



Positive Behaviour Framework Disability Sector Update October 2013

Welcome to the Positive Behaviour Framework Disability Sector Update for October 2013. This update aims to inform the sector of developments underway in the continued rollout of the Positive Behaviour Framework.

The framework is driven by the Disability Services Commission's Count Me In: Disability Future Directions plan. It works to foster the participation and contribution of people with disability who sometimes experience challenging behaviours. The framework does this by providing a values and evidence-based strategy to support the development of personalised supports and services.

The cross-sector guiding committee implementing the framework continues to grow. There are 40 committee members representing people with disability, families, disability sector organisations, peak bodies and the Commission. The guiding committee has been working collaboratively for three years and initiated several projects that are having a positive effect on the way people with disability who sometimes experience challenging behaviours are being supported.

The guiding committee is working to implement the proposals that came out of the Towards Responsive Services for All report, which was developed as a result of consultations with the sector and families. The report is available on the Commission's website at www.dsc.wa.gov.au > Disability service providers > Behaviour Support.

The focus for the next 12 months is to broaden the networks with the disability sector and other government departments. Quarterly forums are planned for 2013 and 2014, inviting contributions from the disability sector, people with disability, families and carers and other government departments to showcase developments in the area of Positive Behaviour Support. Updates on projects addressing proposals in the Towards Responsive Services Report are detailed below.

Updates on projects addressing proposals contained in the Towards Responsive Services for All report

Proposal 1: Family support services

Side By Side project

The Commission funded the Developmental Disability Council (under the Positive Behaviour Framework) to develop the Side by Side project. The primary objective of this project is to build the resilience of families supporting family members who are experiencing challenging behaviour. The model of peer support has been intentionally designed by families for families. Support is provided by people who have a lived experience and specifically targets families experiencing challenging behaviour.

Since April 2012 the project has grown and includes several dedicated family partners. The families live in many areas of Perth; for example, Yanchep, Mandurah, Bayswater, Hamilton Hill, Kalamunda, Forrestfield, Leeming, Willetton, Marangaroo, Ocean Reef and Butler. The project has now expanded to regional areas such as Bridgetown and Waroona. The Side by Side project aims to match two family partners with one family who has requested support. Ideally they live relatively close to each other and have children of a similar age. Currently the age of the people with disability involved in the family partners project vary from 7-year-old twin boys to a 25-year-old man.

The family partners are recognised for their skills and experiences and understand the difficulties many families face. They have developed a good skills set they wish to share with other people in similar circumstances to their previous situation. They understand times can be tough, and having a positive mindset and being able to recognise their strengths and resources is crucial.

Families who request support must want change to occur. The service is free, flexible and informal. Some of the goals include building relationships, helping people to recognise and build on their existing strengths and reducing the feeling of isolation. Individuals determine the way they want to connect, such as by phone, email, text or face-to-face. The family partners have attended Strengths Approach training and receive regular support from the Developmental Disability Council project facilitator and the larger group. The program aims to complement any service, therapy or intervention. It does not replace paid support or counselling.

Families are welcome into the program anytime but with the understanding that it may not always be the right type of support or the right time.

Implementation plan

The Side by Side project is currently being evaluated and options are being considered to continue the pilot project. Many families have reported benefits from the program and are likely to maintain contact after the project is complete.

Effective Service Design report

A consultative project has explored elements of effective service design and produced the Effective Service Design report which was presented at a forum on 17 and 18 November 2011. The report captured what the sector considers to be elements of good service design. It includes a list of service attributes in relation to supporting people whose behaviour is seen as challenging. These underpinning principles and attributes can be used to evaluate individual service capacity and targeted service development strategies.

People who were consulted said getting services right was an important first step in reducing the incidence of challenging behaviour and the consequent use of restrictive practices in the sector.

Voluntary Code of Practice for the Elimination of Restrictive Practices

The Voluntary Code of Practice for the Elimination of Restrictive Practices has been widely adopted and well received in the disability sector. The code of practice is also available in easy read and plain English versions (note: thanks to service users, My Place staff and Self Advocacy group members supported by People with Disabilities who trialled the use of the easy read version). The code has guided the development of a framework to support voluntary disability sector-wide engagement in the elimination of restrictive practices. It provides the basis for the disability sector to develop operational policy and guidelines to eliminate use of restrictive practices. It applies to all services provided and funded by the Commission for children and adults with disability.

The guide to Effective Service Design and the Voluntary Code of Practice for the Elimination of Restrictive Practices are available at www.dsc.wa.gov.au > Disability service providers > Behaviour Support.

