

POLICY NO: STD (S10-05)

STANDARD 10 – PROTECTION OF HUMAN RIGHTS & FREEDOM FROM ABUSE

SUBJECT: Reducing Incidents and Responding to Challenging Behaviour

SUMMARY PAGE

What is the policy...?

The Spastic Centre requires that any incident of challenging behaviour that diminishes an individual's community status or seriously threatens human health and safety be responded to appropriately in a manner that is effective, ethical and safe.

What are...?

REDUCING INCIDENTS AND RESPONDING TO CHALLENGING BEHAVIOUR

Challenging Behaviour refers only to behaviours which are of such intensity, frequency or duration that the physical safety and/or emotional wellbeing of the person or others is placed at significant risk, or which limit the person's access to usual/ordinary settings, activities, services and experiences.

All behaviour is likely to result from multiple causes that can include psychiatric, medical, physiological, psychological, and communicative problems. Refer to further definitions in Appendix 2.

Why is this Policy needed?

A policy is needed for preventing, reducing and responding to challenging behaviour for the following reasons:

- To meet legal requirements developed to protect the rights of people with disabilities
- Inform staff of rights and responsibilities
- Inform staff and service users of prohibited practices
- Have approved procedures that are safe, ethical and effective for staff to use
- To comply with The Centre's Duty of Care obligations under the OH&S Act 2000

Who does it Affect?

Staff, service users, contractors, visitors and volunteers of The Spastic Centre.

How will it affect the Organisation?

The policy is written with the intention of ensuring that service users are responded to in ways that maintain respect and protect their dignity and human worth.

Expected Result/Outcome

- Staff are aware of appropriate and approved management approaches to challenging behaviour.
- Reduced likelihood of challenging behaviour.
- Creating a positive approach to managing challenging behaviour which meets the Disability Services Standards (DSS).

POLICY STATEMENT

The Spastic Centre requires that any incident of challenging behaviour that diminishes an individuals' community status or seriously threatens human health and safety be responded to appropriately in a manner that is effective, ethical and safe.

The creation of a safe and positive environment throughout all services in The Spastic Centre will minimise the incidents of challenging behaviour. The environment will be one in which all those involved will be aware of each other's rights and responsibilities and have respect for human dignity and worth.

The strategies deployed in circumstances where challenging behaviour is exhibited must be consistent with the disability service standards, current law & legislation and best practice. Further, no individual may implement a *prohibited practice* and only with due authorisation from a suitably qualified professional (such as a psychologist) may an individual implement a *restricted practice*.

Ensure that all relevant staff and volunteers are adequately trained in the policy procedures for responding to challenging behaviours.

PROCEDURES

A. Steps to follow when (mild to moderate) Challenging Behaviour is exhibited – see Flowchart 1. One of the steps in the flowchart is to report to manager. This report is to include:

- Date of incident
- Brief outline of incident
- Action
- Outcome

B. Crisis Management for when Challenging Behaviour becomes severe – see Flowchart 2. NB All recurrent challenging behaviours must be thoroughly investigated by suitably qualified professionals eg. Psychologists and a behaviour management plan be designed, implemented and monitored by those professionals.

