



NDIS Quality
and Safeguards
Commission

NDIS Practice Standards

NDIS Practice Standards and Quality Indicators

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Version 1

Implementing Behaviour Support Plans Module

These NDIS Practice Standards apply to NDIS providers who are registered to provide specialist behaviour support to NDIS participants. They also apply to providers using restrictive practices in the delivery of any NDIS supports and services.

Behaviour Support in the NDIS

Outcome: Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.

To achieve this outcome, the following indicators should be demonstrated:

- Knowledge and understanding of the NDIS and state and territory behaviour support legislative and policy frameworks.
- Demonstrated appropriate knowledge and understanding of evidence-informed practice approaches to behaviour support.
- Demonstrated commitment to reducing and eliminating restrictive practices through policies, procedures and practices.

Regulated Restrictive Practices

Outcome: Each participant is only subject to a regulated restrictive practice that meets any state and territory authorisation (however described) requirements and the relevant requirements and safeguards outlined in Commonwealth legislation and policy.

To achieve this outcome, the following indicators should be demonstrated:

- Knowledge and understanding of regulated restrictive practices as described in the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018* and knowledge and understanding of any relevant state or territory legislation and/or policy requirements and processes for obtaining authorisation (however described) for the use of any regulated restrictive practices included in a behaviour support plan.
- Where state or territory legislation and/or policy requires authorisation (however described) to, the use of a regulated restrictive practice, such authorisation is obtained and evidence submitted.
- Regulated restrictive practices are only used in accordance with a behaviour support plan and all the requirements as prescribed in the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*. Regulated restrictive practices are implemented, documented and reported in a way that is compliant with relevant legislation and/or policy requirements.

- Work is undertaken with specialist behaviour support providers to evaluate the effectiveness of current approaches aimed at reducing and eliminating restrictive practices, including the implementation of strategies in the behaviour support plan.
- Workers maintain the skills required to use restrictive practices and support the participant and other stakeholders to understand the risks associated with the use of restrictive practices.

Supporting the Assessment and Development of Behaviour Support Plans

Outcome: Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.

To achieve this outcome, the following indicators should be demonstrated:

- The specialist behaviour support provider is supported to gather information for the functional behavioural assessment and other relevant assessments.
- Collaboration occurs with the specialist behaviour support provider to develop each participant's behaviour support plan and the clear identification of key responsibilities in implementing and reviewing the plan.
- Relevant workers have the necessary skills to inform the development of the participant's behaviour support plan.
- Relevant workers have access to appropriate training to enhance their skills in, and knowledge of, positive behaviour supports and restrictive practices.

Behaviour Support Plan Implementation

Outcome: Each participant's behaviour support plan is implemented effectively to meet the participant's behaviour support needs.

To achieve this outcome, the following indicators should be demonstrated:

- Policies and procedures that support the implementation of behaviour support plans are developed and maintained.
- Work is actively undertaken with the specialist behaviour support providers to implement each participant's behaviour support plan and to align support delivery with evidence-informed practice and positive behaviour support.
- Workers are supported to develop and maintain the skills required to consistently implement the strategies in each participant's behaviour support plan consistent with the behaviour support skills descriptor.

- Specialist behaviour support providers are supported to train the workers of the providers implementing behaviour support plans in the use and monitoring of behaviour support strategies in the behaviour support plan, including positive behaviour support.
- Workers receive training in the safe use of restrictive practices.
- Collaboration is undertaken with other providers that work with the participant to implement strategies in the participant's behaviour support plan.
- Performance management ensures that workers are implementing strategies in the participant's behaviour support plan appropriately.

Monitoring and Reporting the Use of Regulated Restrictive Practices

Outcome: Each participant is only subject to a restrictive practice that is reported to the Commission.

To achieve this outcome, the following indicators should be demonstrated:

- Demonstrated compliance with monthly online reporting requirements in relation to the use of regulated restrictive practices, as prescribed in the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*.
- Data is monitored to identify actions for improving outcomes.
- Data is used to provide feedback to workers, and with the participant's consent, their support network, and their specialist behaviour support provider about the implementation of the behaviour support plan to inform the reduction and elimination of restrictive practices.

