



DISTINCT DIRECTIONS

Allied health for you, for your family.

Welcome to Distinct Directions, where our commitment is to your well-being. We are dedicated to providing comprehensive behavioral support and psychological services tailored to meet the unique needs of each client. Our experienced team works collaboratively to foster an environment that empowers individuals and families, supporting them to achieve their goals and enhance their quality of life. At Distinct Directions, we value professionalism, empathy, and innovation in all we do, ensuring that our services are accessible, effective, and respectful of your journey towards personal growth and wellness.

With office locations in Bathurst, Orange and Dubbo NSW, our footprint is large, and growing! We also have satellite Behaviour Support Practitioners in the Parkes and Cowra regions to enable better access to services for our clients which also means better value for money with less travel fees. If you are located in regional NSW and are interested in our services but we don't have an office in your location, let us know! There might be a few people asking us the same question and we would love to be able to help!

We work with people of all ages, backgrounds and needs and offer a wide range of services including:

- Psychological Therapy (individual, group and family support)
- Psychological Assessment including Forensic and Developmental Assessment
- Behaviour Support Assessments
- Behaviour Support Planning, including NDIS registered plans and management of Restrictive Practices
- Group programs

We are a registered NDIS Provider of Behaviour Support and Psychology services. Across our team of Psychologists, we are also registered for various funding programs including Medicare, Workcover NSW, Department of Veteran Affairs and Open Arms. We are also able to offer private health compliant receipts and payment plans for assessments.

We pride ourselves on providing excellent quality services and working with you to meet your goals - it is your journey, and we are here to help.



DISTINCT DIRECTIONS
PSYCHOLOGICAL SUPPORT, ASSESSMENT
& BEHAVIOUR SUPPORT SERVICES

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DISTINCT DIRECTIONS

Behaviour Support

What is Behaviour Support?

With an approach which places a strong emphasis on positive and proactive support, Behaviour Support focuses on gaining insights into the root causes of challenging behaviours and creating customised strategies to effectively address and manage them. We aim to enhance overall quality of life while minimising the impact of challenging behaviours. Our goal is to work collaboratively with our clients and their support networks to develop strategies that are tailored to their unique needs and preferences.

We aim to support individuals to minimise challenging behaviours & reduce restrictive practices, enabling greater communication and more choice and control in people's lives. Behaviour Support Under the NDIS is overseen by the NDIS Quality & Safeguards Commission and has very specific rules and timelines that we as a provider must follow.



What is involved in Behaviour Support?



Understand the Reason



Develop Strategies



Teach New Skills



Adjust Environments



As a Specialist Behaviour Support provider, our role is to collaboratively enhance the lives of individuals through positive strategies. We work closely with clients and their support networks to develop personalised behaviour support plans, ensuring effective implementation and continuous monitoring for progress over time.

Our approach emphasises delivering an increasing quality of life by providing tailored support to meet the unique needs and goals of each individual, drawing on the expertise of our trained professionals to increase the skills of those who support our clients alongside us. We actively foster positive relationships, empower clients with choice and control, and encourage the acquisition of new skills and coping mechanisms.

Additionally, we promote community participation, enhance safety, and strive to improve understanding of clients' needs and behaviour among their peers. Our ultimate goal is to reduce or eliminate restrictive practices in the lives of those we support.

Key Components of Behaviour Support.

Behaviour Support helps people to understand another person's behavioural communication so that their needs can be met. Our Behaviour Support Practitioners conduct assessments & interviews to learn what makes a person behave the way they do. Then, we put together a plan full of strategies to guide people how best to support that person to live their best life.

1 Assessment

Conducting a comprehensive assessment to understand the factors contributing to challenging behaviours, such as communication difficulties, sensory issues, or unmet needs.

2 Positive Behaviour Support Plan

Developing a customised plan that outlines positive strategies and interventions to address challenging behaviours. This plan is based on the individual's strengths, preferences, and goals.

3 Training and Capacity Building

Providing training and support to the individual, their family, and support network to implement the strategies outlined in the behaviour support plan effectively.

4 Monitoring and Review

Regularly reviewing the effectiveness of the behaviour support plan and making adjustments as needed. This ensures that the plan remains responsive to the individual's changing needs.



**Behaviour is
communication.**

**Sometimes, we just
communicate differently to
those we care for.**

That's where we come in.



What is a Behaviour Support Plan (BSP)?

The National Disability Insurance Agency (NDIA) and the NDIS Quality & Safeguards Commission describe two types of behaviours support plan.

Interim BSP

This plan prioritises short-term safety while an assessment is conducted, laying the groundwork for the development of a Comprehensive Behaviour Support Plan in collaboration with you.

An Interim BSP may not be required if there is a BSP that have been created previously.

Comprehensive BSP

Grounded in assessment and a thorough understanding of your situation, this plan employs proactive strategies to address your needs, impart new skills, and facilitate lasting positive change.

This plan will also be submitted to governing bodies where required to assist in the management of any Restrictive Practices.

