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AND SUPPORT**  
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# YOUR VILLAGE

# Training and Support

# Engagement and

# Behaviour Policy



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### **Policy Outline**

#### **Purpose**

The purpose of this policy is to outline the approach to engagement and behaviour management adopted by **Your Village Training and Support**. It provides guidelines for managing and promoting positive behaviours exhibited by clients, ensuring that all interventions are respectful, appropriate, and consistent with the **NDIS Quality and Safeguarding Framework**. The aim of this policy is to foster a supportive and safe environment for clients, staff, and stakeholders.

### Scope

This policy applies to all staff, contractors, and volunteers of **Your Village Training and Support** involved in the care and support of clients. It covers the identification, management, and monitoring of behaviours that challenge and outlines how engagement strategies are provided to clients, including the use of Individual Behaviour Agreements when necessary.

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### Policy Statement

**Your Village Training and Support** is committed to promoting positive engagement and behaviour management. Our approach focuses on understanding the individual needs of clients and fostering an environment that encourages appropriate behaviours through respectful and person-centred interventions.

The organisation recognises the importance of:

- Ensuring all behaviour management strategies are individualised, evidence-based, and aim to reduce the risk of harm.
  - Promoting positive behavioural change through supportive interventions and proactive engagement strategies.
  - Upholding the dignity and rights of clients while providing a safe and supportive environment.
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### Engagement and Behaviour Principles

The engagement and behaviour management process is guided by the following principles:

- **Respect for the Individual:** All clients are treated with dignity, and behaviour management interventions are designed to respect their rights and preferences. This principle fosters trust and collaboration between clients and staff.
  - **Person-Centred Approach:** Engagement strategies and interventions are tailored to each client's unique needs, strengths, and circumstances. Understanding the client's history, preferences, and triggers is essential for effective support.
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- **Positive Behaviour Support (PBS):** Interventions focus on teaching and reinforcing positive behaviours rather than merely responding to challenging behaviours. PBS promotes skill development and encourages clients to use positive alternatives.
  - **Collaboration:** Behaviour management involves collaboration with clients, their families, and multidisciplinary teams to ensure a holistic approach. Regular communication with all stakeholders is crucial for successful outcomes.
  - **Transparency and Accountability:** All behaviour management practices are documented, reported, and regularly reviewed to ensure compliance with regulations and the safety of the client. This promotes accountability among staff and management.
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## Responsibilities

### Organisation

**Your Village Training and Support** is responsible for:

- Developing, implementing, and reviewing the **Engagement and Behaviour Policy**. This includes ensuring the policy aligns with best practices and legal requirements.
- Ensuring that all staff, clients, and other stakeholders are aware of the engagement and behaviour management process and their responsibilities. Regular training sessions and informational materials will be provided.
- Providing the necessary resources and training for effective behaviour management. This includes access to literature, workshops, and support from behaviour specialists.

### Employees

Employees are responsible for:

- Identifying and reporting behaviours that challenge in accordance with this policy. Staff should remain vigilant and proactive in recognizing potential issues.
- Implementing engagement strategies and positive behaviour support. Staff are expected to utilize de-escalation techniques and reinforce positive behaviour consistently.
- Monitoring clients' behavioural progress and providing feedback to supervisors or behaviour specialists. Continuous observation and documentation are crucial for assessing effectiveness.
- Adhering to guidelines on intervention strategies and ensuring that all interactions with clients are positive and supportive. Maintaining a positive and encouraging approach is essential for fostering client trust.

## Managing Director

The **Managing Director** is responsible for:

- Overseeing the implementation of the **Engagement and Behaviour Policy**. This includes ensuring compliance with relevant regulations and best practices.
- Ensuring that appropriate engagement strategies are developed and followed for all clients requiring support. The Managing Director will work closely with staff to monitor implementation.
- Reporting any significant behavioural issues to the Board of Directors and ensuring actions are taken to mitigate risks. This includes regular updates on behaviour trends and intervention effectiveness.