Behaviour Support Plan Review

Outcome: Each participant has a current behaviour support plan that reflects their needs, and works towards improving their quality of life, reducing behaviours of concern, and reducing and eliminating the use of restrictive practices.

To achieve this outcome, the following indicators should be demonstrated:

- The implementation of the participant's behaviour support plan is monitored through a combination of formal and informal approaches, including through feedback from the participant, team meetings, data collection and record keeping, other feedback and supervision.

- Information is recorded and data is collected as required by the specialist behaviour support provider and as prescribed in the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*.
- Identification of circumstances where the participant's needs, situation or progress create a need for more frequent review, including if the participant's behaviour changes.
- Contributions are made to the reviews of the strategies in a participant's behaviour support plan, with the primary focus of reducing or eliminating restrictive practices based on observed progress or positive changes in the participant's situation.

Reportable Incidents involving the Use of a Restrictive Practice

Outcome: Each participant that is subject to an emergency or unauthorised use of a restrictive practice has the use of that practice reported and reviewed.

To achieve this outcome, the following indicators should be demonstrated:

- The participant's immediate referral to, and assessment by a medical practitioner (where appropriate) is supported following an incident.
- Collaboration is undertaken with mainstream service providers, such as police and/or other emergency services, mental health and emergency department, treating medical practitioners and other allied health clinicians, in responding to the unauthorised use of a restrictive practice.
- The Commissioner is notified of all reportable incidents involving the use of an unauthorised restrictive practice in accordance with the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*.
- Where an unauthorised restrictive practice has been used, the workers and management of providers implementing behaviour support plans engage in debriefing to identify areas for improvement and to inform further action. The outcomes of the debriefing are documented.
- Based on the review of incidents, the supports to the participant are adjusted, and where appropriate, the engagement of a specialist behaviour support provider is facilitated to develop or review the participant's behaviour support plan or interim behaviour support plan, if required, in accordance with the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*.
- Authorisation processes (however described) are initiated as required by their jurisdiction.
- The participant, and with the participant's consent, their support network and other stakeholders as appropriate, are included in the review of incidents.

Interim Behaviour Support Plans

Outcome: Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan based on evidence-informed practice, which minimises risk to the participant and others.

To achieve this outcome, the following indicators should be demonstrated:

- Collaboration is undertaken with mainstream service providers (such as police and/or other emergency services, mental health and emergency departments, treating medical practitioners and other allied health clinicians) in contributing to an interim behaviour support plan developed by a specialist behaviour support provider.
- Work is undertaken with the specialist behaviour support provider to support the development of the interim behaviour support plan.
- Workers are supported and facilitated to receive training in the implementation of the interim behaviour support plan.

Early Childhood Supports Module

These NDIS Practice Standards apply to NDIS providers who are registered to provide early childhood supports to NDIS participants.

The Child

Outcome: Each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.

To achieve this outcome, the following indicators should be demonstrated:

- Knowledge and understanding of each participant's legal and human rights, and incorporation of those rights into everyday practice.
- Implementation of practices and procedures to manage risk with a focus on creating a safe environment for children.
- Compliance with all relevant state and territory legislation relating to the reporting of risk of harm to children.
- Facilitation of the active involvement of the participant's support network in the participant's development.

The Family

Outcome: Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.

To achieve this outcome, the following indicators should be demonstrated:

- Each support plan is based on child and family choice and control and is undertaken with the family.
- The family's expertise and knowledge about their child is recognised and respected.
- The family's strengths, needs and priorities are identified by working in partnership with the family.
- Each support plan is flexible and individualised to reflect the child's and family members' preferences and learning styles.
- Each support plan is culturally responsive and respectful of the family's cultural beliefs and their community.
- Information and supports are provided in a clear, easy to understand and flexible manner by integrating the support into the child's everyday routine.

- The strengths of the family are promoted and developed and the family is assisted to develop their own network of formal and informal resources, with recognition that positive outcomes for children do not rely solely on therapeutic child-focused programs.
- Work is undertaken with the family to inform and strengthen their participation in, and contribution to, the child's learning and development.

Inclusion

Outcome: Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.

