

Behavior Support Management Plan

SAMPLE

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Purpose and Scope

This Behaviour Support Management Plan (BSMP) sets out [Company Name]'s framework for preventing, responding to and reviewing behaviours of concern in disability and aged care settings. It is designed to protect the health, safety and wellbeing of participants, residents, workers, visitors and others, and to ensure that any behaviour support strategies are consistent with person-centred practice, human rights and relevant legislation.

This document applies to:

- All workers (including employees, contractors, agency staff, students and volunteers) of [Company Name].
- All participants and residents receiving disability or aged care services and supports.
- All work environments controlled or influenced by [Company Name], including in-home care, community settings, group homes, residential aged care facilities and day programs.

The BSMP should be used alongside individual Behaviour Support Plans (BSPs), care plans, risk assessments, incident management procedures, and clinical governance systems.

Objectives

The objectives of this Behaviour Support Management Plan are to:

- Identify and manage any risk associated with behaviours of concern.
- Promote positive behaviour support and trauma-informed care.
- Minimise the use of restrictive practices and ensure any use is lawful, least restrictive and time limited.
- Clarify roles, responsibilities and communication pathways.
- Provide workers with clear procedures for prevention, early intervention, incident response and post-incident review.
- Support continuous improvement through data collection, monitoring and review.

Definitions

Key Terms

- **Behaviour of concern:** Any behaviour that poses, or has the potential to pose, a risk to the safety, wellbeing or quality of life of the person or others. This can include physical aggression, verbal aggression, self-harm, property damage, absconding, or behaviours that significantly disrupt care.
- **Positive behaviour support (PBS):** Evidence-based, person-centred strategies focused on understanding the function of behaviour and improving quality of life, rather than simply reducing behaviours of concern.

- **Restrictive practice:** Any practice or intervention that has the effect of restricting the rights or freedom of movement of a person, including seclusion, chemical restraint, mechanical restraint, physical restraint, and environmental restraint.
- **Trigger:** An internal or external event, interaction or condition that increases the likelihood of a behaviour of concern occurring.
- **Early warning signs:** Subtle changes in a person's behaviour, body language, speech or mood that indicate they may be becoming distressed or escalating.
- **Worker:** Any person carrying out work in any capacity for [Company Name], including employees, contractors, labour hire staff, volunteers and students.

Legislative and Standards Framework

This plan should be implemented in accordance with:

- Work Health and Safety Act and Regulations (jurisdiction-specific).
- Aged Care Act and associated Quality Standards (where applicable).
- NDIS Act and NDIS Quality and Safeguards Commission requirements (where applicable).
- Guardianship, consent and mental health legislation (jurisdiction-specific).
- Relevant Australian Standards and clinical guidelines.

[Company Name] must ensure that behaviour support practices are consistent with duty of care obligations, the principles of dignity of risk, and the rights of people with disability and older people to autonomy, choice and control.

Roles and Responsibilities

Officers (e.g. Board Members, Executives)

Officers of [Company Name] must exercise due diligence to ensure that WHS risks associated with behaviours of concern are effectively managed. This includes ensuring that:

- Adequate resources are provided for behaviour support, training and supervision.
- Systems for hazard identification, risk assessment, incident reporting and consultation are in place and effective.
- There is clear governance over the use, reporting and review of restrictive practices.
- Regular reports on behaviour incidents, trends and corrective actions are reviewed and acted upon.

Managers and Supervisors

Managers and supervisors are responsible for implementing this plan at the workplace level. They must:

- Ensure individual Behaviour Support Plans (BSPs) are in place, current and accessible to relevant workers.
- Conduct and review risk assessments for behaviours of concern.
- Ensure staff rosters and skill mix support safe behaviour management.
- Facilitate training, competency assessment and supervision for workers.
- Respond promptly to behaviour incidents and ensure incidents are reported and investigated.
- Support debriefing, wellbeing and injury management for workers.

Behaviour Support Practitioners / Clinical Leads

Where applicable, behaviour support practitioners and clinical leads must:

- Conduct functional behaviour assessments and develop evidence-based BSPs.
- Ensure strategies are person-centred, trauma-informed and culturally safe.
- Provide specialist advice on environmental modifications and risk controls.
- Lead complex case reviews and multi-disciplinary meetings.
- Provide coaching, modelling and feedback to frontline workers.

Workers

All workers must:

- Follow this Behaviour Support Management Plan and individual BSPs.
- Use de-escalation and positive behaviour support strategies as trained.
- Immediately report hazards, near misses and incidents involving behaviours of concern.
- Participate in training, supervision, debriefing and refresher programs.
- Use personal protective equipment (PPE) and other controls as required.
- Respect the rights, dignity, cultural background and preferences of participants and residents.

Participants, Residents and Families/Carers

Where appropriate and with consent, participants, residents and their families/carers should be involved in:

- Identifying triggers, preferences and calming strategies.
- Co-designing behaviour support strategies and environmental changes.
- Reviewing the effectiveness of behaviour support interventions.