

Welcome to Elements ABC

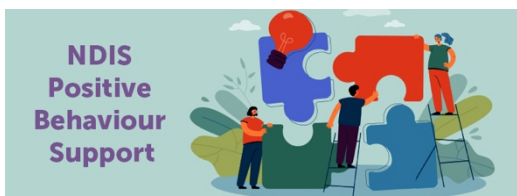
Our Mission Statement:

We are committed to ensuring that all persons can access safe, quality and effective behavioural support.



What is Elements Assessment Behaviour Consulting?

We are a team of Behaviour Support Practitioners.



We specialise in:

- Trauma-Informed Positive Behaviour Support
- Residential out of home care
- Youth Justice
- Students with complex needs in a school setting
- Forensic disability

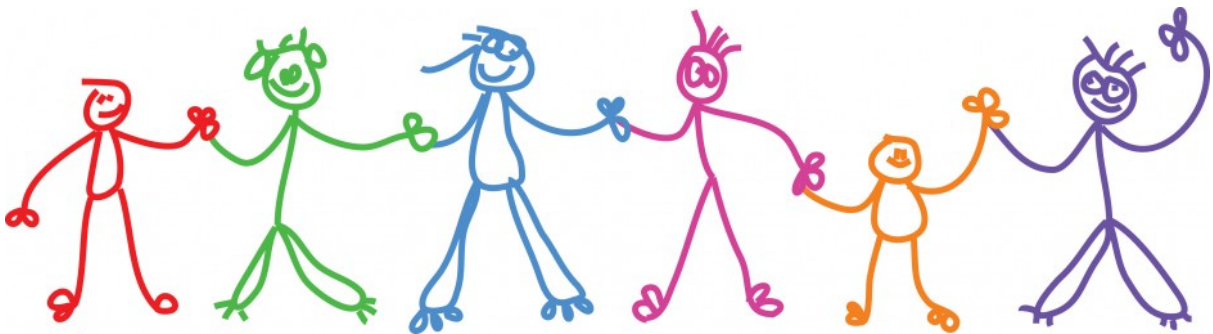
What is Behaviour Support?

- Positive Behaviour Support uses evidence to promote positive learning and adaptive skill development to improve a person's quality of life.
- Positive Behaviour Support provides person-centred strategies based on assessment of the individual and their environments.
- The goal of assessment is to understand the purpose, or 'function' of the behaviour of concern.
- The goal of intervention is to reduce the occurrence of behaviours of concern and minimise the use of restrictive practices.



What does a Behaviour Support Practitioner do?

- Meet with you face to face, over the phone or via telehealth
- Speak with other members of your support network and care team
- Make observations, write reports, conduct research, look at behavioural data
- Provide training to staff and carers



What we don't do...

We are not an emergency / crisis service.

If you are in an emergency, please call.

- Emergency Services - 000
- Lifeline – 13 11 14
- Beyond Blue – 1300 224 636
- Family violence – 1800 737 732

We are not support workers, we cannot provide daily support or personal care supports.

What services can we provide?

Functional Behaviour Assessments

- An analysis of a person's target behaviours which might be challenging for themselves and for others
- We might do this by making observations, conducting functional interviews and looking at data

Behaviour Support Plans and Training

- A Behaviour Support Plan is an individualised treatment plan, based on information from a Functional Behaviour Assessment
- It teaches functional skills and finds positive ways to meet a person's needs
- Implementation training will be provided to staff and carers

Risk Assessments and Management Planning

- This may be for a person with an intellectual disability who has high risk or offending behaviours of concern
- A Risk Assessment will provide recommendations about tailored intervention, and management of a person's risk towards themselves and others

Needs Assessments

- To seek a review with NDIA
- The aim of a Needs Assessment may be to request more funding in certain areas of a participant's NDIS plan



Our Contact Details:

Phone: 0466 394 771

Email: info@elementsabc.com

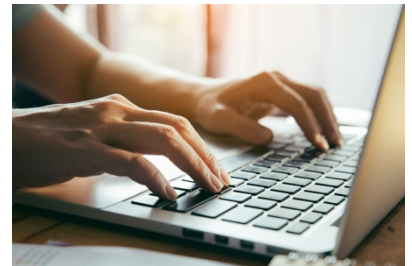
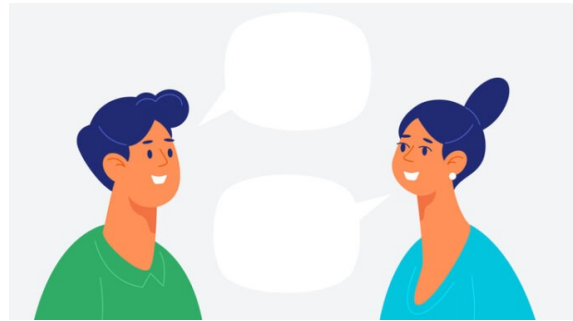
Website: www.elementsabc.com

Hours: Monday to Friday, 9am-5pm

Fees

We may charge for:

- Face to face appointments
- Travel to/from appointments
- Speaking to your support network and care team
- Writing reports, conducting research, analysing data
- Consultation and review of reports, as per NDIS requirements
- Providing training to staff and carers



Our fees for NDIS participants are set at a standard rate by the NDIS

- \$222.99 per hour for Specialist Behaviour Intervention Support
- \$222.99 per hour for Behaviour Management Plan and Training

If a cancellation is made at short notice (less than 24 hours before the appointment) or the service user is a no-show for a scheduled appointment, we may charge up to 100% of the agreed price for a cancelled appointment.

For cancellations made more than 24 hours before the appointment, we will not charge a cancellation fee.

CAPACITY BUILDING



Consent, Active Participation and Choice

Before we start services, we require participants to **consent** to our services

- Consent can be withdrawn at any time

Our services require participants to **actively participate** in the development and design of services.

We encourage you to voice your **concerns and/or feedback** at any time.

- If you are unhappy with any of our services, we will try to address your concerns.
- If you choose to engage with another provider for behaviour support, we will work together with the chosen service to ensure minimal disruption to your supports.



Complaints

Service users and relevant stakeholders have the right to complain if they feel an individual's rights are not being respected or they are not happy with our services.

- **If you are unhappy with our services**, please raise the issue with your Behaviour Support Practitioner first, so that we can try to address the issue for you.



You may make a complaint to the NDIS Quality and Safeguards Commission if we are unable to resolve the issue.

- Phone number: 1800 035 544
- Website: <https://www.ndiscommission.gov.au/>

If your issue is unresolved or you are unhappy with the outcome, you may contact the Disability Services Commissioner (DSC).

- Website: www.odsc.vic.gov.au/making-a-complaint

You also have the right to lodge a complaint about Behavioural Analysts with the Behavioural Analyst Certification Board (BACB) at any time

- Website: www.BACB.com.

Your Responsibilities

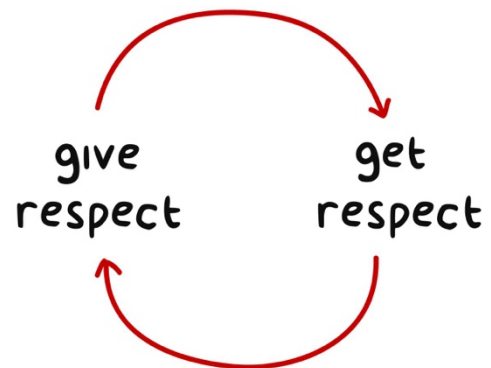
Please treat our staff members with respect.

Our staff members are only available during specified work hours.

Face to face meetings must take place in a safe location.

Our staff members deserve to feel safe.

We will not tolerate any sexual, racial or derogatory comments.



We cannot allow a face to face meeting to continue if:

- You are under the influence of drugs and/or alcohol
- You are smoking or vaping
- You become violent or aggressive
- There are any unknown or unsafe animals present
- There are any weapons present

Fairness

Everyone has the right to be treated fairly, regardless of:

- Age
- Disability
- Cultural or linguistic background
- Gender status or identity
- Sexual preferences
- Relationship status
- Family situation



We do not tolerate discrimination of any kind towards our staff or service users.

Please let us know if you would like any further information on these policies:

- Child Safety policy
- Diversity and Inclusion policy

Interpreting Services

Please let us know if you require language interpreting services.

Interpreting services are delivered by TIS National on behalf of the NDIS.