To achieve this outcome, the following indicators should be demonstrated:

- Assessment of each child's development focuses on the child's functions in their everyday routines and activities in their natural learning environments.
- A child's inclusive, meaningful and active participation in their family life, community life and natural environments is promoted.
- Links with each family's community and other support agencies are enabled and built upon.
- Each child's inclusion through participation in daily routines in their natural learning environments is promoted.

Collaboration

Outcome: Each participant receives coordinated supports from a collaborative team comprising their family, the provider and other relevant providers, to facilitate their development and address the family's needs and priorities.

To achieve this outcome, the following indicators should be demonstrated:

- If the family wishes to engage a key worker, work is undertaken with the family and other providers to identify a suitable key worker.
- Close collaborative links with the family and other collaborating providers are established to coordinate the team around each child.
- With the consent of the family, information, knowledge and skills are communicated and shared between the family, the provider, and other collaborating providers.
- Where relevant, collaboration between supports and services is undertaken to ensure that transition/exit planning meets the needs of each child and their family.

Capacity Building

Outcome: Each participant receives supports that build the knowledge, skills and abilities of the family and other collaborating providers in order to support the child's learning and development.

To achieve this outcome, the following indicators should be demonstrated:

- Work is undertaken with the support network in each child's life to build their capacity to achieve the functional outcomes identified in the support plan.
- Each family's confidence is built to understand how their family routines and everyday activities can support their child's development.
- The capacity of the child, family and collaborating providers involved with the child is built through coaching, capacity building supports and collaborative teamwork.
- Collaboration is undertaken to affirm, challenge, and support the child, family and collaborating providers to further develop their skills and to improve practice and relationships.
- Feedback and learnings from the child, family and other professionals is used to improve support delivery

Evidence – Informed Practice

Outcome: Each participant receives evidence-informed supports from providers with quality standards and validated practice.

To achieve this outcome, the following indicators should be demonstrated:

- Intervention strategies are based on explicit principles, validated practices, best available research and relevant laws and regulations.
- Appropriate information, knowledge, skills and expertise are in place to deliver quality supports to families.
- Knowledge and skills are maintained through continuing relevant professional development, ongoing self-reflection, self-assessment and monitoring of practices.

Outcome based approach

Outcome: Each participant receives supports that are outcome-based and goal-focused.

To achieve this outcome, the following indicators should be demonstrated:

- The functional outcomes for the child and their family are based on their needs and priorities, and the skills needed to achieve those outcomes are identified through collaboration with the child and their family.
- Each child has a documented support plan that describes the interventions and their functional outcomes.
- The family is actively involved in the assessment of the child and the development and review of the support plan.
- A copy of the support plan is provided to the family in the language, mode of communication and terms that they are most likely to understand.
- The functional outcomes support the child's meaningful participation in family and community life.
- The assessment, intervention planning and outcomes for the child and the family are measured, evaluated and reported in ways that are meaningful to, and understood by, the family.

Specialist Support Co-ordination Module

These NDIS Practice Standards apply to NDIS providers who are registered to provide specialist support co-ordination to NDIS participants.

Specialised Support Co-ordination

Outcome: Each participant receiving specialised support coordination receives tailored support to implement, monitor and review their support plans and reduce the risk and complexity of their situation.

To achieve this outcome, the following indicators should be demonstrated:

- Demonstrated knowledge and understanding of the risk factors experienced by each participant with high-risk and/or complex needs.
- Participants are involved in the evaluation of their situation and the identification of the supports required to prevent or respond to a crisis, incident or breakdown of support arrangements, and the promotion of safety for the participant and others.
- Consultation is undertaken with the participant and, with the participant's consent, the participant's support network and mainstream services (as appropriate) in planning and coordinating supports to implement the participant's plan, and any plan review.
- In consideration of each participant's individual needs, preferences and circumstances, suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support are identified.
- There is proactive engagement to ensure that all providers implementing the participant's plan understand and respond to the risk and/or complexity of the participant's situation, and collaborate with other relevant providers, where required.
- All monitoring and reporting obligations associated with the participant's plan are managed effectively.

Management of a Participant's NDIS Supports

Outcome: Each participant exercises meaningful choice and control over their supports and maximises the value for money they receive from their supports.

