



Positive Behaviour Support

POLICY & PROCEDURE

Policy Version 1.0

Category: Administrative *(Required by Legislation)*

Adopted: January 2022



Positive Behaviour Support Policy & Procedure

Policy Statement

Winton Shire Council's (WSC) Human Services Quality Framework team understands the need to apply positive strategies such as role-modelling, positive reinforcement, skill development and collaborative and inclusive approaches, when working with children and young people. Our goal is always to de-escalate negative behaviour through positive responses.

Council accepts **only** the provision of positive behaviour support when working with children and young people in our care. The use of prohibited practices is unequivocally not in line with our values and must never be used. Responses are targeted to address the developmental needs of children and young people, some of whom may have been exposed to abuse and neglect. Council supports working with other agencies, to assist in supporting children and young people.

Scope

This Human Services Quality Framework (HSQF) policy and procedure applies to Council's HSQF team members, Service Providers and Volunteers.

This policy and procedure applies also to Council's Clients who use the HSQF services provided by the HSQF team members, volunteers, and other stakeholders.

Council's HSQF services include:

- Youth / Sports / Recreation
- 60 & Better
- Family Support

This policy/procedure should be read in conjunction with the HSQF policy/procedure Records Management WSC-HSQF-POL-010.

Human Services Quality Standards:

The Human Services Quality Framework (HSQF) is underpinned by a commitment to efficient and effective business operations that result in quality outcomes for clients. The framework contains six Human Services Quality Standards:

Standard 1 — Governance and management

Standard 2 — Service access

Standard 3 — Responding to individual need

Standard 4 — Safety, wellbeing and rights

Standard 5 — Feedback, complaints and appeals

Standard 6 — Human resources.

The standards have been developed to include the core components of quality standards used in disability, child safety, community and community care services and are based on the following principles.

Respecting human rights — services are planned and delivered in a manner that respects the individual's human rights, in keeping with the United Nations Universal Declaration of Human Rights.



Social inclusion — services are planned and delivered to promote opportunities for people to be included in their community.

Participation — people using services are included in decision-making about the service they receive.

Choice — people using services are provided with the opportunity for choice regarding the service they receive and where and how they receive it, within available resources.

https://www.qld.gov.au/data/assets/pdf_file/0017/55214/human-services-quality-standards.pdf

Definitions

Client – A person who receives approved services from a service provider

Council – Winton Shire Council

HSQF – Human Services Quality Framework

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive, and psychosocial disability.

Procedure

General Responsibilities

Management shall ensure that the HSQF team adopt a Client decision-making approach in relation to the services they provide. Management shall ensure the establishment and delivery of safe service outcomes to all Clients, by trained and experienced HSQF team members. Management shall ensure that each Client is provided services that are:

- Best practice
- Tailored to the Client's needs
- Optimises the Clients health and well-being

The HSQF team shall follow the requirements of this policy/procedure and where possible, participate in development opportunities, and deliver safe services that address the Client's HSQF needs.

Council encourages Clients to provide input into and feedback on the Council HSQF services they utilise.

Positive Behaviour Support

Positive Behaviour Support is a 'person centred' basis for providing support in situations where there is or there is a risk of, challenging behaviour. Challenging behaviour is persistent behaviour that puts the physical safety of people at risk or that causes difficulties and limits a person's ability to have a good life. (It is referred to as 'challenging', as it challenges everyone who supports the person to try and understand why it is happening and how to find a solution.)

Studies have revealed that challenging behaviour happens as part of an interaction between three components:

- An individual, their current and past experiences, and what they have learned.
- Thoughts, feelings and behaviours of other people in their lives.
- Environments, communities and cultures they live in.



The HSQF team is committed to providing support that, promotes inclusion, increases choice, shows respect for diversity and promotes equality of opportunity and human rights.