- TIS Contact Number: 131 450
- NDIS Contact Number: 1800 800 110

NDIS participants and carers are not charged for language interpreting services.

The interpreter's role is to interpret spoken words only.

Interpreters are unable to give you advice.



Advocacy



Advocacy is a service provided by an independent person or service provider to ensure a person's rights are respected and upheld.

Some of the advocacy services available to people with a disability in Victoria are:

- The Disability Action Resource Unit
- VALID
- Office for Disability

Additional Advocacy resources are available in the Participant Pack on our website

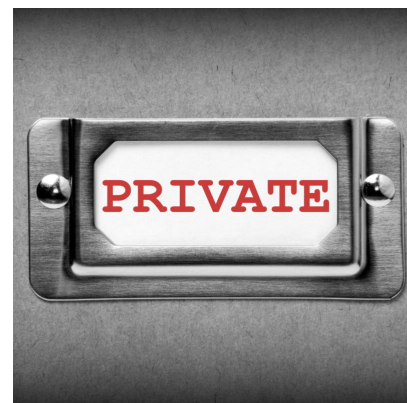
Privacy

All service user information is kept private. We are required by law to keep this information for 7 years after working with you.

The law requires us to share confidential information with relevant authorities if:

- We receive information about abuse or neglect of a minor, person with a disability or elderly person
- We receive information that someone's life may be in danger
- We receive a court order subpoena relating to a service user's records

For further information, please refer to the Privacy and Confidentiality policy on our website.



Child Safety

- We are committed to providing a safe environment for all children
- We respect the best interests of the child as a primary consideration throughout our services
- We do not tolerate inappropriate behaviour of any kind by a staff member towards a child
- We encourage children to report if they feel unsafe or concerned at any time
- We take all allegations seriously and will respond to them consistently in line with our ethical and legal responsibilities and duty of care.
- We ensure that every practitioner is trained in recognising signs and risks of child welfare, and their duty of care and reporting requirements
- We will undertake risk assessments and management strategies that ensure the child's voice is heard and represented and their natural support systems.

For further information, please refer to these policies on our website:

- Child Safe Policy
- Incident Report Policy and Procedures
- Responding to Abuse and Neglect Policy



Restrictive Practices

Restrictive Practices are interventions that infringe on an individual's basic rights. They include:

- Seclusion (forcing the person to be in a confined space by him or herself)
- Physical Restraint (using physical force to restrict a person's movement)
- Mechanical Restraint (using objects to restrict a person's movement)
- Chemical Restraint (using drugs or medications to alter the person's behaviour)
- Isolation (separating the individual from his or her peers for extended or constant periods of time)
- Environmental (restricting a person's access to areas, activities, or items)

Restrictive Practices can represent serious human rights infringements.

Any use of restrictive practices must follow a strict set of guidelines for implementation and oversight.

Restrictive practices may only be used as a means of last resort when the person's behaviours of concern place them or others a serious risk of significant injury or death.

All uses of restrictive practice must be documented and reported.

Anyone who is the recipient of restrictive practices must have a functional behaviour assessment and behaviour support plan conducted and written by a specialist behavioural practitioner.

The NDIS Commission Rules outline the requirements for registration and monitoring of restrictive practices used in behaviour support plans for NDIS participants. www.legislation.gov.au/Details/F2018L00632





Elements

Assessment Behaviour Consulting



The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers and workers (including employees and contractors).

What does the Code require?

Anyone providing supports and services to people with disability must:



Respect the rights of the person

Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions



Respect privacy

Respect the privacy of people with disability



Act with integrity

Provide supports and services with integrity, honesty and transparency



Deliver services competently

Provide supports and services in a safe and competent manner with care and skill



Take action on quality and safety

Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability



Prevent violence, neglect, abuse and exploitation

Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability



Prevent sexual misconduct

Take all reasonable steps to prevent and respond to sexual misconduct.

If you witness any activity that breaches the NDIS Code of Conduct, either at your organisation or at another provider, you should report it to the NDIS Commission. Your report will help us take direct action to protect the safety of people with disability.

To report a possible breach of the NDIS Code of Conduct call 1800 035 544.

For more information about the NDIS Code of Conduct, visit the NDIS Quality and Safeguards Commission website at www.ndiscommission.gov.au