To achieve this outcome, the following indicators should be demonstrated:

- Supports and services are arranged using the participant's NDIS amounts as directed by the participant and for the purposes intended by the participant.

- Each participant has been provided with information about their support options using the language, mode of communication and terms that the participant is most likely to understand.
- As appropriate, each participant is supported to build their capacity to coordinate, self-direct and manage their supports and to understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.
- Supports funded under a participant's plan are used effectively and efficiently, and are complemented by community and mainstream services to achieve the objectives of the participant's plan.

Conflict of interest

Outcome: Each participant receives transparent, factual advice about their support options which promotes choice and control.

To achieve this outcome, the following indicators should be demonstrated:

- Conflict of interest policies are provided or explained to each participant using the language, mode of communication and terms that the participant is most likely to understand.
- Each participant is supported to understand the distinction between the provision of specialised support coordination and other reasonable and necessary supports funded under a participant's plan using the language, mode of communication and terms that the participant is most likely to understand.
- If the provider has an interest in any support option available to the participant, the participant is aware of this interest. The participant understands that any choice they made about providers of other supports will not impact on the provision of the specialised support coordination.
- Referrals to and from other providers are documented for each participant.

Specialist Disability Accommodation Module

These NDIS Practice Standards apply to NDIS providers who are registered to provide specialist disability accommodation to NDIS participants.

Rights and Responsibilities

Outcome: Each participant's access to specialist disability accommodation dwellings is consistent with their legal and human rights and they are supported to exercise informed choice and control.

To achieve this outcome, the following indicators should be demonstrated:

- Knowledge and understanding of each participant's legal and human rights, and incorporation of these rights into everyday practice, including through reasonable adjustments or modifications to the dwelling to meet each participant's needs.
- Any agreement or contract entered into with each participant, and any communication with the participant about the provision of specialist disability accommodation, including about rights and responsibilities in relation to the dwelling, is responsive to their needs and provided in the language, mode of communication and terms which that participant is most likely to understand.
- Each participant's autonomy, including their right to privacy, intimacy and sexual expression is respected.

Conflict of Interest

Outcome: Each participant's right to exercise choice and control over other NDIS support provision is not limited by their choice of specialist disability accommodation dwelling.

To achieve this outcome, the following indicators should be demonstrated:

- Organisational policies are in place that detail how perceived or actual conflicts of interests are managed. The conflict of interest policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand.
- Conflicts of interest, perceived or actual, are proactively managed and documented.
- The participant is supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling. Where a specialist disability accommodation provider is delivering both specialist disability accommodation and other NDIS supports to the same participant, there are separate service agreements.

- The participant's housing rights, including security of tenure, are upheld, irrespective of any decision/s the participant makes about the provision of other NDIS supports within the specialist disability accommodation dwelling (notwithstanding any matters covered by the specialist disability accommodation service agreement).

Service Agreements with Participants

Outcome: Each participant is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.

To achieve this outcome, the following indicators should be demonstrated:

- Work is undertaken with each participant to develop a written service agreement that meets the requirements of the *National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018*, and any applicable state or territory residential tenancy legislation.
- In the absence of any applicable state or territory residential tenancy legislation, written service agreements should deal with the following matters:
 - a) specify the rent that must be paid by the participant and the method and timing of making rental payments and arrangements for the issuance of rental payment receipts;
 - b) specify the value and management arrangements in relation to any bond that is required from the participant;
 - c) if applicable, specify any board payments that have been agreed with the participant, what the board payments will cover and the method and timing of making the board payments;
 - d) specify the minimum period of notice that will be given by the provider before the provider increases the amount of rent or board (where applicable) payable by the participant;
 - e) specify:
 - a. the name, telephone number and address of the provider's agent (if any) and the responsibilities of the agent; or
 - b. if the provider does not have an agent, the address and telephone number, of the provider.
 - f) require the provider to notify the participant in writing within 5 business days of any change during the agreement of the matters provided for in paragraph (f), unless applicable state or territory law stipulates an alternative notice period;
 - g) specify the commencement date of the agreement, the duration of the agreement, and the manner in which the agreement can be extended;

