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|  | ONE2ONE POLICY | | | |
| | Title | Positive Behaviour Support | Policy No | 45 |
| | Indicator | CM3 – Provisions of Support | Review Date | 8/11/23 |

1. PURPOSE AND SCOPE

The purpose of this policy is to specify processes and performance standards in the management of challenging behaviours exhibited by consumers of One2One. The policy has been framed around Standards 1 to 6 of National Standards for Disability Services (2013). This policy applies to all the organisation’s programs and activities.

2. POLICY STATEMENT

One2One is committed to ensuring all consumers have prompt access to appropriate interventions and supports to minimise behaviours of concern and reduce the risk of harm to self and others.

Due regard will be afforded to the rights of the consumer, the rights of any other person(s) affected by the behaviour and One2One’s duty of care obligations.

One2One recognises that all behaviours have a communicative intent and will work with consumers to ensure that their communication and other needs are addressed.

3. POLICY DEFINITIONS

Challenging behaviour is defined as that which is dangerous, injurious or damaging to the person themselves, other people, or property. This also includes behaviour that is emotionally harmful or offensive to others.

One2One’s response to, and management of, challenging behaviours will be based on the following principles:

- Developing a thorough understanding of the person and their communication styles and past and present experiences.
- Intervention strategies that are best practice are applied consistently with the well-being and safety of the consumer, and others in mind. Restrictive practices will only be implemented as a last resort for the safety of the consumer, and other people.
- Intervention strategies respond to the consumer’s needs and preferences, and the intended meaning communicated by the behaviour.
- Intervention strategies recognise the role of the person’s past and present experiences and the person’s environment in the formation and maintenance of challenging behaviours.
- Supported decision-making will remain central to our practice.

4. POLICY CONTENT

- 4.1 One2One will foster a welcoming and calm environment, offering consumers choices, ensuring supported decision-making, treating consumers with respect and supporting choice and control in their day-to-day activities and supports.

- 4.2 One2One will respond immediately to an observed or reported challenging behaviour, and if appropriate, make a written record of the incident, including a description of the behaviour, the time and place, and the antecedents (the events leading up to the behaviour which may have been possible triggers) and the consequences (the impact of the behaviour on the consumer and others). Any serious incidents will be reported in accordance with One2One's Incident Reporting Policy and Procedures.
- 4.3 Where challenging behaviour persists, One2One will involve the consumer, staff members, key family members (where appropriate) and appropriately qualified Behaviour Support Practitioners in the development of a Positive Behaviour Support plan.
- 4.4 Staff will be provided a copy of the Behaviour Support Plan. The Behaviour Support Practitioner will be engaged in working closely with staff to ensure the plan is implemented, monitored, and reviewed accordingly.
- 4.5 The Service Coordinator will oversee the implementation of the positive behaviour support plan in liaison with the Behaviour Support Practitioner and other relevant stakeholders.
- 4.6 All One2One consumers and families, staff and volunteers are familiar with and have access to One2One's Positive Behaviour Support Policy.

5. RELATED DOCUMENTS

- Medication Administration Policy
- Regulated Restrictive Practices Policy

6. POLICY REVIEW

This policy will be reviewed on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One