



National BIS Team

Life Without Barriers supports the independence of the National BIS Team ensuring that client choice and control for behaviour support and therapy services is respected.

Summary

The National BIS Team delivers expert behaviour support and therapy services to improve the quality of life for clients. The BIS Team functions and responsibilities are independent of service delivery by other areas of Life Without Barriers as an implementing provider of other funded NDIS services.

The team works within a Positive Behaviour Support (PBS) framework, proactively addressing factors that may limit people living the life they choose, and promoting a culture of respect, human rights and supporting positive and meaningful lives.

We aim to avoid, reduce, and eliminate restrictive practices wherever possible.

Who should read this document?

This document should be read by members of the National BIS Team, all staff, clients, carers, families, and people who are interested in the services provided by the National BIS team.

The meaning of terms and words used in this document

Positive Behaviour Support (PBS)

Positive Behaviour Support is aimed towards increasing a person's quality of life and decreasing any behaviours of concern. It is organised in three levels of interventions to address system, group and individual concerns and establishes the social culture and supports needed to improve outcomes, including safety, for all people.

To achieve meaningful outcomes for people, providers should implement: practices which rely on evidence for guidance and decision making; systems to support the implementation of the evidence-based practices; and effective data collection and analysis to monitor the implementation and further guide decision making.¹

Positive Behaviour Support is supported by the philosophy that people thrive in environments where expectations are clear, new skills are taught and positive behaviours are richly reinforced to enable people to live their best lives possible².

¹ OSEP Technical Assistance on Positive Behavioural Interventions and Supports (2019). *Positive Behavioural Interventions and Supports (Website)*. Retrieved from www.pbis.org

² [Five ways to use positive behaviour support strategies in your classroom - Monash Education](#)



Positive Behaviour Support Plan (PBSP):

A PBSP is a personalised plan developed by a behaviour support practitioner jointly with the person, their family, carers, authorised decision makers and other support people. The plan aims to increase a person's quality of life and decrease any behaviours of concern in the least restrictive way possible. If a positive behaviour support plan contains regulated restrictive practices, it needs to be lodged with the NDIS. [Behaviour support NDIS Participants | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

Behaviour Support Practitioner:

An NDIS behaviour support practitioner is a professional registered as suitable with the NDIS Quality and Safeguards Commissioner (NDIS Commissioner) to complete behaviour support assessments (including functional behavioural assessments) and develop behaviour support plans that may contain restrictive practices [Behaviour support | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

Restrictive Practices:

A restrictive practice means any practice or intervention that has restricts the rights or freedom of movement of a person with disability. There are the five types of regulated restrictive practices, chemical restraint, environmental restraint, mechanical restraint, physical restraint, seclusion. [Regulated Restrictive Practices Guide | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#) States and Territories have local legislation that practitioners need to be aware of.

What is our aim?

Our aim is to improve the quality of life of our clients and ensure that restrictive practices are only used as a last resort, and by using data and evidence-based practice that we avoid, reduce, and eliminate restrictive practices.

Guiding Principles

Our Guiding principles are informed by the NDIS Act (*National Disability Insurance Act 2013 Cth*), NDIS Rules [Federal Register of Legislation - Australian Government](#), NDIS Practice Standards, the Human Rights Conventions and Life Without Barriers values.

Relationships come first. Practitioners have positive and engaged relationships with the people we work with to effectively advocate change for our clients. The person is at the centre of our relationship/s and has the right to be treated with dignity and respect. They are assumed to be competent and independent unless otherwise legally established.

We are **Imaginative** in our thinking. We encourage reflective thinking and continually seek imaginative and creative ways to improve quality of life for the people we support. Practitioners engage in supervision, self-reflection, and feedback on our services and actively work to avoid, reduce and eliminate restrictive practices. Strategies are goal orientated and accessible to the person and their supports.

We are **Respectful** and caring. Support sometimes requires difficult conversations. We respectfully acknowledge progress and the difficulties that can be faced. Practitioners aim to increase the person's quality of life and adapt and respond to factors in delivering



support (e.g., resource availability), while working within legal and ethical boundaries to ensure that the person is safeguarded.

We are **Responsive**. We help families and providers understand and guide strategies that are responsive to client needs. Practitioners are active communication partners in the information we give, and in response to information we receive. Strategies are individualised, evidence based, tailored to that person and their environment/s, and reviewed according to data.

We support people to be **Courageous**, to consider information from different perspectives and to advocate for change. Any behavioural intervention or therapy services must be consistent with relevant Human Rights Conventions, Federal and local jurisdictional legalisation. Any restrictive practices are a last resort only and the least restrictive option possible.

Accountability

This RACI chart outlines the responsibility matrix for this policy guideline. It provides a snapshot of the expected actions for defined roles against the required task.

RACI Chart		Position / Role				
* RACI chart definitions R – Responsible: The person who performs the task/activity, ‘owns’ the task/activity. A – Accountable: The person who is held accountable that the task/activity is completed. C – Consult: The person(s) who has information and/or capability necessary to complete the task/activity. I – Inform: The person(s) who needs to be informed of steps taken and results, but not necessarily consulted.		Behaviour Support Practitioner	Implementing Provider	Family, Carers	Participant/Client	NDISQSC
Task						
1	Conduct Assessment and develop formulation	R	C	C	C	I
2	Develop Behaviour Support Plan/Therapeutic Plan	R	C	C	C	I
3	Upload behaviour support plan to NDIS portal	R	I	I	I	I
4	Seek authorisation for any Restrictive Practices	I/C	R	I	I	I
5	Activating the plan on the Portal	I	R	I	I	I
6	Provide training on the implementation of the behaviour support plan/therapeutic plan	R	C	C/I	C/I	I
7	Implement the strategies outlined in the behaviour support plan/therapeutic plan	C	R	C/R	C/R	I
8	Provide ongoing data and evidence to the implementation of the behaviour support plan/therapeutic plan	I	R	R	R	I



How to contact the National BIS Team

All enquiries can be directed via phone, email or through an online enquiry form:

- **Phone** 1800 531 647
- **Email** behavioursupport@lwb.org.au
- Complete our [online form](#)

Related Policy and Legislation

National

- United Nations Convention of the Rights of Persons with Disability, 2006
- United Nations Convention on the Rights of the Child 1990
- National Disability Insurance Scheme Act (2013)
- National Disability Insurance Scheme Amendment (Quality & Safeguards Commission and Other Measures) Act 2017
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018
- National Disability Service Standards
- National Standards for Disability Services (2013)
- National Framework for Reducing and Eliminating the use of Restrictive Practices in the Disability Services Sector (2014)