

9.18	MANAGING CHALLENGING BEHAVIOURS
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Applies to: Staff
Specific responsibility: Staff

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS acknowledges challenging behaviour occurs for many reasons and is committed to using a person centred approach when dealing with the challenging behaviours of clients.

The organisation will ensure that responses to challenging behaviour are prompt, individualised, and appropriate and that they respect the dignity and rights of the client and the rights of any other person/s affected by the behaviour.

HECIS will use the least intrusive responses in all circumstances and only use physical intervention as a last resort to prevent harm to the client or others.

The organisation will:

- Conduct comprehensive individualised assessment for all reports of challenging behaviours with the consent of the client or their legal guardian
- Involve client/families and child care centre staff in the development of an individual plan to manage the challenging behaviour
- Thoroughly document all reports of challenging behaviour and document and evaluate intervention strategies
- Use a continuous improvement process to constantly review, evaluate and improve challenging behaviour management plans
- Support staff with a range of techniques and tools to assist them to appropriately manage challenging behaviour by implementing strategies to minimise risk of harm

PROCEDURES

Assessment

The assessment will be person centred and acknowledge the influence of the client's disability, developmental delay or specific diagnosis (if appropriate) as well as cultural, linguistic and religious backgrounds, gender, age, age appropriate intellectual development, and family supports. It will also acknowledge the impact of the client's current environment and staff skills in responding the client's behaviour.

HECIS: Managing Challenging Behaviours

Through the assessment process triggers will be identified that can then be used to assist in developing a plan to alleviate behaviours of concern.

The assessment process will include consideration of the need for a physical examination by a medical practitioner.

The client's family will be provided with a copy of the Behaviour Management Plan for their child and complete the agreement form to support the strategies of the plan.

Involving clients, carers and families

HECIS actively supports client's families to have a leading role in developing strategies to ameliorate the challenging behaviours. The organisation also actively involves the client's child care centre staff and other significant people with the client's consent.

Intervention strategies

HECIS uses a wide range of positive intervention strategies when responding to challenging behaviour, these include:

- Staff will be aware of developmentally appropriate expectations of children's behaviour and model appropriate behaviour themselves
- Children will be supervised to ensure safety
- Children will receive positive reinforcement/encouragement for acceptable behaviours
- Staff will discuss appropriate and inappropriate behaviours with the child as part of the implementation of the program and reinforce group rules to ensure the child understands expectations
- Staff will implement strategies that are pro-active and so reduce possible negative behaviours
- Staff will intervene when unwanted behaviours are observed. If a child/adult is being hurt the action will be stopped immediately- initially verbally or by physical intervention (by way of holding or retraining the child's movement), if required.
- The child may be moved to a safe place and held by the HECIS Educator to assist 'calming', depending on the child's reaction
- The HECIS Educator will ascertain the possible causes/triggers of the unacceptable behaviour and plan to develop strategies to meet the child's needs

Documentation

All unwanted behaviours are to be recorded in the child's file and reviewed/evaluated to assist with further development of appropriate strategies for the child.

The regularity of the evaluation and review of strategies is determined by the regularity of the challenging behaviour.

This ongoing process of continuous improvement will be clearly documented on the client's file.

Whenever staff are required to use physical intervention to prevent harm to the client or others, this will be documented on the client file and whether any further action is required.

Staff support and training

Staff are supported to continually develop their skills in understanding and managing challenging behaviour. Staff are supported through attending HECIS funded training and through mentoring of staff by the HECIS Co-Ordinator and other senior staff.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Behaviour Management Plan

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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