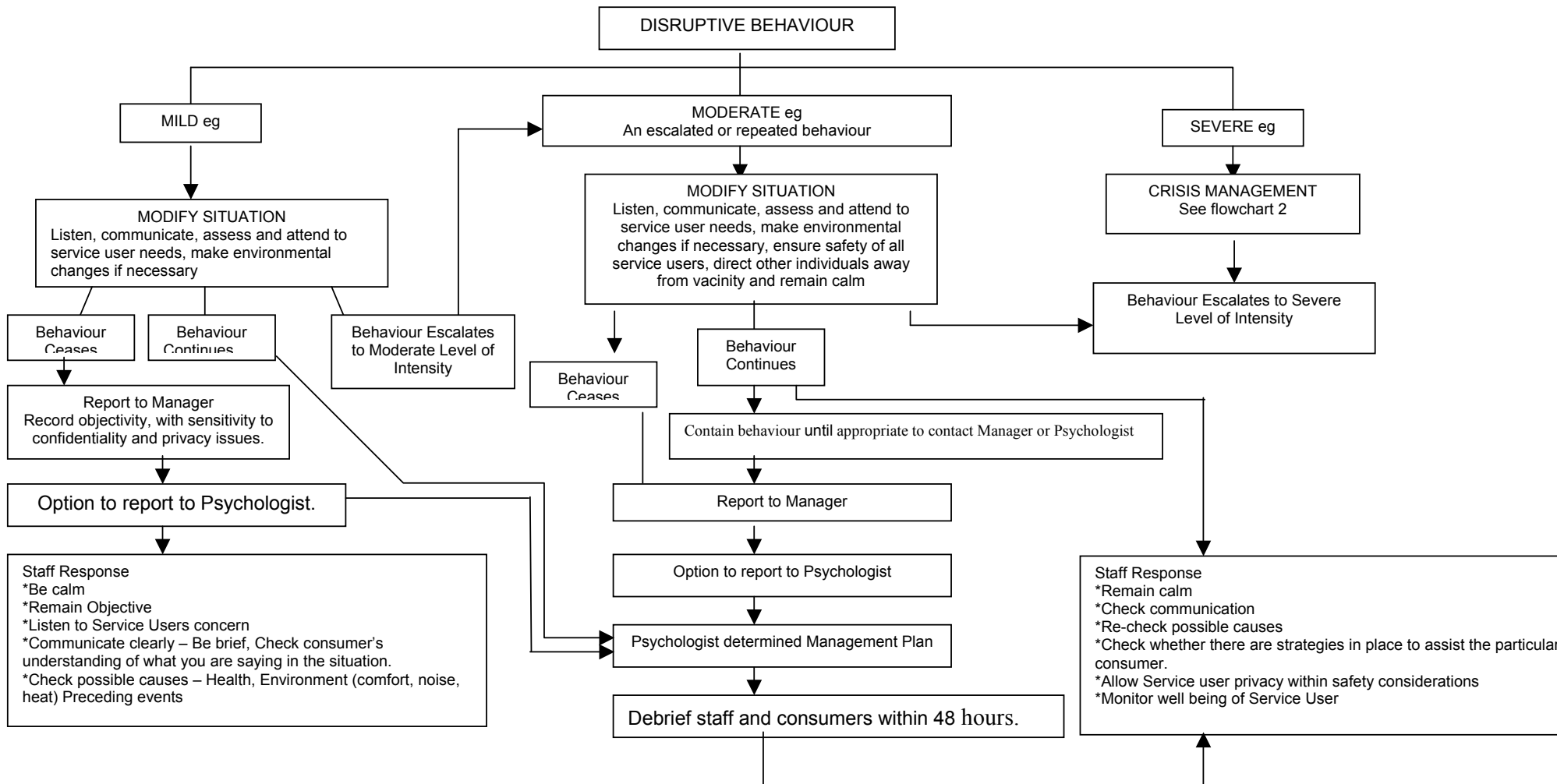
C. Strategies for creating Positive Environs:

- Ensure that service users are supported to make informed choices in all aspects of their lives and where necessary, encourage an advocate to be involved.
- Ensure that clear means of communication exist to enable those participating to express their needs, wants and feelings in a dignified manner.
- Ensure that those participating understand their rights and responsibilities in relation to the service and the organisation's code of conduct.
- Ensure that there are adequate opportunities to involve those participating in a range of everyday activities, both social and recreational, which are appropriate to their age.
- Ensure that staff demonstrate that the activities offered reflect the expressed individual needs and goals of those participating.
- Ensure that family, staff, volunteers and contractors are, encouraged to be consistent and positive in the manner in which they respond to those participating.