## Contractors and Volunteers

Contractors and volunteers must comply with this policy and follow any engagement strategies as directed by the supervising staff. They are also responsible for reporting behavioural concerns to their supervisor and understanding the client's individual needs.

## Clients and Families

Clients and their families are encouraged to participate in discussions about engagement strategies and to provide input into their care and support. Their involvement ensures that the strategies align with the client's needs and preferences, and promotes a collaborative environment.

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## Types of Behaviour

This policy recognises the following types of behaviours that may require intervention:

- **Aggressive Behaviour:** Physical or verbal aggression directed toward others. This may include yelling, hitting, or threatening gestures.
- **Self-Injurious Behaviour:** Behaviours that cause harm to the individual, such as head-banging, biting, or cutting. These behaviours can arise from frustration or an inability to communicate needs effectively.
- **Non-Compliance or Defiance:** Repeated refusal to follow instructions or rules. This behaviour may manifest as ignoring requests, refusing to participate in activities, or openly challenging authority.
- **Disruptive Behaviour:** Behaviours that interfere with the normal operation of services, such as excessive shouting, throwing objects, or destruction of property. These behaviours can disrupt group activities and create a challenging environment for both staff and clients.

- **Socially Inappropriate Behaviour:** Behaviours such as inappropriate touching, sexualised behaviour, or public outbursts. These behaviours can lead to discomfort for other clients and require immediate attention.
  - **Withdrawal or Isolation:** Refusal to engage with others or participate in activities. This behaviour may indicate emotional distress or a need for additional support.
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## Behaviour Management Process

### Behaviour Identification

Behaviours that challenge must be identified and documented by staff or caregivers. Early identification of triggers and patterns of behaviour is essential for developing effective interventions.

- **Observation:** Staff should regularly observe clients for changes in behaviour, looking for any signs of distress or triggers.
- **Communication:** Staff should communicate with clients to understand their feelings and needs, helping to identify underlying issues.

### Behaviour Reporting

Once a challenging behaviour is identified, it must be reported to the relevant supervisor or behaviour specialist using a **Behaviour Management Form**. All incidents of challenging behaviour must be logged, including details about the behaviour, triggers, and initial interventions used.

- **Timely Reporting:** Reporting should occur as soon as possible after the behaviour is observed to ensure accurate documentation.
- **Use of Standardized Forms:** Staff will use standardized forms to ensure consistency in reporting and to capture all necessary information.

### Behaviour Analysis

Behaviour specialists or supervisors will conduct a functional behaviour analysis (FBA) to understand the underlying causes of the behaviour. This analysis will include:

- **Identifying the Function of the Behaviour:** Understanding what the client is attempting to achieve through their behaviour (e.g., seeking attention, escaping a task).
- **Examining Environmental Factors:** Assessing the client's environment to determine if any changes could reduce triggers for challenging behaviour.

- **Reviewing the Client's History:** Evaluating previous interventions and their outcomes to inform future strategies.

### **Intervention and Management Strategies**

Based on the behaviour analysis, staff will implement intervention strategies to manage and modify the behaviour. Strategies may include:

- **Positive Reinforcement:** Rewarding appropriate behaviours to encourage their recurrence. For example, praising a client for participating in an activity.
- **Redirection:** Shifting the client's focus from a challenging behaviour to an appropriate alternative. For instance, if a client is becoming agitated, staff may redirect them to a calming activity.
- **De-escalation Techniques:** Using verbal and non-verbal communication techniques to calm the client and reduce the intensity of the behaviour. This might involve speaking softly, maintaining a non-threatening posture, and using calming language.
- **Environmental Adjustments:** Modifying the client's environment to reduce triggers (e.g., reducing noise or avoiding stressful situations). This may include creating quiet spaces or providing sensory tools.

### **Documentation and Record Keeping**

All behaviour incidents and interventions must be recorded in the client's file and the organisation's **Incident Register**. Detailed documentation ensures that behaviour management strategies are tracked and reviewed regularly.

