Parallel Processes

A Positive Behaviour Support approach to restrictive practices regulation

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Government of South Australia

human services

Parallel Processes

Organisations

Teams

Individuals

Trauma is the emotional, psychological and physiological impact of heightened stress from experiences of threat, violence, and life-challenging events that overwhelm a person's capacity to cope.

Bruce Perry

Trauma Responses in Individuals

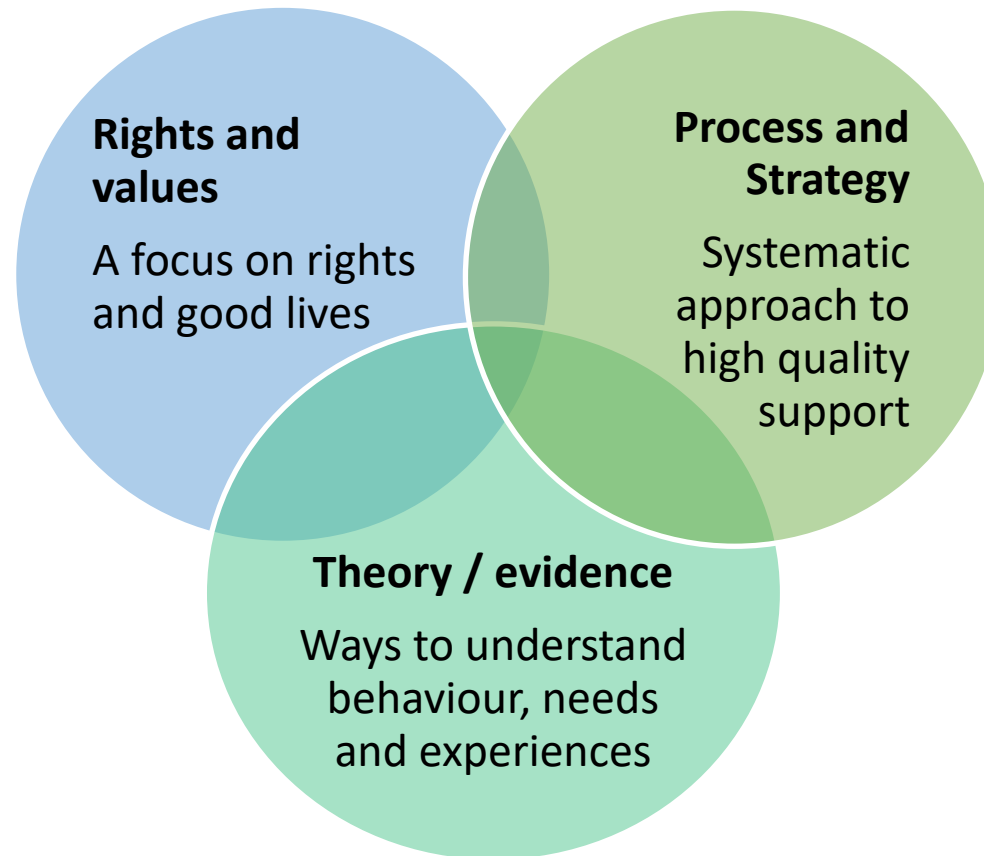| Impacts	What does this look like
Hyperarousal	Hypervigilance Fight / flight / freeze responses Highly reactive
Cognitive rigidity	Concrete thinking Rigid and inflexible Us against Them
Emotional dysregulation	Can't identify emotions Overwhelmed by emotion
Poor attachments	Difficulty forming trusting relationships Rejection of acts of care and concern
Externalised behaviours	Verbal and physical aggression
Learning difficulties	Poor working memory Inability to learn new information and skills Narrow focus – loss of contextual info and cues Re-enactment of trauma / continues unsafe / unproductive patterns of behaviour

