

## My Behaviour Supports at Real Therapy Solutions

Welcome to Real Therapy Solutions. We are looking forward to supporting you through Behaviour Intervention and Support.

At Real Therapy Solutions we are committed to providing practical support to clients that can benefit from any of our Positive Behaviour Support Services. All our Practitioners are NDIS Registered Behaviour Practitioners, are fully supervised and mentored by our Team Leaders and Therapy Manager and our service undergoes monthly internal quality audits and an independent audit every 18 months. So, you can be assured you are being supported by a team of professionals.

### What will my Behaviour Support look like?

Everyone's needs are different, so no two supports are the same, however there are similarities as well as some legislative requirements for some Behaviour Support (those with Restrictive Practices). Your Practitioner will meet with you and those important to the you to gather information and conduct an assessment of behaviour or a review of your previous behaviour plan and assessment. Most of the time they will have a couple of meetings to gather the information they need. After gathering information from everyone, the Practitioner will review the information and start to develop a written Behaviour Support Plan. The length of this plan will vary depending on how many behaviours there are, whether there are Restrictive Practices in place and whether a plan has been developed in the past.

Please note that unlike therapy support, Positive Behaviour Support requires the development of a behaviour assessment and written support strategies. This can take between 8 to 30 hours. Your Practitioner will be able to give you a better idea of the length of this after they better understand your support needs.

After your Practitioner has finished gathering all information, they will provide you with an Individual Support Plan that outlines the hours they need, and the work they propose to do to best support your needs.

### Why is it important to provide information to the Practitioner in a timely manner?

Your Practitioner is likely to provide you with data sheets or other assessment gathering tools. Where possible complete these promptly. Delays in getting this information returned means that we will not be able to continue our services to you until this information is provided. It is important that the Practitioner gathers a complete and accurate picture about your behaviours, your lifestyle, and your environment.

If these are not returned your Practitioner will issue a non-engagement letter advising you of a timeframe to return this information or we will need to cease support until information is returned and your supports will be reallocated when a practitioner is available.

## **Why do Real Therapy Solutions charge for non-face to face supports sometimes?**

We are committed to you achieving your goals as much as you are. There are certain aspects of your support that Real Therapy Solutions do not charge for. Your Practitioner will discuss your case with their supervisor, and with the therapy team at Real Therapy Solutions to ensure that its is agreed that they are providing you with the best supports possible. We do not charge for this.

There are however tasks and activities that your Practitioner needs to do that we do charge for – these are outlined in general in your Service Agreement. They include interpreting and scoring assessments, developing, and documenting your behaviour goals and developing a support plan to identify and plan for any individual risks. Often your Practitioner will need to liaise with other professionals such as a teacher and/or other allied health practitioners and will charge for phone calls and emails to these people if they are lengthy (10 minutes or more). This consultation is valuable to ensure we are getting a complete picture of your support needs. Please read your Service Agreement for more details on what we may charge for.

Your Practitioner will discuss consent to speak with the above people during the initial stages of your service and will let you know when this is occurring. For example, they will let you know in session that the scoring of an assessment will take an additional half an hour before they complete the assessment, explain the benefits of a certain resource and the time expected to develop it or that they wish to talk to someone and get your consent to discuss your support with that person.

## **What if I do not agree to the Practitioner charging for other tasks and activities?**

You may refuse for your Practitioner to do this however please know your Practitioner will never recommend an activity that is not highly valuable to providing you with the best support and care. If you do not agree, the Practitioner will not complete that task and will document that you have requested we do not complete it. The Practitioner will discuss with you the impact of not being able to do this task, in some cases it may prevent us from progressing with your supports.

## **How many hours of my funding will be used for non-face to face tasks?**

How many of these tasks or activities your Practitioner will ask to complete varies between different clients. In most supports we use 2 hours to complete a progress report for your NDIS plan review. For most assessments interpretation and scoring takes between 30 minutes to an hour. Writing of your Behaviour Support Plan depends on a number of factors, including how many behaviours of concern are evident and whether you have had a previous Behaviour Support Plan. Usually this is likely to take between 8 to 30 hours with the majority of plans around 15 hours.

For more information on the NDIS prices and what a registered provider can charge for please see the [NDIS pricing arrangements](#)

We look forward to supporting you and helping you achieve your therapy goals at Real Therapy Solutions.