



Policy

Behaviour Support and Eliminating Restrictive Practices

Endorsed by: CEO

Document Owner: Support Services

Section 1: Preamble

Goulburn Options recognises, upholds, and promotes the rights of people with disability, including their right to personal freedom. Goulburn Options is committed to eliminating restrictive practices. This policy guides employees to support participants to exercise their rights, and to have choice and control over their services.

Principles

- The elimination of restrictive practices upholds and promotes the human rights of all participants.
- Continued assessment, planning and review of individual supports is required to eliminate the use of restrictive practices.
- Positive behaviour supports are best developed in collaboration with the participant, family, friends, carers, advocates, and other stakeholders.
- Participants, their families, and carers are the natural authorities for their own lives and are in the best place to communicate their choices and decisions.
- Behaviour supports focus on person-centred interventions to address the underlying causes of behaviours of concern, while safeguarding the dignity and quality of life of participants
- Any restrictive practices will be the least restrictive possible, time limited and used only as a last resort where the benefits to the individual outweigh any possible negative side effects.
- Restrictive practices will not be used as a punishment or for employee convenience.
- Different service types and approaches may be needed for participants to ensure each person has the same opportunities.
- Goulburn Options is committed to the wellbeing, inclusion, safety, and quality of life of all participants.
- Goulburn Options will do everything it can to ensure participants are safe and treated fairly, and respectfully.
- Both behaviour support practitioners and providers who use regulated restrictive practices (implementing providers), are required to meet the requirements outlined in the [National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018](#).
- Goulburn Options is classified as an 'implementing provider'

Section 2: Policy Statement

2.1 Planning and Support

Behaviour support plans are developed by NDIS behaviour support practitioners to outline the supports that the participant and relevant stakeholders need to make positive changes and minimise or eliminate the use of restrictive practices. This plan should include strategies to develop the necessary skills, and any environmental changes needed.

Restrictive practices will be documented in each participant's behaviour support plan. The restrictive practices section will include the type of restrictive practice that is being used and how the use of the restrictive practice reduces the risk of harm to the participant or others, and the benefit to the participant.

When restrictive practices are required, all stakeholders relevant to the participant will be involved and the informed consent of the participant, their family and/or guardian is required for any use, implementation and/or removal of restrictive practice.

For plans that contain a regulated restrictive practice, the use of that practice must meet NDIS Commission conditions as outlined in [National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018](#).

The participant can make a complaint if they are not happy with the use of a restrictive practice. There are many advocacy groups the person can speak to about their concerns and Goulburn Options will support participants in accessing an advocate when needed.

The participant and/or their caregiver has a right to apply to VCAT for a review of the decision to include the use of restraint or seclusion in the participant's behaviour support plan.

2.2 Responsibilities

All employees are responsible for the continued identification and reporting of new restrictive practices. All employees must follow participant behaviour support plans and support the elimination of restrictive practices.

The General Manager and/or APO monitors practice for effectiveness, this includes ensuring staff have efficient skills, knowledge, and ability to meet the requirements. The General Manager and/or APO is responsible for ensuring all restrictive practice and intervention is reported.

The APO/s is responsible for ensuring authorisation is received from the Office of the Senior Practitioner from the RIDS (Restrictive Data Intervention System) prior to a BSP being uploaded to the NDIS Commission Portal.

2.3 Reporting

All approved restrictive practices must be reported each month to the NDIS Commission via the NDIS Commission Portal.

Unauthorised use of a restrictive practice constitutes a reportable incident. When an unauthorised restrictive practice occurs, Goulburn Options must complete an Incident Report in the NDIS Commission Portal within 5 business days of becoming aware of the use.

Please refer to Incident Management and Reportable Incidents Policy for further information.

2.4 Review and Evaluation

Approved restrictive practices and behaviour support plans are reviewed annually by a NDIS behaviour support practitioner.

The review examines whether the participant's current social, cognitive, emotional and/or environmental needs are being met. It also includes a review of whether the person requires support to make decisions, the type of restrictive practices being used, why they are being used and the implications if restrictive practices were removed.

For further information please see [Understanding behaviour support and restrictive practices - for providers | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/understanding-behaviour-support-and-restrictive-practices-for-providers)

2.5 Implementing Provider Requirements

Goulburn Options will:

- Take all steps to facilitate the engagement of a behaviour support practitioner if a behaviour of concern arises or if a participant's behaviour support plan needs to be reviewed for any reason (including a change of circumstance, or a change of medication)
- Support employees to receive appropriate training in implementing evidence-informed strategies.
- Work with the behaviour support practitioner to monitor outcomes for participants and the progress of the behaviour support plan's implementation.
- Support employees, participants, families and other decision makers to understand the NDIS Commission's behaviour support function.

For any restrictive practices used, Goulburn Options will:

- Implement in accordance with a behaviour support plan authorised or consented in line with the state/territory requirements (including short-term approvals)
- Keep records on the use of restrictive practices.
- Report regularly on the use of regulated restrictive practices.
- Monthly reporting of use of restricted practices in accordance with the behaviour support plan
- Comply with reportable incident requirements (e.g., where a restrictive practice requires authorisation but has not been obtained, the practice must be reported within 5 days of use)

Please refer to Incident Management and Reportable Incidents Policy for further information.

Section 3: Roles

Role	Responsibilities and Accountabilities
Board	<ul style="list-style-type: none"> • Oversee policy implementation and ensure compliance with NDIS Commission requirements.
Executive Management	<ul style="list-style-type: none"> • Ensure the policy is communicated and implemented across the organization. • Ensure authorisation from the Office of the Senior Practitioner for BSPs, and compliance with NDIS reporting requirements.

Team Leaders	<ul style="list-style-type: none"> • Support staff in the implementation of behaviour support plans and elimination of restrictive practices. • Ensure documentation is accurate, including incident reporting and support plan updates.
Workforce (DSW, Students, Volunteers)	<ul style="list-style-type: none"> • Follow behaviour support plans, assist in eliminating restrictive practices, and report restrictive practices.
Participants	<ul style="list-style-type: none"> • Provide informed consent for restrictive practices, participate in planning and reviews, and advocate for their rights.

Section 4: Related Documentation

Document Name	Document Type
Behaviour Support Plan	Plan
Participant Intake Forms (Part A) and (Part B)	Form
Support Plan	Plan
Code of Conduct	Policy
Choice and Advocacy	Policy
Participant Service Charter	Information
Participant Handbook	Handbook
Protecting and Promoting Human Rights	Policy
Incident Report Register	Register

Section 5: Definitions

Term	Definition
Informed Consent	Informed consent means a person using appropriate and adequate information can make a decision which they make freely and without unfair pressure or influence. Part of informed consent is that the person also understands the potential consequences of their decision.
Restrictive Practices	<p>Any intervention and/or practice that has the effect of restricting the rights or freedom of movement of a person with a disability. This includes:</p> <ul style="list-style-type: none"> • Seclusion – which is the sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted • Chemical restraint – the use of medication or chemical substance for the primary purpose of influencing a person’s behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable the treatment of, a diagnosed mental disorder, a physical illness or a physical condition. • Mechanical restraint – the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour, but does not include the use of devices for therapeutic or non-behavioural purposes. • Physical restraint – the use of action or physical force to prevent, restrict or subdue movement of a person’s body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential

	<p>harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.</p> <ul style="list-style-type: none"> • Environmental restraints – which restrict a person’s free access to all parts of their environment including items and activities. <p>The use or alleged use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation of a state or territory (e.g., an approved behaviour support plan) must be notified to the NDIS Commission.</p>
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Date of Last Review:	March 2025	Date of Next Review:	March 2027
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