Trauma Responses in Organisations

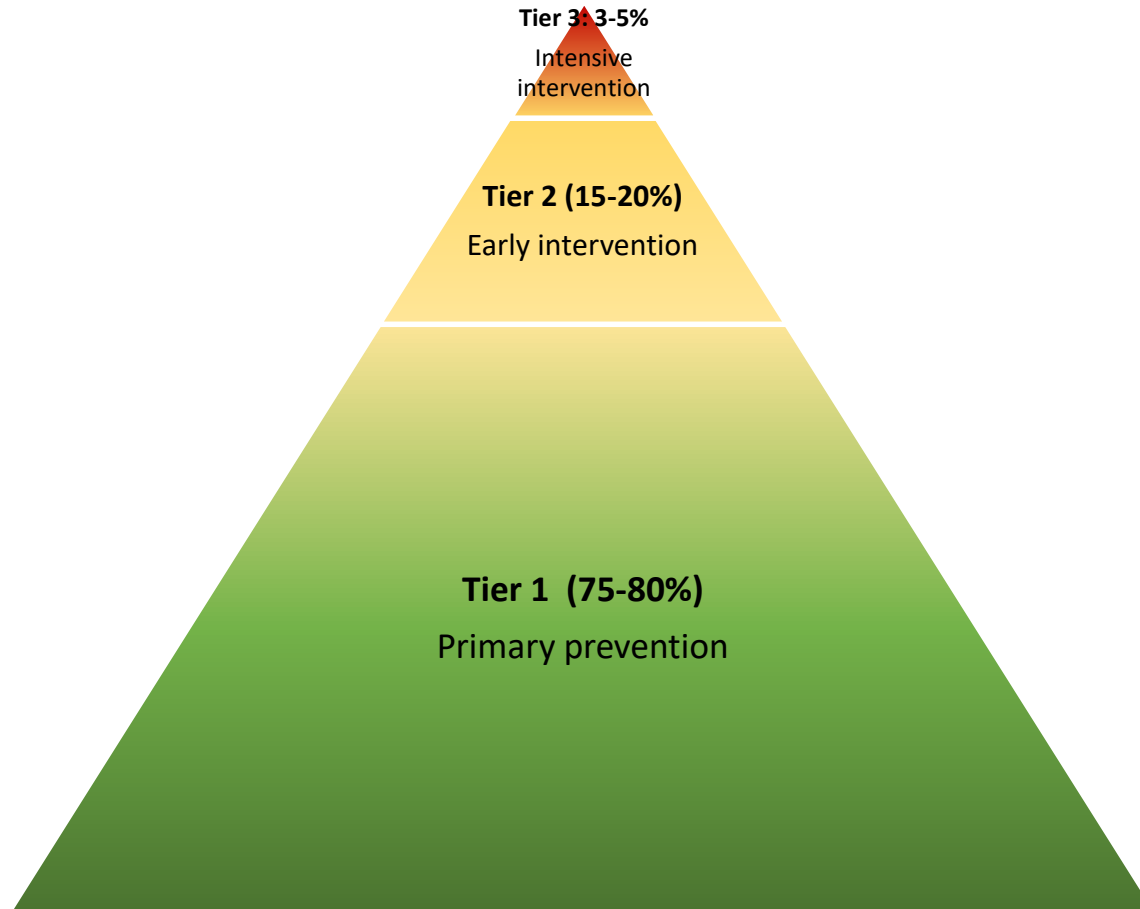| Impacts	What does this look like
Hyperarousal	Highly reactive and crisis driven Defensive and risk averse decision making Preservation of status quo (freeze)
Cognitive rigidity	Concrete thinking – increased proceduralisation and focus on the "what" Rigid and inflexible – unwilling to compromise, share or relinquish control "Us against Them" in teams, departments, divisions Punitive responses to clients – "failure to protect", "failure to attend"
Emotional dysregulation	Disconnection from emotional content of work – organisational alexithymia Staff burnout, vicarious trauma, workplace stress
Poor attachments	Lack of intra- and interagency collaboration Reduced direct interpersonal interactions
Externalised behaviours	Aggression (verbally, written) Bullying and team conflicts
Learning difficulties	Inability to learn new information and skills Narrow focus – siloed responses, failure to see opportunities to integrate Re-enactment of unproductive responses to public inquiries, reviews

A PBS approach to behaviour

Rights and values

A focus on rights and good lives

Process and Strategy

Systematic approach to high quality support

Theory / evidence

Ways to understand behaviour, needs and experiences

A PBS approach to behaviour

Tier 3: 3-5%
Intensive intervention

Tier 2 (15-20%)
Early intervention

Tier 1 (75-80%)
Primary prevention

Tier 3 strategies
Intensive individualised supports
Case management across professionals
Management of risk and safety

Tier 2 strategies
Targeted skills developments
Differential reinforcement
Increased monitoring

Tier 1 strategies
Clear behavioural expectations
Inclusive environments that foster expected behaviours
Active supervision and monitoring
Teaching expected skills and behaviours
Firm and fair redirection
Systems wide recognition and positive reinforcement

