Understanding Your Behaviour Support Journey

What to expect:

Behaviour support looks different for everyone. Some people require only a small amount of support, while others present with multiple behaviours, complex support environments, and restrictive practices that require additional assessment and safeguards.

Whilst every journey is individualised, there are certain elements and deliverables that Behaviour Support Practitioners are required to complete in accordance with NDIS Commission requirements and legislation. These requirements help ensure that behaviour support is person-centred, evidence-informed, and focused on improving quality of life.

Below is a snapshot of what you can expect when engaging with HYPE's behaviour support services.

You'll notice that many stages have a range of hours associated with them. This is because **no two situations are the same.** Factors such as the complexity of needs, level of risk, *goals of the learner or family*, number of environments involved, and whether restrictive practices are in place can all influence the amount of time required.

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1 Discovery Call

Approximate Hours: No charge (15 minutes)

What to expect

- A brief conversation to understand your needs and concerns
- Discussion about the participant, their current supports and goals.
- Opportunity to ask questions about behaviour support and the NDIS.
- Determination of whether HYPE is the right fit for you.
- Allocation of a suitable Behaviour Support Clinician based on the participant's needs, location and complexity.

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Why do we do this?

We want to ensure that our service is the right fit and that we can genuinely add value. The discovery call also gives you an opportunity to ask questions and determine whether HYPE aligns with your goals and values.

What happens next?

- A suitable Behaviour Support Clinician will be allocated to you, your child, or your participant.
- A Service Agreement and Schedule of Supports will be prepared.
- Intake appointments will be scheduled
- Your clinician will begin gathering any relevant background information to prepare for the intake process.



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2 Intake, Assessment and Information Gathering

Approximate Hours: Included within the development of the Initial Behaviour Support Plan

What to expect

- Meeting with the participant, family and/or support team.
- Discussion about strengths, interests, goals and challenges.
- Identification of behaviours of concern and current supports.
- Review of previous reports and documentation.
- Conversations with family members and support teams.



- Review of incident reports and data.
- Liaison with therapists, schools, day programs or SIL providers.
- Observation of the person in their everyday environments, where appropriate.



Why do we do this?

Behaviour does not occur in isolation. Understanding biological, psychological, social and environmental factors helps us build a complete picture and avoid making assumptions. This information forms the foundation for the Initial Behaviour Support Plan.

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3 Interim Behaviour Support Plan

Timeframe: Completed within 4 weeks of intake

Approximate Hours: 12–18 hours

What to expect

- Development of an initial Behaviour Support Plan.
- Behaviour descriptions and identified risks.
- Proactive strategies and environmental supports.
- Reactive strategies and safeguarding measures.



- Restrictive practice protocols (where applicable).
- Recommendations for further assessment and skill development.

Why do we do this?

The **Interim Behaviour Support Plan** provides immediate guidance and consistency whilst a more comprehensive assessment is completed. It ensures everyone is working from the same playbook and that risks are managed early.

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4 Training on Interim Response

Timeframe: Completed within the 8 weeks following the interim report

Approximate Hours: 4-12 hours

What to expect

Training is provided to the people supporting the participant day-to-day, including family, carers, support workers and schools. Sessions focus on using the Interim Behaviour Support Plan in practical, real-life situations. This may include:

- Breaking down proactive and response strategies
- Recognising early signs and responding consistently



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- Practising de-escalation and safety strategies
- Adapting strategies across environments
- Troubleshooting real scenarios and building team confidence
- Training may occur across multiple sessions to support practice and refinement

Why do we do this?

Reports alone do not create change. Training ensures strategies are understood and used consistently, helping to reduce risk early, improve consistency across supports, build confidence within the team. This stage also helps us understand what works in practice, which informs the Comprehensive Behaviour Support Plan.



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What happens next?

- Strategies are refined based on implementation
- Ongoing observation and assessment continues
- Information is used to develop the Comprehensive Behaviour Support Plan



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3 Behaviour Support Assessment and Functional Behaviour Assessment

Approximate Hours: 3–5 hours

What to expect

- Review and analysis of patterns and incidents.
- Identification of possible functions and contributing factors.
- Exploration of communication, sensory, health, trauma and environmental influences.
- Development of hypotheses regarding why behaviours occur.

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Why do we do this?

Understanding why a behaviour occurs allows us to focus on meeting needs, teaching skills and improving quality of life, rather than simply responding to behaviours.

6 Comprehensive Behaviour Support Plan

Timeframe: Completed within 6 months of commencement

Approximate Hours: 6–15 hours

What to expect

- Strengths, interests and goals.

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- Understanding behaviour and contributing factors.
- Proactive strategies.
- Skill-building focuses.
- Regulation and sensory supports.
- Responsive strategies.
- Restrictive practice reduction and elimination plans (where applicable).
- Recommendations for the broader support team.



Why do we do this?

This plan provides a practical roadmap for everyone involved in the person's life. The aim is to improve quality of life, build skills and reduce reliance on restrictive practices over time.

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7 Implementation and Ongoing Support

Approximate Hours: Variable, depending on needs and funding.

What to expect

- Training and coaching for family members and support workers.
- Review of incidents and progress.
- Updating strategies as needs change.
- Support to reduce and eliminate restrictive practices where possible.

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Why do we do this?

Behaviour support doesn't stop when a report is written. Meaningful change happens through implementation, consistency and ongoing collaboration. This is where the 'magic happens'.

Our role is not simply to write reports, but to build the capacity of the people around the participant and help create lasting change.

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Typical Behaviour Support Journey

- Discovery Call
- Service Agreement & Schedule of Supports
- Intake Meeting
- Information Gathering & Observations
- Interim Behaviour Support Plan
- Training on Interim Response
- Behaviour Support & Functional Behaviour Assessment
- Comprehensive Behaviour Support Plan
- Training, Coaching and Ongoing Review

If you have any questions about service delivery, our obligations through the NDIA, or what sets HYPE's services apart, please let us know.