

Challenging Behaviours Management Policy

In Balance Physiotherapy and Fitness (IBPF) uses the following standards to appropriately and effectively manage challenging behaviour. IBPF have a No Restrictive Practice Policy.

IBPF employees must read and understand the National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Services Sector which is documented in their personal HRA Cloud Onboarding documentation, with sign off by their Team Leader.

IBPF will investigate and follow up on reports of challenging behaviours from other clients, employees, volunteers, family members or the general public including,

- Making a written record of the reported incident including:
 - a description of the challenging behaviour,
 - the time and place,
 - the antecedents (the events leading up to the behaviour which may have been possible triggers)
 - the consequences (the impact of the behaviour on the client and others).
- Involving the client, employees, key family members (where appropriate) and behavioural consultants (where required) in the development of an individual support plan aimed at improving the challenging behaviour, including a thorough analysis of the problem situation, an agreed model for intervening and measurable behavioural goals for the client.

- Documenting the individual support plan and providing a copy to all parties involved.
- Appointing an external consultant if required to co-ordinate the development and implementation of the individual support plan.
- Allocating necessary resources to the individual support plan, which may include: specific skills training for the staff, environmental restructuring, higher staffing levels during the intervention period, or support from external professionals.

IBPF will undertake a formal review of the individual support plan and include all of the parties who were involved in the construction of the initial plan.

IBPF will advise the funding body if the organisation considers it lacks the resources, or expertise to manage the behaviours, or if challenging behaviours persist in a way that compromises the organisation's duty of care obligations to its clients, its staff and the general public.