Our behaviour support plans are crafted in consultation with our clients and their support networks. They encompass ways to better support, meet your needs, and bring about positive changes. These plans explore any behaviours of concern, helping others comprehend the reasons behind our clients' actions. Furthermore, they serve as a guide for learning new skills and adopting alternative approaches.

Our overarching aim is to contribute to our client's overall well-being, providing steps to ensure safety for both them and those around them. In some instances, these plans may involve the consideration of restrictive practices.

What are Restrictive Practices (RPs)?

Section 9 of the NDIS Act 2013 defines a restrictive practice as any intervention that limits a person with disability's rights or freedom of movement. The NDIS Commission oversees five regulated restrictive practices: **chemical restraint, mechanical restraint, physical restraint, environmental restraint, and seclusion.**

The use of these practices poses human rights concerns, requiring careful clinical and ethical consideration within a positive behaviour support framework. Restrictive practices should only be employed as a last resort to protect individuals and others from harm.

The NDIS Commission guides registered providers and practitioners, enforcing compliance through risk-responsive actions. Conditions for using regulated restrictive practices are outlined in legislative instruments, emphasizing clear identification in behaviour support plans, authorisation in accordance with state or territory processes, evidence-based and person-centred strategies, least restrictive response, risk reduction, proportionality, and time-limited use for safety.

Our ultimate goal, in behaviour support, is to better the quality of life of those we support. A huge part of this is to reduce or eliminate restrictive practices in the lives of those we support.



Behaviour Support “Must Do’s”.

The National Disability Insurance Agency (NDIA) and the NDIS Quality & Safeguards Commission describe a number of things that we, as your Behaviour Support provider, must do. These are the legislated minimum requirements.

At Distinct Directions, Behaviour Support involves a person-centered approach. Focusing on understanding the underlying causes of challenging behaviours and, developing tailored strategies to address and manage them.

LEGISLATED

Within 1 month:



Develop & Distribute the Interim Behaviour Support Plan



Lodge any newly identified Restrictive Practices with the NDIS Quality & Safeguards Commission and Dept. of Communities & Justice.

Within 6 months:



Develop & Distribute the Comprehensive Behaviour Support Plan



Lodge Restrictive Practices and reduction strategies with the NDIS Quality & Safeguards Commission and Dept. of Communities & Justice.



What Does Behaviour Support Actually Look like?

12 Months

1

Assessment & Data Collection

2

Behaviour Support Plan Development

- Interim Plan BSP
- Comprehensive BSP

3

Training of Support Persons

4

Implementation & Monitoring

5

NDIS Progress Report.



Your Behaviour Support Clinician will...

Engage with the Participant & their Supports.

Very early in the process, your Clinician will conduct assessments & observations both with the Participant & their supports in the Participants key environments.

Write the Behaviour Support Plans (BSP).

Your Clinician will provide an Interim BSP within 4 weeks to help decrease immediate risks. Then, they will develop the Comprehensive BSP.

It may feel like you don't see your Clinician as much at this stage, but remember, they are always contactable by email or call.

Implement & support strategies for change.

Once your BSP has been approved by our Senior Clinicians, your Clinician will provide training in the prescribed strategies to the Participants supports.

Monitor & Adjust Strategies

Your Clinician will request behaviour data, or information about any behavioural instances.

They will keep in touch with the Participant & Supports about how things are going & may make changes to strategies if necessary.

Manage Restrictive Practices (RPs)

Your Clinician is trained & supported by our Senior Clinicians to identify & manage RPs. We will provide individualised fade out strategies & interventions to work towards safely reducing RPs.

We are legally obliged to lodge BSPs with RPs & report any unauthorised RPs to the NDIS Quality & Safeguards Commission, to keep Participants safe.

Provide Ongoing Training & Progress Report

Your Clinician will also provide ongoing training & skill development in-person (where possible) & by a digital classroom/recording.

They will also provide a Progress Report to the NDIS for your plan review.

Did you know...

Did you know that all NDIS Behaviour Support providers MUST be registered with the NDIS Quality and Safeguard Commission to be able to deliver services? Even if the supports are plan managed or self-managed.

This is to help keep participants safe and ensure no one is subject to unauthorised & unmonitored Restrictive Practices.

**Distinct Directions is proud
to be a registered provider of
Behaviour Supports &
Psychology services.**

The NDIS has an online tool to help you to check your providers' registration, or find a registered provider here,

<https://www.ndiscommission.gov.au/resources/find-registered-provider/list-registered-providers>



**REGISTERED
NDIS
PROVIDER**



**NDIS Quality
and Safeguards
Commission**

www.ndiscommission.gov.au

We hope we helped answer your questions about Behaviour Support.

If you have any further questions, please contact our friendly administration team via phone or email.

E: admin@distinctdirections.com.au

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W: www.distinctdirections.com.au

IMPROVING QUALITY OF LIFE

Our #1 goal for every individual.



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