The code of practice was launched on 25 October 2012 by Dr Ron Chalmers, with presentations by: (from left) Wendy Cox, Jaquie Mills, Susan Hart, Rel Morris, Gordon Trewern, Joan McKenna-Kerr, Rob Holmes and Pauline Bagdonavicius.



Implementation plan

The Commission's Behaviour Support Consultation Team has worked with the Developmental Disability Council in conjunction with People with Disabilities and Vela Microboards to develop training in the code of practice. The training called 'Is there a better way' was developed with input from Commission Statewide Specialist Services and Local Area Coordination staff. The first training workshop commenced in Bunbury in July 2013. Workshops have been conducted in regional, remote and metropolitan areas:

Bunbury	23–24 July
Kalgoorlie	7–8 August
Wanneroo	8–9 August
Albany	12–13 August
Guildford	15–16 August
Geraldton	21–22 August
Esperance	27–28 August
Broome	3–4 September
Narrogin	9–10 September
Rockingham	12–13 September
Port Hedland	26–27 September



(Training facilitator Jaquie Mills with her son, Eli, whose story featured in the 'Is there a better way' video)

Two 'Train the Trainer' workshops were held in Mt Claremont on 24 September and Alfred Cove on 1 October to train local people to return to their regions or to metropolitan disability services to conduct training using the resources provided. Attendance at the two-day training is essential before considering taking on a trainer role.

The code of practice will be reviewed in November 2013 and will consider feedback from the state-wide training sessions.

Proposal 5: Targeted sector development

Sector and Workforce Development project

The Behaviour Support Consultation Team has been working on a project with Nulsen, Lady Lawley, VIP and an independent evaluator to find out what conditions facilitate the embedding of the Positive Behaviour Support model in an everyday working environment.

This project highlights that it is possible to significantly reduce the use of restrictive practices through:

- gaining senior level organisational support for the introduction of Positive Behaviour Support
- providing appropriate staff training
- supporting emerging leadership at all levels within disability sector organisations, but particularly at the operational level through the introduction of leadership/mentor roles specific to the area of behavioural support
- implementing robust and consistently-applied organisational systems and processes that support and embed good behaviour support practices
- fostering cross-sector and inter-jurisdictional collaboration
- recognising and responding to the critical importance of timely, accessible support to organisations from professionals with experience in Positive Behaviour Support.

The report is now available at www.dsc.wa.gov.au > Disability service providers > Behaviour Support.

Implementation plan

The Sector and Workforce Development project report has been endorsed by the guiding committee. The launch occurred on 29 August 2013 at a public forum that showcased how the Commission and the disability sector is working together to build collaborative partnerships.

The recommendations from the Sector and Workforce Development report have led to further project work in regional areas to explore how best to support people who sometimes experience challenging behaviour.

In addition, the Sector and Workforce Development report has led to the introduction of Behaviour Support Consultants in 14 metropolitan and four regional organisations. The consultants are a group of frontline supervisors with a high level of behaviour support skills. They participated in a five-day training course on Positive Behaviour Support and developing behaviour support plans, which was delivered by Deakin University.

Behaviour Support Consultants will also have the opportunity to further develop their understanding of the role of communication. For example, how we interpret behaviour, understand the unmet needs in people's lives and how this influences behaviour, and how we can support a better quality of life for people with disability who may experience challenging behaviour.

Several projects are now in place that can attribute their direction to the lessons learnt from the work of Nulsen, VIP and Lady Lawley. These projects will contribute to the development of a plan for the state-wide implementation of Positive Behaviour Support.

Proposal 6: Interdisciplinary teams

Behaviour Support Service teams

In 2013 the Commission realigned the services provided by the Positive Behaviour Service branch (now called Behaviour Support Service). The Behaviour Support Service is a targeted service providing support to people with disability, families and carers who may sometimes experience challenging behaviour.

The Behaviour Support Service delivers services using the model of Positive Behaviour Support and therefore focuses on enhancing overall quality of life and building outcomes of independence and participation. Responses are delivered flexibly and vary in length, intensity and focus of intervention depending upon the situation.

The development of the Behaviour Support teams is based on the evidence provided in the evaluation of the service by Deakin University in 'Impact, effectiveness and future application of Positive Behaviour Teams (PBTs) in the provision of disability support services in Western Australia'.

Families who are experiencing challenging behaviour may wish to discuss behaviour support options with their Local Area Coordinator (LAC).

Behaviour Support Consultation team

The Commission's Behaviour Support Consultation team is working in partnership with the guiding committee to implement recommendations in the Towards Responsive Services for All report. Behaviour Support Policy Officer Fran Gresley is the first point of contact in the Behaviour Support Service for disability sector organisations seeking referrals for professional advice and support for people who may experience challenging behaviour.