A PBS approach to RP regulation
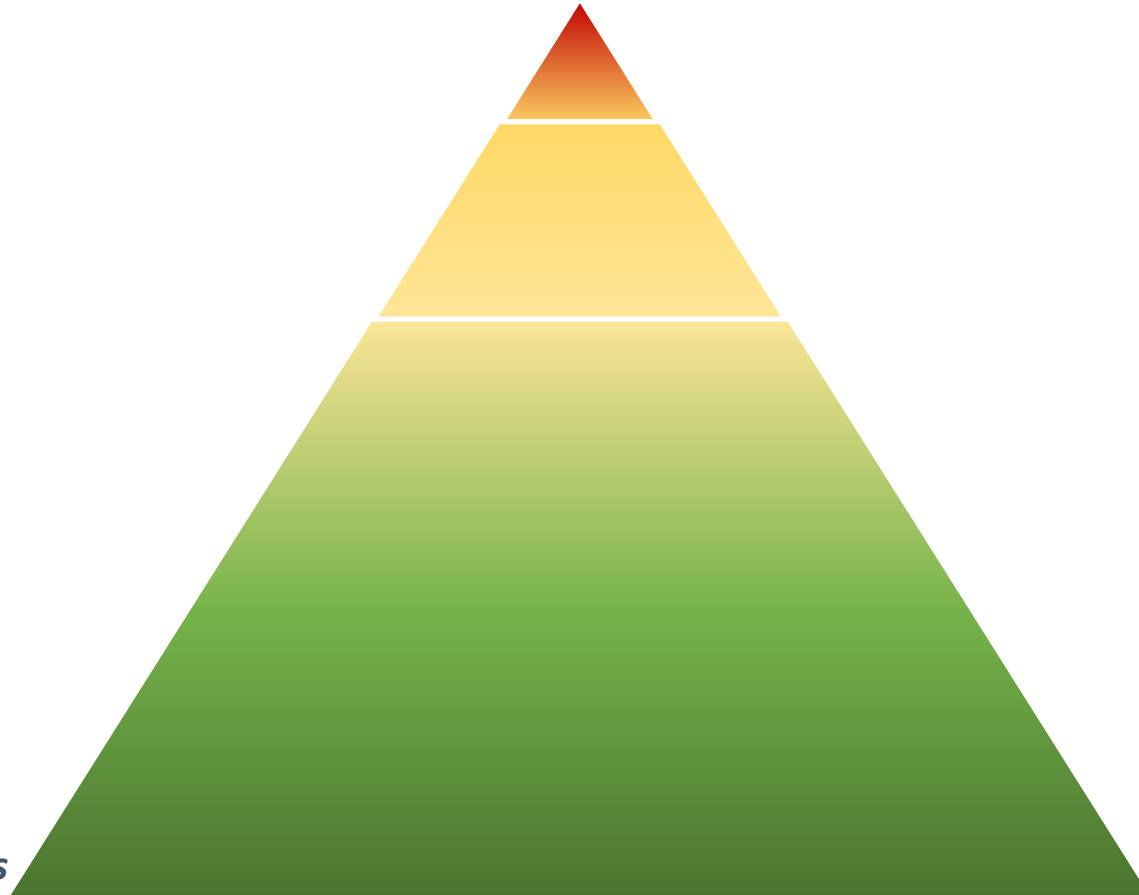
Criminal / Egregious conduct

Chancer

Careless

Confused

Compliant

Champions

Sanctions - Revocation of APO status
Enforce
Differential reinforcement for extinguishment
Targeted audits (staff / organisations)
Co-regulation by NDIS Commission / Public Advocate
Revocation of RP authorisations

Educate
Differential reinforcement
Progress monitoring
Enable
Targeted education / skills developments in groups

Engage
Frequent communiques
Systems-wide audit twice per year
Data dashboards for monitoring and alerts
Availability of online resources
Duty service

Recognise and Reward Showcasing best practice

Adapted from Scottish Environment Protection Agency (SEPA) Compliance and Engagement Spectrum 2016

A PBS approach to RP regulation

SYSTEMS

RPS Dashboard
- Visible due dates
- Prompts

RPAS website
- Multiple forms of resources
- Decision making guides
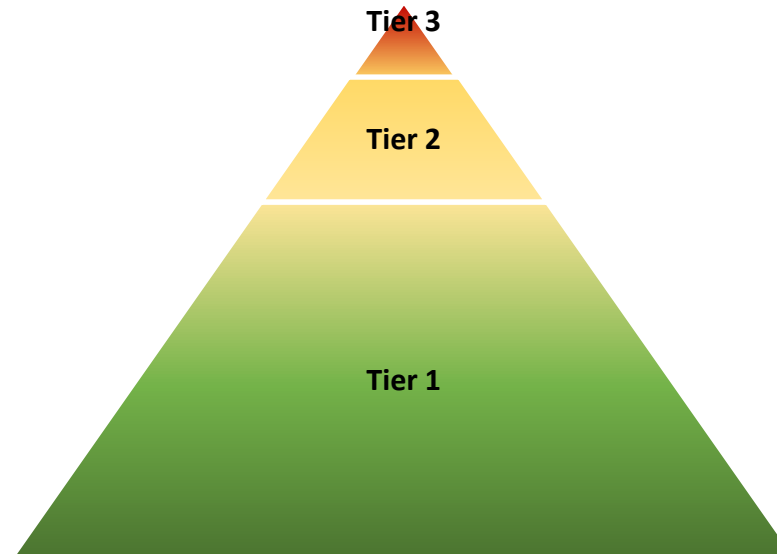- Internal procedures are public

Training Schedule
- Data informed
- Universal and targeted

Audit Schedule
- Data informed

Legislation
Act, Regulations, Guidelines

Tier 3

Tier 2

Tier 1

PRACTICES
Coaching APOs
Modelling unconditional positive regard
Differential reinforcement
Relationships based practice
Active Support

DATA

Client level data
- Number, types of RPs
- Longitudinal data re: RPs continued / discontinued across plans
- RP usage patterns

APO level data
- Number and types of RPs authorised
- RPs endorsements that were not supported by SAO

Organisation level data
- Number and types of RPs
- Clients with RPs via RP type, location

RP data
- Number and types
- Demographic details

Dreaming in years...