- **Incident Register:** This register will include details of the incident, interventions applied, and the outcomes of those interventions.
- **Regular Review of Records:** Staff will regularly review documentation to identify trends and inform future behaviour management strategies.

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### **Individual Behaviour Agreements**

#### **Developing an Individual Behaviour Agreement**

While **Your Village Training and Support** does not create formal Behaviour Support Plans, Individual Behaviour Agreements may be developed when required. These agreements will:

- **Be Collaborative:** Involve input from the client, their family, and relevant staff to ensure the strategies reflect the client's needs.
- **Set Clear Expectations:** Outline acceptable and unacceptable behaviours, as well as the consequences for challenging behaviours.

- **Focus on Positive Engagement:** Include strategies for reinforcing positive behaviours and de-escalating potential incidents.

### Monitoring and Reviewing Individual Behaviour Agreements

Individual Behaviour Agreements must be reviewed regularly (at least every six months) or sooner if the client's behaviour changes. The review process will assess the effectiveness of the interventions and make adjustments as necessary to continue promoting positive outcomes.

- **Feedback Loop:** Collecting feedback from clients and families on the effectiveness of the agreements and making necessary adjustments based on their input.
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### Use of Restrictive Practices

**Your Village Training and Support does not engage in restrictive practices.**

The organisation is committed to promoting a supportive environment that emphasises positive engagement and behaviour management without the use of restrictive practices. All staff will be trained to employ de-escalation and positive behaviour support techniques to address challenging behaviours.

- **Last Resort Philosophy:** The organisation strictly adheres to the principle that restrictive practices should not be utilized and must be avoided unless absolutely necessary. The focus is always on positive interventions.
  - **Ongoing Staff Training:** Continuous training and professional development will be provided to ensure staff are equipped with the skills needed to manage behaviours positively and effectively.
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### Training and Support for Staff

**Your Village Training and Support** is committed to providing comprehensive training for all staff involved in behaviour management. This training will include:

- **Understanding Behaviour:** Recognising the causes of challenging behaviour and identifying triggers. This helps staff become more proactive in their approaches.
  - **Positive Behaviour Support (PBS):** Techniques for reinforcing positive behaviours and preventing challenging behaviours through proactive strategies.
  - **De-escalation Techniques:** Strategies for calming clients and preventing escalation, ensuring staff can handle situations effectively and safely.
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- **Incident Reporting and Documentation:** Training on how to accurately report incidents and maintain comprehensive records, ensuring compliance with regulatory requirements.
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## Monitoring and Review

This policy will be reviewed annually to ensure compliance with legal requirements and industry best practices. The review will also assess the effectiveness of engagement strategies and the reduction of challenging behaviours. Feedback from staff, clients, and families will be incorporated into the review process.

- **Regular Policy Audits:** Conduct audits to ensure the policy is being followed and to identify areas for improvement. This will involve reviewing incident reports and behaviour management documentation.
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## Implementation

**Your Village Training and Support** is committed to embedding engagement and behaviour management practices into the organisation's daily operations. The implementation process includes:

- **Stakeholder Involvement:** Engaging clients and their families in discussions about behaviour management strategies to ensure they feel supported and empowered. This includes regular meetings and updates on their progress.
  - **Behaviour Management Resources:** Providing staff with access to resources, including guidelines, templates, and best practices for behaviour management. These resources will be regularly updated to reflect new insights and practices in the field.
  - **Incident Drills and Simulations:** Organising regular drills and simulations for staff to practice responding to different types of behavioural incidents. These exercises ensure that staff are prepared to respond effectively and efficiently in real-life situations.
  - **Feedback Mechanisms:** Establishing mechanisms for clients, families, and staff to provide feedback on the effectiveness of behaviour management strategies. This may include anonymous surveys or feedback forms.
  - **External Review and Audits:** Engaging external experts to conduct audits and reviews of the organisation's behaviour management practices. These reviews will provide insights into areas for improvement and ensure compliance with best practices.
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