



NDIS Quality  
and Safeguards  
Commission

# Behaviour Support Plan Quality

Summary results to December  
2021

16 August 2022



## Key points

- This report provides a summary of results related to quality evaluations of 2,744 behaviour support plans (BSPs) submitted between 1 July 2020 and 31 December 2021.
- Quality evaluations were conducted using the BSP-QEII, a 12-item research-based scoring instrument to rate the quality of a BSP and NDIS Commission Companion Tool that review items associated with the NDIS Restrictive Practices and Behaviour Support Rules 2018.
- The national median score of evaluated plans was 12 out of 24, which falls in the 'weak' quality range; 80% of BSPs were scored in the underdeveloped or weak quality categories.
- Based on the findings of this audit, the NDIS Commission is undertaking a series of actions to lift the capability of Behaviour Support Providers and improve the quality of plans.

## Introduction

NDIS Commission behaviour support teams have undertaken a national project to evaluate the quality of lodged comprehensive Behaviour Support Plans (BSPs). A behaviour support plan (BSP) is a document that contains individualised, evidence-based strategies to address the needs of a person identified as having behaviours of concern. For the planned interventions to be successful, a BSP needs to be technically and clinically competent, as well as understandable to those with an interest in it.

BSP quality evaluations are conducted using the Behaviour Support Plan - Quality Evaluation II<sup>1</sup> Tool (BSP-QEII) and the NDIS companion tool that includes review items associated with the [NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#). The BSP-QEII is a 12-item research-based scoring instrument that can be used to rate the quality of a BSP and support the process of behaviour support planning. Plans can be rated on a three-point scale for each of the 12 categories (0, 1 or 2) giving a total score out of 24. Total scores are categorised into the following ranges: Weak (0-12), Underdeveloped (13-16), Good (17-21), and Superior (22-24).

The companion tool has 19 components (excluding administrative and follow up items), with most items scored as either 'Yes', 'Partial' or 'No'. The companion tool captures additional information on BSP quality relating to the areas of consultation, functional behaviour assessment, regulated restrictive practices, implementation and review, and readability.

BSP quality evaluations provides the NDIS Commission with objective information in four key areas:

NDIS Framework domains	Information provided by the BSP quality evaluations
Safeguarding	1. Identification of participant risks for immediate follow up with the practitioner and/or implementing provider (for example: prohibited practices)
Safeguarding	2. Identification of provider non-compliance with the Restrictive Practice and Behaviour support rules that cannot be obtained through data analysis (for example evidence of functional behaviour assessments or authorisation).
Quality	3. Providing targeted feedback to specialist behaviour support providers on the quality of BSPs developed by their practitioners
Quality	4. Informs the development practice guidance and educational activities to improve BSP quality and reduce or eliminate restrictive practices.

BSP Quality evaluations are consistent with the NDIS Commission's behaviour support functions set out in the [National Disability Insurance Scheme Act 2013](#) section 181(H) (d) and (e).

BSP Quality Evaluations align with the requirements for providers set out in the [NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#) and [NDIS \(Quality Indicators\) Guidelines 2018](#).

<sup>1</sup> California Department of Education, PENT, Browning-Wright, D., Mayer, G. R., & Saren, D. (2013). The behavior support plan-quality evaluation guide.

## Results

This report provides a summary of results related to 2,744 BSP quality evaluations lodged between 1 November 2020 to 31 December 2021.

### Evaluation by state:

State /Territory	Number of BSPs evaluated	% of total
ACT	46	1.7
NSW	805	29.3
NT	12	0.4
QLD	542	19.7
SA	294	10.7
TAS	38	1.4
VIC	583	21.2
WA	410	14.9
PBSCF <sup>2</sup>	13	0.5
Missing state	1	0.0
<b>Total</b>	<b>2,744</b>	<b>100</b>

### Total BSP-QEII scores

BSPs considered likely to affect positive change in behaviours of concern and include best practice, score 17 or more out of 24 using the BSP-QEII (within the 'Good' or 'Superior' ranges). From the current results, only 19.7% (n=538) of BSPs scored 17 or more. The national median score of evaluated plans was 12 out of 24. This falls in the 'weak' quality range.