- h) specify the circumstances in which the agreement can be terminated by either the participant or the provider;
 - i) require the provider to give the participant a minimum of 90 days' notice before the participant is required to vacate the premises, unless shorter notice is required to address risks of harm to the participant or others;
 - j) explain the process for requesting repairs or maintenance to be undertaken.
- The agreement establishes expectations, explains the responsibilities of the specialist disability accommodation provider in relation to the dwelling, and specifies the rights and responsibilities of the participant in accessing the dwelling.
 - The agreement includes information about dwelling safety features, including fire alarms and building evacuation procedures, and how this information will be communicated to other providers who deliver supported independent living to each participant in the dwelling.
 - Each participant is supported to understand the agreement, including any conditions, by using the language, mode of communication and terms which that participant is most likely to understand.
 - Each participant receives a copy of their agreement signed by the participant and the provider. Where this is not practicable, a record is made detailing the circumstances in which the participant did not receive a copy of their agreement.

Enrolment of SDA Properties

Outcome: Each participant's specialist disability accommodation dwelling meets the requirements of the design type, category and other standards that were identified through the dwelling enrolment process.

To achieve this outcome, the following indicators should be demonstrated:

- Mechanisms are in place to ensure a provider's enrolled specialist disability accommodation dwellings meet the design type, category and density restriction requirements of the *National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018*.
- Mechanisms are in place to ensure a provider maintains ongoing compliance with the *National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018* and all relevant laws and standards, including building standards and tenancy laws that apply to specialist disability accommodation dwellings.
- Enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents

Tenancy Management

Outcome: Each participant accessing a specialist disability accommodation dwelling is able to exercise choice and control and is supported by effective tenancy management.

To achieve this outcome, the following indicators should be demonstrated:

- Demonstrated adherence to the requirements established in the *National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018*.
- Where applicable, policies and procedures are in place about how a provider will declare, advertise and fill vacancies in shared living, including how each participant's views, preferences and needs are documented and taken into account. The policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand.
- Documented arrangements are in place with each participant and each participant's other NDIS providers that deliver supported independent living supports within a specialist disability accommodation dwelling. At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:
 - a) How the specialist disability accommodation provider will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all tenants;
 - b) How potential conflicts involving the participant will be managed;
 - c) Policies and procedures for responding to violence, abuse, exploitation or conflict involving one or more participant which may impact on the condition of the dwelling;
 - d) How each participant's concerns about the specialist disability accommodation dwelling will be communicated to and addressed by the specialist disability accommodation provider;
 - e) How behaviours of concern will be managed, if this a relevant issue for the participant;
 - f) How changes to a participant's circumstances or supports will be agreed and communicated;
 - g) Arrangements for continuity of supports (including specialist disability accommodation) in the event of a natural disaster or other emergency; and
 - h) In shared living, how vacancies will be filled including the participant's right to have their needs, wishes, choices and situation taken into account.

Where the participant does not consent to an agreement, the specialist disability accommodation provider has a documented record of this.

- Allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made

of any details and outcomes of reviews and investigations (where applicable), and action is taken to prevent similar incidents occurring in the future.

- Where a change in participant needs or circumstances occurs, reasonable adjustments are made to accommodate the changes. If the changed support needs exceed the design category or functionality of the dwelling, work is undertaken to modify the dwelling, following consideration of the impact of the modifications on the other tenants (if applicable). Where the participant's needs or circumstances cannot be accommodated, the participant, and any relevant support providers are made aware of the need to find alternative accommodation.
- A complaints management and resolution system is maintained that meets the requirements of the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018* and follows the principles of procedural fairness and natural justice.
- An incident management system is maintained in accordance with the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*.
- State or territory legislative requirements regarding the provision of tenancy-related notices are adhered to and each participant is aware of their right to seek review of a decision, where applicable.
- Policies, procedures and agreements relating to any tenancy management are provided in the language, mode of communication and terms which each participant is most likely to understand.

Complaints Management

Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.

To achieve this outcome, the following indicators should be demonstrated:

- A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

Risk Management

Outcome: Risks to participants, workers and the provider are identified and managed.

To achieve this outcome, the following indicators should be demonstrated:

- A documented system that effectively manages work health and safety risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of supports.
- Appropriate insurance is in place, including professional indemnity, public liability and accident insurance