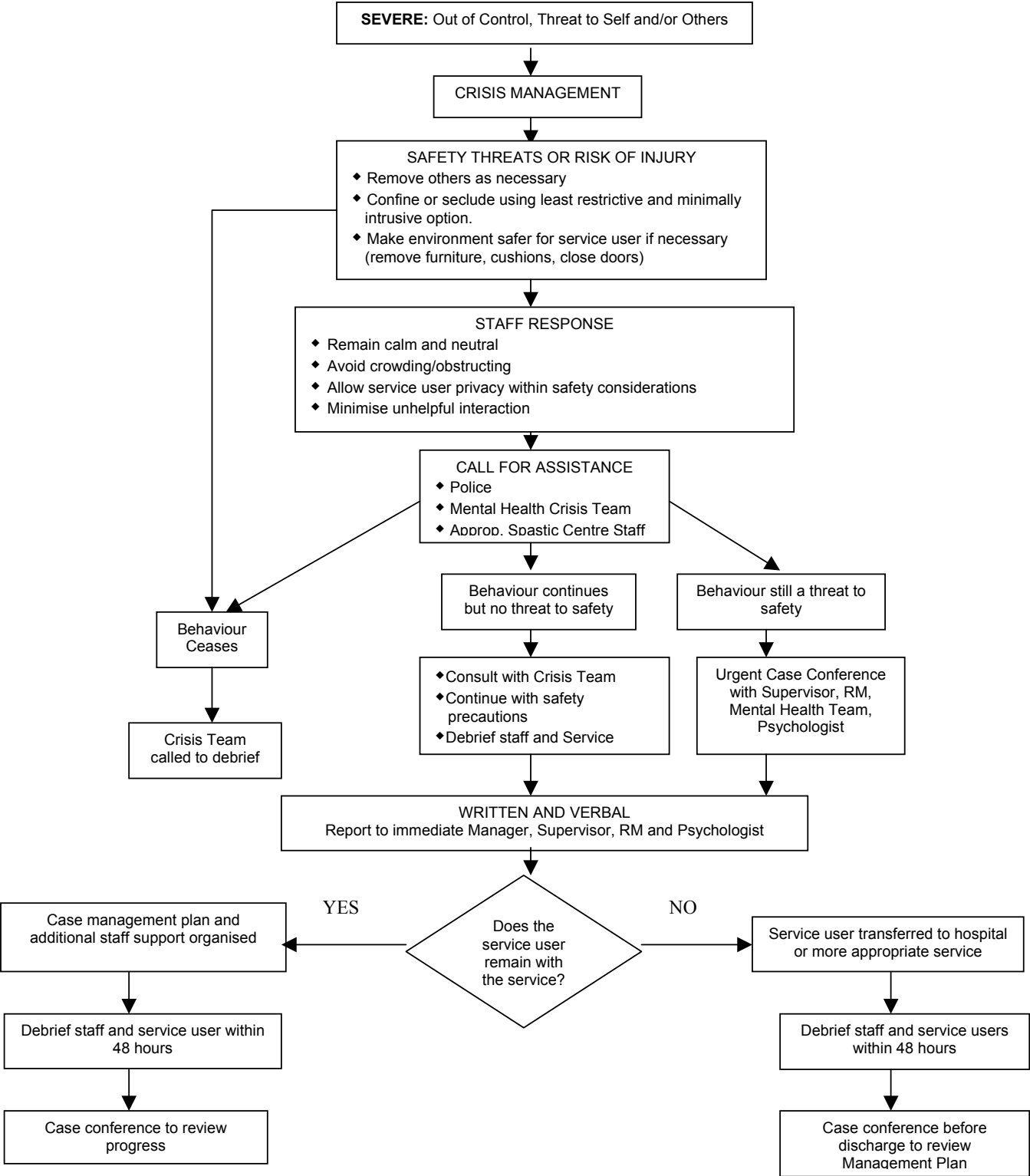
- * See Appendix 1 for further information on practical suggestions for the creation and maintenance of a positive environment.

Flowchart 1

Steps to Follow when (Mild to Moderate) Challenging Behaviour is Exhibited



Crisis Management for when Challenging Behaviour Becomes Severe



Related Policies and Further Reading

S10-06 Prevention of Workplace Violence and Abuse

List of Appendices/Forms

Appendix 1 Creating a Positive Environment
Appendix 2 Definitions
Appendix 3 Legal Rights and Responsibilities
Appendix 4 Prohibited Practices



SIGNATURE OF CEO: _____
DATED: ___/___/___

REVISION SCHEDULE

Policy: Std-10-05 Reducing Incidents and Responding to Challenging Behaviour

Review Date	Outcome	Comment on revised/review details
	KEYWORDS	<ul style="list-style-type: none"> • Behaviour management • Psychiatric problems • Medical problems • Physiological problems • Communication problems • Crisis management • Disruptive behaviour
8.11.01	<input checked="" type="checkbox"/> revised	Policy title has changed from "Behaviour Support and Intervention". Policy has been reformatted and rewritten. Addition of flowcharts, attachment on Creating a Positive Environment + other appendices.
17.01.05	<input checked="" type="checkbox"/> revised	An additional paragraph has been inserted into the Physical Restraint section re what <u>may</u> be considered under the Therapeutic Good Acts (TGA 2003).