The national scores break down into the following quality categories:

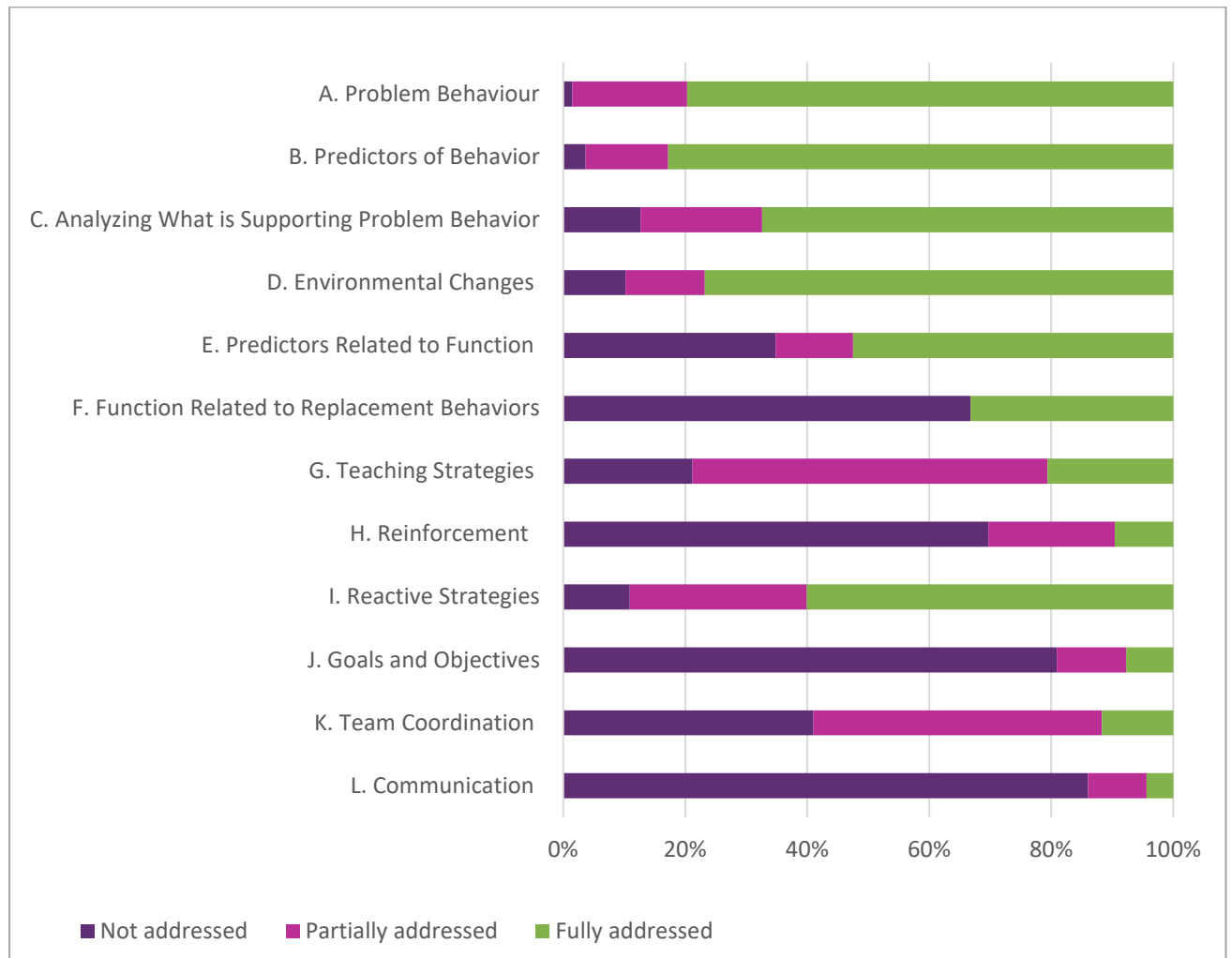
Results of the BSP quality evaluations	Weak	Underdeveloped	Good	Superior
<b>National Scores (N=2,732*)</b>	1410 51.6%	784 28.7%	449 16.4%	89 3.3%

<sup>2</sup> PBSCF represents non-lodged BSPs evaluated as part of the practitioner suitability assessment process.

\* Excludes 12 plans evaluated with the NDIS Commission Companion Tool but not the BSP-QEII

