictive practices.[49]

State and territory governments are responsible for authorising the use of restrictive practices. The policies and procedures may be different in each state and territory.

All behaviour support providers must follow the restrictive practices laws, policies and procedures of the state or territory where they are providing supports.[50]

If your behaviour support plan includes the use of a restrictive practice, your implementing provider must follow the authorisation requirements for their state or territory.[51] They may need authorisation from their state or territory before the behaviour support plan can be put in place.

All behaviour support providers and practitioners must also follow the NDIS (Restrictive Practices and Behaviour Support) Rules 2018. These rules provide information on conditions that must be met for restrictive practices to be included in your behaviour support plan.[52]

Your implementing provider must follow the regulations for restrictive practices in the rules. This includes providing monthly reports to the NDIS Quality and Safeguards Commission on the use of regulated restrictive practices.[53]

Your specialist behaviour support provider must make sure a behaviour assessment has been done. This is to work out which restrictive practice might help you and that it's included in your behaviour support plan.[54]

Learn more about restrictive practices.

What are the responsibilities of the NDIS Quality and Safeguards Commission for behaviour support?

The NDIS Quality and Safeguards Commission is an independent agency set up to improve the quality and safety of NDIS supports and services. It is sometimes called the NDIS Commission. The NDIS Commission is responsible for making sure providers comply with rules, regulations, the NDIS Code of Conduct and NDIS Practice Standards.

The NDIS Commission and state and territory governments oversee the use of behaviour support and restrictive practices. The NDIS Commission make sure your providers work within a framework for positive behaviour support that is based on up-to-date, evidence-based practice. They make sure your behaviour support providers and practitioners use practices that are in line with the National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector.

The NDIS Commission is responsible for many things, including:

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- monitoring registered NDIS provider compliance with their conditions of registration, including the screening of workers in accordance with the NDIS Practice Standards[55]
- assessing the skills and experience of NDIS behaviour support providers and practitioners against the competency framework[56]
- providing best practice guidance and information[57]
- focusing on education, training, and advice on the use of behaviour supports and the reduction and elimination of the use of restrictive practices[58]
- responding to concerns, complaints[59], and reportable incidents about behaviour support[60]
- overseeing and monitoring the use of restrictive practices in the NDIS.[61]

The NDIS Commission is not responsible for suggesting or asking for funding on behalf of participants and providers related to NDIS funding of behaviour support.

Learn more about what the NDIS Commission does.

What if you need behaviour support in your plan?

We may learn about your behaviour support needs in different ways, including:

- when we talk with you, such as at your plan meeting or check-in
- contact from your family, nominee, guardian, school, or employer letting us know you may need behaviour support
- contact from your providers, support workers or support coordinator. They might send us a report with concerns about your behaviour, or a recommendation for behaviour support.

We'll talk with you, your family, guardian or nominee to better understand you and what behaviour supports you may need. You have the right to make decisions[62] about the behaviour support you want and need. We will support you to make these decisions. We call this supported decision making.

We'll think about how behaviour support can help build your skills, and the skills of your family and those caring for you.[63]

We may then fund a behaviour support assessment for you with an NDIS behaviour support practitioner. This will give us evidence to help decide if we can include funding for behaviour support in your plan.

Learn more about behaviour support assessments.

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Your behaviour support practitioner should give you information about:

- the type and amount of behaviour support you need
- how the support relates to your disability
- how the support is effective and beneficial for you
- who is the most appropriate person to provide the support
- where the support will be provided.

Other evidence can include incident reports, court reports, and assessment reports and support plans from an allied health professional, like a speech pathologist or occupational therapist.

We'll let you know if we need more information, and what we need.

You can also learn more in our Factsheet - What evidence you need to give us before we create or change your plan.

What happens once you have behaviour support in your plan?

Once you have behaviour support funding in your plan, you can use your funding to get the NDIS supports you need, in line with your plan. If you need help to use your funding, talk to your my NDIS contact, support coordinator or recovery coach. They will work with you to put in place your behaviour support plan. This includes supporting you to find supports and providers and coordinating your supports in line with your behaviour support plan.[64]

Learn more about using the funding in your plan in Our Guidelines – Your plan.

Your provider will need to make sure they or their workers have the current skills and knowledge to provide the supports you need.

You should speak directly with your provider if you're concerned about the quality or safety of the supports you receive from them. If you're still not satisfied with the quality of the supports you're receiving, you can lodge a complaint through the NDIS Quality and Safeguards Commission.

Learn more about NDIS provider standards and service in the NDIS Practice Standards.

Learn more about quality provider practices for children in Quality support for children | NDIS

If your situation changes, and your NDIS plan no longer meets your needs you can ask for a change to your NDIS plan.[65] We'll talk to you about your situation and behaviour support needs, including what has changed. This may include any changes needed to meet your needs and behaviour support plan recommendations.

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Learn more about changing your plan.

What if you don't agree with our decision?

If we decide behaviour support doesn't meet NDIS funding criteria, we can't include it in your plan.

We'll give you written reasons why we made the decision.[66] You can contact us if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about behaviour support, you can ask for a review of our decision.[67]

You'll need to ask for a review within 3 months of getting your plan.[68]

Learn more about Reviewing our decisions.

