



Managing Behaviours of Concern Procedure

Behaviours of concern can be defined as:

“behaviour of such intensity, frequency and duration that the physical safety of the person or other is placed in serious jeopardy, or behaviour which is likely to seriously limit use of, or result in the person being denied access to ordinary community facilities, services and experiences.” (Emerson 1995)

This document provides clear instructions that aim to ensure the safety of all parties during incidents of challenging behaviour. All employees are responsible for following and implementing the following procedure:

- It is the responsibility of the Managing Director to ensure that all staff are familiar with the individual's personal profile and the contributing factors that may trigger an individual's behaviour of concern.
- It is the responsibility of the Managing Director to ensure documentation is completed; collated; and referrals sent through to the appropriate people i.e Psychologist, Senior Practitioner and/or Coordinator of Supports, if required.
- It is the responsibility of the Managing Director to ensure any incidents that have occurred that are directly related to a behaviour of concern, are reported to the relevant parties in accordance with the NDIS (Incident Management and Reportable Incident) Rules 2018.
- Staff should ensure that they do everything in their power to minimise any known triggers for the behaviour of concern.
- Staff should closely observe the individual for early signs of the behaviour of concern.

Staff should adhere to the individual's Behaviour Management Plan at all times. If there is not a plan in place, staff should proceed as follows:

- Ensure the safety of everyone in close proximity. Evacuate the room if required.
- Try and diffuse the situation by meeting the individual's needs, if they are obvious.
- Do not raise your voice and do not restrain the individual in any way.
- If the situation is escalating contact the Managing Director to obtain advice on how to manage the situation.
- Contact the police if necessary.
- Complete an Incident Report Form, Behaviour Analysis Form, and a File Note to be provided to the Managing Director and recorded on the individual's file.
- After the incident has passed, debrief with the Managing Director and any other staff involved.

It is of vital importance that any incidents of challenging behaviour are discussed in detail with the individual's significant others and/or their family members. The Managing Director will ensure that the information is passed on to the relevant parties, and may require the participation of the staff member/s involved.