
Writing plans everyone understands

A plain language glossary for practitioners
communicating about behaviour support planning



The
Right
Direction

Working together on positive
behaviour support (PBS)

Plain language glossary

Using plain language helps you, as a behaviour support practitioner, connect with people because you are using (or trying to use) language people who don't 'live and breathe' behaviour support can understand.

This vastly increases your chances of engaging people in the process and is an essential part of an inclusive, collaborative, informed and consensual process based on people's communication rights [<link to website>](#).

This list is a starting point. Please add to it and amend it as you find other words and phrases that work for your participants, their carers, support workers and other people in the participants' support networks.

Key resources

You may wish to also review:

- [Communication rights in behaviour support planning](#)
- [Engaging effectively through 2-way communication](#)
- [Signs of successful communication and engagement](#)
- [Different communication and engagement techniques.](#)

Key behaviour support terms and suggested plain language alternatives

behaviour of concern	Behaviours of concern are actions that might not be safe. For example, if you hit yourself or someone else.
behaviour support plan 1	A behaviour support plan is a document that tells disability service providers how to support people in a safe and respectful way that upholds your rights.
behaviour support plan 2	<p>A behaviour support plan is a document that has ideas to:</p> <ul style="list-style-type: none"> • keep you safe • keep other people safe • help you make choices about your life • live a good life.
behaviour support practitioner	A behaviour support practitioner is a person whose job is to help you and people who support you to better understand your behaviour. A behaviour support practitioner works with you and the people who support

	you to find ways to keep you safe, happy and upholds your rights.
carer	<p>A carer is someone who supports a person with disability. A carer can be:</p> <ul style="list-style-type: none"> • a family member or friend • a paid support worker.
chemical restraint 1	Chemical restraint is when someone gives you medicine to stop you moving your body or to slow down your thoughts.
chemical restraint 2	Chemical restraint is when a person uses medicine to control behaviour.
choice and control	<p>Choice and control means people help you to:</p> <ul style="list-style-type: none"> • understand what you can do • say what you want • choose the type of support you get • do things by yourself.

Circle of Support	A Circle of Support is a group of people who come together to support a person with disability. They are not paid people; they care about the person and want to help them have a good life.
consent	Consent means you understand what was said and say yes, you agree.
decision	<p>Decisions are choices you make about:</p> <ul style="list-style-type: none"> • how you are treated • the type of care you get • the things you want to do.
environmental restraint	<p>Environmental restraint might be when someone changes things around you. For example, someone might lock a drawer:</p> <ul style="list-style-type: none"> • so you cannot get a knife • so you cannot get pens and pencils.

	<p>Environmental restraint might be when someone puts a lock on the refrigerator to stop you getting to food that might make you sick.</p> <p>Environmental restraint might be when someone stops you doing what you want to do. For example, someone might:</p> <ul style="list-style-type: none"> • take away your phone • stop you watching TV.
environmental supports	<p>Environmental supports are things that people can do to help you feel happy and safe. For example, making sure that sounds are not too loud or lights are not too bright, or making it easier for you to get a drink or a snack.</p>
Functional Behaviour Assessment	<p>A Functional Behaviour Assessment is done by a behaviour support practitioner.</p> <p>The behaviour support practitioner tries to understand why you might do things that are not safe.</p> <p>They might:</p> <ul style="list-style-type: none"> • talk with you

	<ul style="list-style-type: none"> • do activities with you • watch you doing activities • talk to people who support you.
mechanical restraint	Mechanical restraint is when a person uses equipment that stops someone hurting themselves. For example, a helmet to stop head-butting.
physical restraint 1	<p>Physical restraint is when something stops your body moving. For example, someone might:</p> <ul style="list-style-type: none"> • hold down your arms if you are going to hit someone • pulls you back if you try to run across a road
physical restraint 2	Physical restraint is when a person holds you and you cannot move and do what you want to do.
plan review	A plan review is where everyone makes sure your plan is still right for you. You and other people talk about the sort of support you need to live a good life and how people can help you.

<p>positive behaviour support 1</p>	<p>Positive Behaviour Support means what we do to help you if you:</p> <ul style="list-style-type: none"> • do something that is not safe for you • do something that is not safe for someone else • do things that make it hard for you to have a good life.
<p>positive behaviour support 2</p>	<p>Positive Behaviour Support means learning new ways of communicating.</p> <p>It also helps you:</p> <ul style="list-style-type: none"> • set up your home how you want it. • do the activities that are important for you. • learn new ways to do more for yourself. • live your best life.
<p>restrictive practice 1</p>	<p>Restrictive practices are ways we limit what you can do that</p> <ul style="list-style-type: none"> • stop you harming yourself or others

	<ul style="list-style-type: none"> • keep you and others safe. <p>For example, we might:</p> <ul style="list-style-type: none"> • keep you in a room on your own for a short time when you need to calm down • give you medicine to make you calm • lock sharp knives in a drawer.
restrictive practice 2	<p>Restrictive practices may help you stay safe. For example, someone might:</p> <ul style="list-style-type: none"> • give medicine to make you calm • use a seatbelt to stop you moving • lock knives in a drawer.
rights	<p>Rights are rules about how people should be treated.</p>
seclusion 1	<p>Seclusion is when someone is left alone in a room or car and cannot get out.</p>
seclusion 2	<p>Seclusion is when someone:</p> <ul style="list-style-type: none"> • keeps you away from other people

	<ul style="list-style-type: none"> locks the door.
skill development	<p>Skill development is when people teach you to do things that keep you happy and safe.</p> <p>You can do these things instead of behaviours of concern.</p>
strategy	<p>A strategy is a plan for what to do.</p>
supported decision making	<p>Supported decision making means someone helps you make important decisions.</p> <p>The person makes sure you have all the information you need in a way you can understand. They give you choices and help you decide what you want to do.</p>
support network	<p>A support network is a group of people who support a person with disability. This can include both paid and unpaid people.</p>



The
Right
Direction

Working together on positive
behaviour support (PBS)

therightdirectionpbs.com

Funded by the NDIS Quality and
Safeguards Commission Grants Program



**NDIS Quality
and Safeguards
Commission**