Reference list

[1] NDIS (Getting the NDIS Back on Track No. 1)(NDIS Supports) Transitional Rules 2024, sch 1 item 10.
[2] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018 g 38.
[3] NDIS Act s 34(1)(f).
[4] NDIS Quality and Safeguarding Framework; NDIS (Provider Registration and Practice Standards) Rules 2018 r 20; NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018 gg 38(2)-(3), 41(4), 49(4), 50(2)-(4).
[5] NDIS Act s 10.
[6] NDIS (Provider Registration and Practice Standards) Rules rr 7(2)-(3).
[7] NDIS (Supports for Participants) Rules r 5.
[8] NDIS Act ss 10, 34(1)(f).
[9] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines g 40(1).
[10] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines gg 40(1)-(2); NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 20(3)(e).
[11] NDIS Quality and Safeguards Commission – Positive Behaviour Support Capability Framework; NDIS (Quality Indicators for NDIS Practice Standards) Guidelines g 7(1).
[12] NDIS Quality and Safeguards Commission – Compendium of resources for Positive Behaviour Support; NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 20(5); NDIS Quality and Safeguards Commission Behaviour Support and Restrictive Practice Fact Sheet.
[13] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines g 40(3); National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector.
[14] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 22(b).
[15] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 22; NDIS Quality and Safeguarding Framework pg 74.
[16] NDIS (Quality Indicators for Practice Standards) Guidelines g 39(7).
[17] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 12(2)(c).
[18] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 rr 12(1)(b)(e).
[19] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 rr 19(2)(a), 24(1).
[20] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 rr 19(2)(b), 24, 28.
[21] NDIS Quality and Safeguards Commission website; NDIS Quality and Safeguards Commission – Positive Behaviour Support Capability Framework.
[22] NDIS(Quality Indicators for NDIS Practice Standards) Guidelines g 39(7).

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[23] NDIS Act 2013 ss 31(d)(da); NDIS (Quality Indicators for NDIS Practice Standards) Guidelines gg 49(4), 50(3).
[24] NDIS Act 2013 s 9.
[25] NDIS Quality and Safeguards Commission – Regulated Restrictive Practices Guide.
[26] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 21(3)(b).
[27] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 20(2).
[28] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines g 39(3).
[29] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 21(3)(d).
[30] NDIS Quality and Safeguards Commission – Regulated Restrictive Practices Guide.
[31] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 rr 6(a)-(e).
[32] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 21(3)(a).
[33] NDIS (Incident Management and Reportable Incidents) Rules 2018 r 16(1)(f).
[34] NDIS (Incident Management and Reportable Incidents) Rules 2018 rr 17; 21.
[35] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 rr 24(1)-(2).
[36] NDIS (Provider Registration and Practice Standards) Rules 2018 r 7(3).
[37] NDIS (Provider Registration and Practice Standards) Rules 2018 r 7(3).
[38] NDIS (Provider Registration and Practice Standards) Rules 2018 r 7(3).
[39] NDIS (Restrictive Practices and Behaviour Support) Rules rr 17; 18(a).
[40] NDIS Act 2013 s 73E(1)(d); NDIS (Provider Registration and Practice Standards) Rules 2018 rr 7(3)(a)-(b).
[41] NDIS (Restrictive Practices and Behaviour Support) Rules r 18(b).
[42] NDIS (Practice Standards -Worker Screening) Rules 2018 rr 5, 13.
[43] NDIS Act 2013 s 73E(1)(e); NDIS (Practice Standards -Worker Screening) Rules 2018 r 13; NDIS (Provider Registration and Practice Standards) Rules 2018 r 7(2).
[44] NDIS (Provider Registration and Practice Standards) Rules 2018 r 7.
[45] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018 g 50(4)-(5).
[46] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018 g 50(3).
[47] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines gg 49(4), 50(3).
[48] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 9(1).
[49] NDIS Act 2013 s 181H(f).
[50] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 11(1)(b).
[51] NDIS (Provider Registration and Practice Standards) Rules 2018 r 20(2).
[52] NDIS (Restrictive Practices and Behaviour Support) Rules 2018 r 21(3).
[53] NDIS (Restrictive Practices and Behaviour Support) Rules r 14(1)(a).
[54] NDIS (Provider Registration and Practice Standards) Rules 2018 r 20(5).
[55] NDIS Act 2013 s 181F(f).
[56] NDIS Act 2013 s 181H(a)(ii).
[57] NQSC website/What we do.
[58] NDIS Act 2013 s 181H(c).
[59] NDIS Act 2013 s 181G.
[60] NDIS Act 2013 s 181F.
[61] NDIS Act 2013 s 181H(d).
[62] UN CRPD 2006 art 3(a).
[63] NDIS Act 2013 s 31(da).
[64] NDIS (Quality Indicators for NDIS Practice Standards) Guidelines 2018 gg 64(3)-(5).
[65] NDIS Act 2013 s 48(1).
[66] NDIS Act s 100(1).
[67] NDIS Act s 100.
[68] NDIS Act s 100(2).

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