



NDIS Quality  
and Safeguards  
Commission



# TELEPBS

## IS IT RIGHT FOR ME (AND MY CHILD)?

A Participant's  
Guide



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# WHAT IS TELEPBS?

TelePBS is the delivery of Positive Behaviour Support via telepractice.



## Telepractice

is the delivery of services at a distance using technology such as videoconferencing, telephone, text messaging, emailing, or a combination of these.



## Positive Behaviour Support

(PBS) is a person-centred model of service used to improve quality of life and decrease behaviours of concern by teaching new skills and making changes in a person's environment.



Positive Behaviour Support is the model of behaviour support promoted by the **NDIS Quality and Safeguards Commission** when providing services to people with disability and their support teams in Australia.

# COLLABORATIVE PARTNERSHIPS

**Building a solid relationship between yourself and/or your support team and the Behaviour Support Practitioner will take time, but it is essential to good outcomes.**

Collaboration is fundamental to developing a positive behaviour support plan based on accurate assessment.

One key role of the behaviour support practitioner is supporting and building the confidence and competence of all involved in implementing a behaviour support plan.

All team members are encouraged to contribute to the development, implementation and monitoring of the behaviour support plan.

Your support team can include family, support workers, educators, and other service providers.



**Face-to-face discussions and collaborative development of plans and resources is a feature of telepractice.**

This increased involvement of all of the support team has been found to benefit the move to a telepractice model.

**It is important to negotiate and clarify expectations around responsibilities for the implementation of support strategies.**

This is a key difference from receiving an in-person service and you should assess whether you are ok with this.

Where you find this challenging, a local support person such as an allied health assistant, disability support worker, or other family member can help support the successful development and implementation of the plan.



# ***YOUR SUPPORTS,*** **YOUR CHOICE**

A lot may be happening in your life right now, and research tells us we need to take this into account. It is important to work out which option is best for you and/or your support team right now.

TelePBS can take many forms, and it can change and adapt as your circumstances and levels of comfort with online services change. The key is:

- being open to the use of technology,
- being flexible in your expectations of what the service may look like,
- and understanding that you always have choice and control over the supports you receive and how.



## **Making an informed decision**

TelePBS is not simply about switching to online PBS services.

The process first starts with:

- 1. Assessing the technology,**
- 2. Having a shared understanding of what TelePBS might look like (and what it won't look like),**
- 3. Planning for how TelePBS can work in your current everyday life.**

# IS TELEPBS RIGHT FOR ME (AND MY CHILD)?

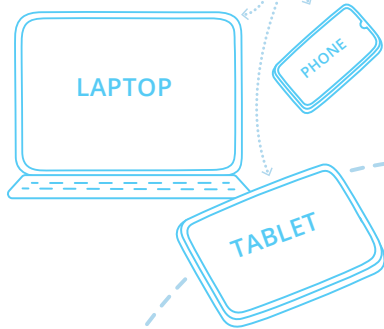
Consider the following questions to help you and/or your support team decide whether TelePBS is right for you at this time, or if an alternative or blended approach might better suit in your circumstances.

**What do I want to achieve?**

**What is going on in my life right now?**

**Could online supports work for me (and my child) at this time?**

**TelePBS**



**Will I need an interpreter?**

- Ask your service provider if someone speaks your preferred language
- An interpreter may be able to phone in during the support sessions

**Can I access a phone, a tablet or a laptop?**

- Can you borrow a phone, tablet or laptop at your local school or community service?
- Consider applying for one with NDIS

**What can I expect from TelePBS sessions?**

- Talk about what to expect with your chosen service provider
- Ask for examples of what a session may look like

**Do I have access to a stable internet connection with enough data?**

- You may consider places such as a local school, library or local community services that offer free internet access

**How comfortable am I with technology? Am I open to learn and give it a go?**

- Ask your service provider for a trial session
- Practise with a family member
- Watch online tutorials about using teleservices