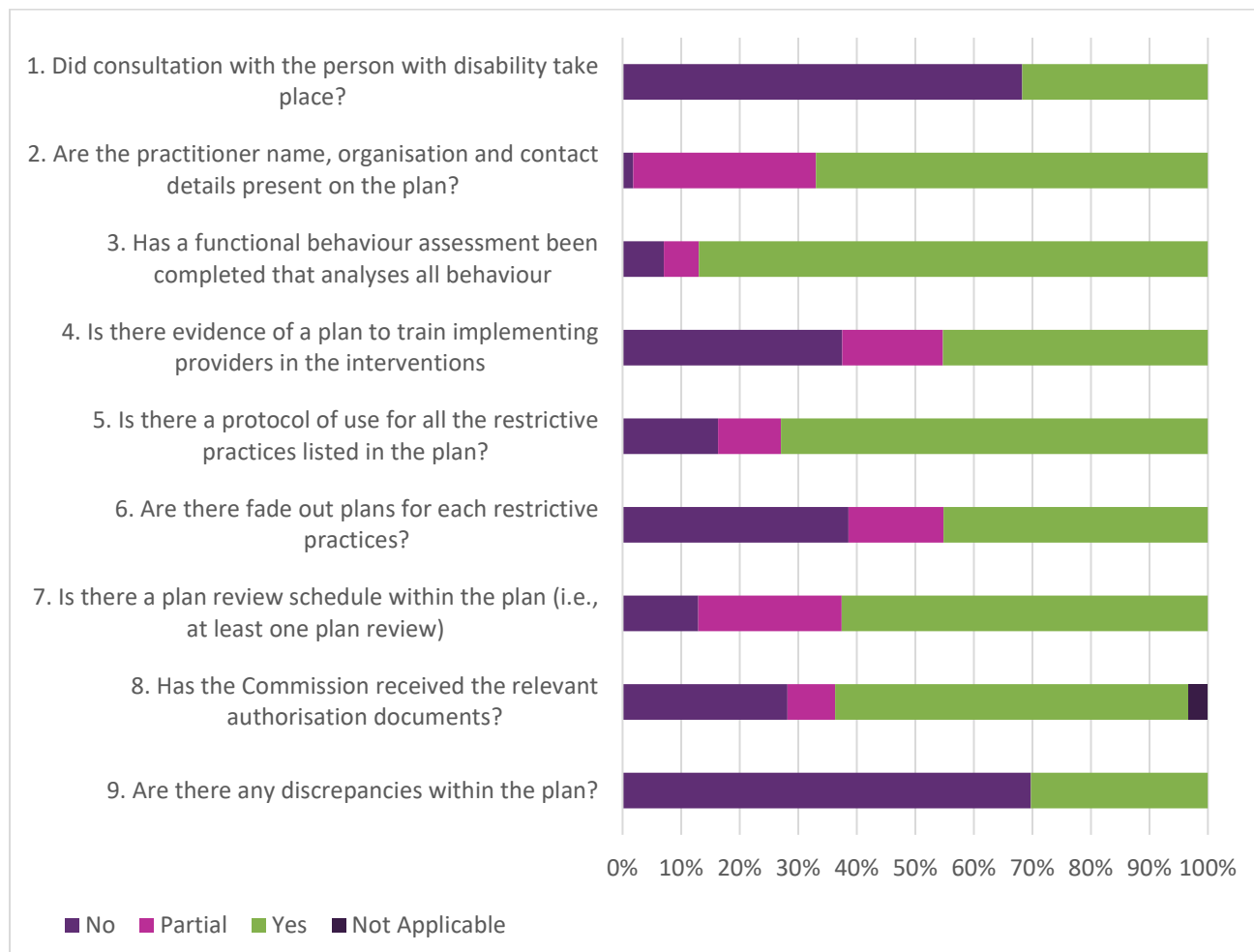
## BSP-QEII domain scores

Behaviour support plans scored well in domains related to identifying and analysing behaviours of concern and developing reactive strategies. However, domains such as relating function to replacement behaviours, participant skill development and implementation of positive behaviour support strategies tended to receive poorer ratings.



## Companion Tool scores

The major area that was not adequately addressed using the companion tool was participant consultation, with only 32% (n=871) of all plans reviewed showed evidence of consultation with the person with disability.



## Current initiatives aimed at improving the quality of BSPs

The NDIS Commission is undertaking a series of actions to lift the capability of Behaviour Support Providers and improve the quality of plans.

## Appendix:

### BSP-QEII domain scores table

Domains of the BSP-QEII	Not addressed (%)	Partially addressed (%)	Fully addressed (%)
A. Problem Behaviour	1.5	18.8	79.6
B. Predictors of Behaviour	3.7	13.5	82.8
C. Analysis of Factors Supporting Problem Behaviour	12.7	19.9	67.4
D. Environmental Changes	10.2	13	76.7
E. Predictors Related to Function	34.8	12.7	52.5
F. Function Related to Replacement Behaviours	66.8	0	33.2
G. Teaching Strategies	21.2	58.2	20.6
H. Reinforcement	69.7	20.7	9.6
I. Reactive Strategies	10.9	29	60
J. Goals and Objectives	80.9	11.4	7.7
K. Team Coordination	41	47.3	11.7
L. Communication	86.1	9.6	4.4

## Companion Tool scores table

National scores from the audit of Behaviour Support Plans	No	Partial	Yes	Not Applicable
1. Did consultation with the person with disability take place?	1,873	-	871	-
2. Are the practitioner name, organisation and contact details present on the plan?	50	856	1838	-
3. Has a functional behaviour assessment been completed that analyses all behaviour	193	165	2386	-
4. Is there evidence of a plan to train implementing providers in the interventions	1030	472	1242	-
5. Is there a protocol of use for all the restrictive practices listed in the plan?	447	295	2002	-
6. Are there fade out plans for each restrictive practices?	1059	445	1240	-
7. Is there a plan review schedule within the plan (i.e., at least one plan review)	354	673	1717	-
8. Has the Commission received the relevant authorisation documents?	773	224	1657	90
9. Are there any discrepancies within the plan?	1914	-	830	-