

Disability Support Services



Behaviour Support Services

June 2015

What are Behaviour Support Services?

The specialist Behaviour Support Service is funded by Disability Support Services, within the Ministry of Health. The national provider of Behaviour Support Services is Explore. www.explore.org.nz.

Behaviour Support Services improve the quality of life for people who have challenging behaviour. It is a service that is provided nationally by a specialist workforce. Challenging behaviour is a cluster of behaviours that make people at risk of social exclusion or harming themselves and others.

The primary objective of Behaviour Support Services is to develop, implement, monitor and review a plan that successfully minimises the impact of the person's challenging behaviour. Behaviour Support Services aims to reduce the frequency and severity of the challenging behaviour so that people are able to achieve a more ordinary life. The behaviour support provider works with the person and their family and whānau, welfare guardian, staff/carers (including those from residential or vocational services), advocates and friends (referred to as support networks). The goal is to assist the person to manage their behaviour and so establishes long term sustainable change.

The Behaviour Support provider is expected to work across all the setting of people's lives. This includes, home, leisure, school and vocational settings. Working in this way maximises the chances of the behaviour support being effective.

How do I get Behaviour Support Services?

A referral to the Behaviour Support Service is made by the local NASC agency. Behaviour Support Services is available for all people who are eligible for DSS funded supports.

The NASC will ensure that people are eligible for DSS prior to making a referral. They also work out which other services will best meet the needs of the person, their family and whānau and other networks.

For more information on the needs assessment process you can look at the NASC fact sheet online at www.health.govt.nz/disability.

What can I expect from a Behaviour Support Service?

The national provider has a range of specialist staff who will work with people referred.

Explore will assign a lead worker who will coordinate the service provided. People receiving the Behaviour Support Service will participate in an assessment and agree to an intervention plan (including the goals to be achieved). The Behaviour Support Service will train people who are supporting the person receiving the intervention, and measure and monitor the outcomes of the intervention so that adjustments are made and goals are achieved.

Where can I get more information?

You can contact your local NASC. Contact details can be found online at www.health.govt.nz/disability under 'contact'. Your doctor or health professional should also be able to refer you to your local NASC.

A disability information service will also be able to help you find your local NASC and give you information about behaviour support services. The New Zealand Federation of Disability Information Centres (NZFDIC) has several member organisations throughout New Zealand. You can contact them on free phone 0800 NZFDIC (0800 693 342) or online at www.nzfdic.org.nz under members.

Did you know?

The Ministry of Health has factsheets and information pamphlets that tell you about the disability support services it funds.

You can find these online at www.health.govt.nz/disability, by emailing disability@moh.govt.nz or by calling 0800 DSD MOH (0800 373 664), choose option 1.