Implementation plan

The Behaviour Support Consultation team is supporting the sector to further develop training, policies and processes to embed Positive Behaviour Support within each agency.

Behaviour Support Policy Officer Fran Gresley is liaising with the sector to develop resources. She is available to support organisations to develop and implement consistent processes and procedures, which will soon be on the Commission's website. Email Fran at frances.gresley@dsc.wa.gov.au or phone 9301 3837.

The team is also supporting the sector to further develop the use of behaviour support plans. There are two new members Kathryn Falloon and Rachel Barron. Kathryn is a Consultant Psychologist who provides support to disability sector organisations in the development and evaluation of Behaviour Support plans; contact her on 9301 3810. Rachel is a Senior Behaviour Support Consultant with extensive experience in working with vulnerable people to develop safeguards; contact her on 9301 3813.

Proposal 8: Regional and remote services

Sector and Workforce Development project (regional expansion)

The Behaviour Support Consultation team is currently working with four disability sector organisations in a pilot project to explore the implementation of Positive Behaviour Support in regional areas. These organisations are the Community Living Association (Albany), Lower Great Southern Family Support Association (Albany), Enable Southwest (Bunbury) and Strive Warren Blackwood (Bridgetown). They have been funded to employ a part-time behaviour support consultant for two years to work on the implementation of policies and strategies that

will support the development of Positive Behaviour Support, which will lead to the elimination of restrictive practices.

Since February 2013, the consultants have attended training in Positive Behaviour Support and in the use of the Behaviour Support Plan Quality Evaluation tool to assess quality of behaviour support plans. The consultants have contributed to project planning and carried out training and awareness-raising exercises for their boards, families and staff. They are now commencing restrictive practice audits for a target group of individuals who receive services.

New training available

The Commission's Learning and Development team held a two-day Positive Behaviour Support training program for direct care workers between May and July 2013. The training is based on Certificate III and Certificate IV skill sets in advanced behaviour support. Evaluation of the training, held in the Perth metropolitan, Bunbury and Albany areas, indicated it was valuable and useful for disability sector organisations. This training will be available state-wide on a cost-recovery basis.

If your organisation is interested in accessing this training, contact Fran Gresley on 9301 3837.

Implementation plan

The four regional disability sector organisations involved in the pilot will use the information gathered from their restrictive practice audits to conduct Positive Behaviour Support panels to review restrictive practices and behaviour support plans. The panel will include one panel member external to the organisation. The audits will also identify other areas for the disability sector organisations to improve the quality of supports provided to individuals.

What's on in 2013?

All dates and venues are subject to confirmation. Confirmation notices will be sent to chief executive officers of disability sector organisations before the scheduled events.

Recently completed events

8–12 April 2013

Behaviour Support Plan Quality Evaluation (BSPQE11) training for behaviour support consultants

Staff from several disability sector organisations attended the five-day training delivered by Deakin University. They were from the Autism Association of WA, Enable Southwest, Community Living Association, Identity WA, Kira, Lady Lawley, Lifestyle Solutions, Lower Great Southern Family Association, Mosaic Community Care, My Place, Nulsen, Rise, Rocky Bay, Strive, Therapy Focus, UnitingCare West, VIP and the Positive Behaviour In Action Group.

29 August 2013

Sector and across-government forum

This forum explored how the disability sector is moving beyond the use of restrictive practices including:

- the Launch of the Sector and Workforce Development report
- the Voluntary Code of Practice for the Elimination of Restrictive Practices and an overview of training across the State
- person-centred behaviour support with parent Shivaun Egan and Commission Behaviour Support Clinicians Sarah Beveridge-Pearce and Sarah Davies on what's happening now and where we are going?

July–September 2013

Workshops

Workshops held in regional areas explored the new code of practice as well as Positive Behaviour Support. The workshops brought together service providers and families to learn and start talking about working towards the best outcomes for people with disability who may experience challenging behaviour.

Coming up

19 November 2013

Sector and across-government forum

This forum will include:

- an update from Commission Director General Dr Ron Chalmers on building disability sector partnership to better support people who sometimes experience challenging behaviour
- recent developments under the Positive Behaviour Framework
- Positive Behaviour Support and what's happening in regional areas
- a parent's perspective on Positive Behaviour Support
- the Side by Side Project: How family leadership supports families and the disability sector to grow together.
- evaluation feedback from 'Is there a better way' training
- an introduction to research into the effectiveness of the Positive Behaviour Framework.