

PURPOSE

Heads Together for ABI is committed to ensuring that all individuals enjoy equal access to our programs. This document sets out the procedure for responding to and supporting people with behaviours of concern. Heads Together is committed to ensuring behaviours of concern are managed in a positive and supportive way that protects both the safety of staff, volunteers and other people and the rights of the individual demonstrating the behaviours of concern. It provides support strategies in conjunction with appropriate management to prevent or significantly reduce the risk of behaviours of concern.

PROCEDURE

Identifying Behaviours of Concern

A behaviour of concern refers to any behaviour that causes physical harm to the person or another person, or destroying property resulting in the risk of harm to the person or any other person. Behaviours of concern can include:

- aggression toward others
- self-injurious behaviour
- inappropriate social and sexual behaviour
- self-stimulating behaviour such as excessive rocking
- extreme withdrawal or noncompliance.

This procedure addresses the management of behaviours of concern through consultation and by providing positive support as part of an overall behaviour management plan. To provide support to people who may have behaviours of concern, Heads Together staff and volunteers will:

- Respond to behaviours of concern in a positive, encouraging way
- Discuss how to manage the behaviours of concern with the person as appropriate and with members of their natural support network
- Help develop a behaviour support plan that is proactive

Understanding the factors that may affect Behaviour

All human beings behave according to a variety of factors that include but are not limited to:

- personal life experiences
- attitudes and expectations of the individual and others
- physical and social environments
- physical, mental and oral health

People with ABI may also be impacted by:

- the cognitive and physical impacts of the ABI
- medications they take
- discrimination, for example, being denied access to education or employment
- poor access to information, support or physical environments
- exclusion from activities, conversations and decisions.

BEHAVIOURS OF CONCERN POLICY & PROCEDURE

Proactive Support Strategies

Where behaviours of concern are identified, modifications to the environment and program will be made where practicable to reduce or prevent the behaviour occurring. Where available, the individual's behaviour support plan will be referred to.

If appropriate, a staff member will talk to the individual about their behaviour, and problem solve any strategies which could help them reduce the need to use behaviour of concern in order to have their needs met.

Any modifications or changes will be included into the individual's support plan and all staff will be made aware.

When behaviours of concern arise

If a Participant displays behaviours of concern, Heads Together staff and volunteers may need to balance the care of the individual with their duty to protect other people and also themselves. Any actions taken or strategies used should be in direct accordance with the person's profile information and Positive Behaviour Support Plan (if available). Where behaviours of concern arise staff should, taking care not to put themselves at risk:

- Try to redirect the individual
- Remove the individual who is displaying the behaviour of concern away from other people, or if this is unsuccessful move other people away to a safe distance
- Talk to the individual who is displaying a behaviour of concern in a calm manner using short assertive communication in an attempt to diffuse the situation
- Refer to the individual's Behaviour Support Plan if one exists

If the individual continues with the behaviour of concern and the staff member is unable to support the individual in reducing this behaviour and it is considered an emergency situation the staff should contact the Duty of Care/First Aid Officer who will contact the parent/guardian.

The staff member/Volunteer should stay with the individual if possible until they are settled, or if not possible, in the area to be able to observe the individual and ensure safety.

Reporting Requirements of an Incident

Staff and Volunteers involved in the situation are to complete an Incident Report at the time of the incident.

Staff and Volunteers will be debriefed after an incident and the Individual's Behaviour Management Plan evaluated.

Staff and Volunteers will need to discuss their own personal reactions to the incident that occurred, as well as the effectiveness of the procedures that were in place. It is important to learn from each incident.

Time is also needed to discuss the strategies that need to be implemented and maintained to prevent further issues

TIMELINE

GAL to notify Program Coordinator (PC)

1:1 Vol to support/monitor/provide intervention until PC/Parent/emergency contact arrives

PC to attend scene asap and administer first aid if necessary and utilise First Aid Volunteer as required

PC to notify parent/emergency contact

PC to notify campsite staff