



LANCASTER
CONSULTING

AUSTRALIA PTY LTD

P: (03) 8652 1674 P.O. Box 363, North Balwyn 3104
lancasterconsulting.org ABN: 91 608 766 285

Behaviour Support Services - what to expect

Positive Behaviour Support (PBS) is based on the belief that all people do what they do for a reason. Behaviour - good, bad or otherwise - serves a purpose, or “function”. It’s a form of communication. Developing supports or interventions that address that purpose can reduce behaviours which can cause harm to them and others, as well as, support them to achieve a better quality of life.

Our behaviour intervention service can either follow on from our assessment service or be engaged separately to provide support within the family home, supported accommodation, community or other settings. The aim of the service is to reduce behaviours which cause harm or reduce the quality of life of the person in order to help improve the lives of those we’re supporting and develop the capacity of those in their support network to understand the person’s needs and respond to behaviours.

There are points to remember with significant behaviour change. The first is that change is hard and it takes time! If a behaviour has served a purpose for the person for months or maybe years, it will take time to teach a new way of responding or remove the need for them to respond in that way. The second is that the best time to change a behaviour is when no behavioural challenges are happening! That might sound contradictory, but the PBS framework shows us that long term behaviour change comes from changes in a person’s environment and teaching new skills.

Specific details about your service is included within the service agreement. The following gives a general outline on what you can expect from your consultant. We welcome any questions you may have about what we’re doing. Our approach is totally based on the person’s need, so the approach and order in which we do things changes from person to person.

First steps

If an assessment has been conducted by Lancaster Consulting Australia (LCA), the recommendations in the report along with support tools such as the anxiety scale or support guidelines, will serve as a guide to developing an action plan with you and others in your network of support. The first step of the intervention service will be to bring the support network together to talk about;

- Reason and aims of the engagement
- Our approach and likely timeframes
- Concrete actions, responsibilities and outcomes
- Establish clear priorities and review points

If there has been no prior engagement from LCA, a brief assessment will need to be conducted prior to developing support guidelines and longer-term interventions. This could involve:

- Observations in your home, school/work, other important settings
- Interviews with important people in your life
- Collecting data around the behaviour, or
- Collection and review of documents such as
 - Previous reports: this could include psychology assessments, communication assessments, sensory assessments, other behaviour assessments, school reports, etc.
 - Current documents (e.g. Behaviour Support Plans, Person Centred Plans, Individual Support Plans)
 - Medical information
 - Incident reports
 - information collection around specific behaviours of concern

We use the information we collect to understand the purpose of the behaviour and then work with you to design an appropriate intervention plan. This plan will guide our engagement during the duration of the service and will be reviewed regularly with you and your network of support.

The recommendations are likely to involve participation and work from you and other members of your network of support. Our aim is to teach you, as the person’s on-going support, to understand and respond to behaviours. When addressing a behaviour we use the Positive Behaviour Support Framework. Our action plan will have supports and strategies across the following four areas:

Proactive Strategies <i>This is what we do BEFORE a problem arises</i>			Response Strategies <i>(How we can respond to a behaviour when it's happening)</i>
Change the Environment	Teach New Skills	Focused Supports (Short term responses)	
These strategies focus on improving quality of life and reducing behaviours of concern by improving the fit between the person and their world.	These strategies work to teach the person new ways of responding and meeting their needs (reducing the need for the behaviour of concern)	These are short term strategies aimed to quickly reduce the intensity or frequency of the behaviour. The aim is to get some breathing space!	These strategies are about ensuring everyone has a way of responding to the behaviour that keeps everyone (and everything) as safe as possible.

Help we need from you

LCA consultants can’t design or implement intervention strategies without the support of everyone

involved in our client's lives. We need your help with collecting background and current information, with practical arrangements for client visits, meetings and updates on any changes. The following is a list of ways you can assist us to speed up the assessment process and improve our intervention:

- Information is given in a timely manner
- Adequate notice of meetings is given
- Access is provided for client observations (to be negotiated with assessor)
- To Collect data when requested, and return the data to consultant as agreed
- Provide copies of incident reports fortnightly/monthly or as planned
- Update consultant within reasonable timelines of any planned/unplanned changes to:
 - Client behaviours of concern
 - Members of care team
 - Meeting dates and times
 - Contact details
 - Accommodation/ day activity arrangements

Completion of engagement

Our behaviour intervention service aims to assist you to develop your confidence in understanding and responding to behaviours which are concerning as they may cause or have the potential to cause harm or reduce a person's quality of life. In some instances, the identified behaviour or behaviours may reduce significantly before we conclude our service, or in other instances, the level of understanding the network of support demonstrates may increase significantly and a clear sense of a plan forward is developed.

Expected Outcome of our Intervention Service for the client and/or the support team

1. An increase in the general understanding of PBS and why we use this approach.
2. An increase in understanding the function of the target behaviour(s)
3. Clear guidelines (written, modelled, or other - dependent on your service agreement) in responding to the target behaviour(s) is provided
4. An increased understanding and capacity to collect information and use it to make decisions about your interventions and supports
5. A reduction in the use of consequent-driven or restrictive approaches
6. Decreases in how often, how long or how intense the target behaviours happen

Our goal is rarely to see the target behaviour or behaviours totally disappear, as that is frequently not achievable. When highly distressed, people tend to fall back on things that "worked before" and during these times behaviours may reoccur. We do aim to leave you with a toolkit of ways to deal with these recurrences. But our primary aim is to see improvements in the person's overall quality of life, however they may measure or describe that, as well as for those in their network of support