Planning and Delivering Positive Behaviour Support

The HSQF team is responsible for ensure when working with children and young people that:

- Their safety and wellbeing is principal.
- Be responsive.
- All interaction/language is positive and respectful.
- Appropriate support is offered to those who have experienced or are experiencing trauma, loss or grief to meet their individual needs - support responses should consider the age and developmental level of the child or young person and their cultural needs.
- They are provided with the opportunity to consent, participate and have their views considered in positive behaviour support planning processes to the full extent possible, having regard to their age and ability to understand.
- Discuss emotions, feelings and issues of inclusion and exclusion, fair and unfair behaviour, bias and prejudice to children.
- Listen empathetically to children when they express their emotions and reassure children that it is normal to experience positive and negative emotions at times.
- Support children to negotiate with others.
- Talk with children about the outcomes of their actions, and the rules and reasons for these.
- Prompt and support children to remove themselves from situations where they are experiencing frustration, anger or fear.
- Allow children to make choices and to experience the consequences of these where there is no risk of physical or emotional harm to the child or another person.
- Acknowledge when children make positive choices in managing their own behaviour.
- Use knowledge of children to pre-empt potential conflicts or challenging behaviours.
- Support interactions where conflict arises.
- Use Redirection as a strategy for resolving conflict and provide children with choices when redirecting.
- Encourage children to reflect on and consider the impact of their behaviour.
- Be patient, gentle, calm and reassuring even when children strongly express distress, frustration or anger.
- Respond promptly to disruptive behaviour by acknowledging their feelings, spend time with them and suggest alternative ways of responding.
- Seek to understand the feelings and emotions behind the behaviour. Consider:
 - Their own beliefs, attitudes and experience and how that influences guiding behaviour.
 - Strategies used to support children's self-regulation and implement changes as needed.
 - How the environment may impact on the behaviours and interactions of children and adults.



Reporting the Use of Reactive Responses and Prohibited Practices

Reactive responses may only be used where there is a **high risk of immediate harm** to the child or others. Where reactive responses are used, paramount consideration must be given to the best interests of the child or young person.

The use of reactive responses and details of the circumstances in which it occurred must be reported by the HSQF team member to the management team immediately, and the *Child Safety Service Centre or Child Safety After Hours Service Centre* within 24 hours of the incident occurring.

HSQF team members are required to report all incidents to their Manager immediately and complete a WHS Incident Report form.

Refer also to the Client Harm, Abuse and Neglect Policy/Procedure WSC-HSQF-POL-008.

Information received by the department (Regulator) in relation to the use of a reactive response or prohibited practice that may constitute a possible criminal offence will be immediately notified to the Queensland Police Service by them.

Training and support

Where necessary the HSQF team shall work with the department to provide training and support to employees, carers, foster and kinship carers to provide positive behaviour support to children and young people. This training and support will include learning strategies to respond to unsafe behaviour of children and young people, including reactive responses and prohibited practices.

Communication

- Council's HSQF team shall have access to this policy/procedure.
- The HSQF team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment and orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant HSQF team members.

Enforcement

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

Related Council Documentation

- Feedback and Complaints Policy and Procedure WSC-HSQF-POL-006
- Client Privacy and Confidentiality Policy WSC-HSQF-POL-012
- HSQF Risk Register WSC-HSQF-REG-002
- Incident Report Form
- Risk Assessments

Legislation, Recognised Authorities and Other Sources

- Anti-Discrimination Act 1991 (Qld)



- Child Protection Act 1999 (Qld)
- Child Safety Practice Manual <https://cspm.csyw.qld.gov.au/>
- Department of Children, Youth Justice and Multicultural Affairs (Qld) <https://www.cyjma.qld.gov.au/protecting-children/resources-publications>
- Human Services Quality Framework (HSQF) Standards
- *Human Rights Act 2019 (Qld)*
- *Information Privacy Act 2009 (Qld)*
- Information Privacy Guide (Department of Child Safety, Youth and Women) <https://www.cyjma.qld.gov.au/resources/dcsyw/about-us/right-to-information/privacy-guide.pdf>
- National Disability Insurance Scheme (NDIS) Practice Standards
- *Privacy Act 1988 (Federal)*
- *Right to Information Act (Qld)*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*

CEO Discretion

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

Review of Policy

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
January 2022	V1.0	Preparation for Council Adoption	17 February 2022

