

Pre- to post-COVID TelePBS

Back dating the change management approach we needed.

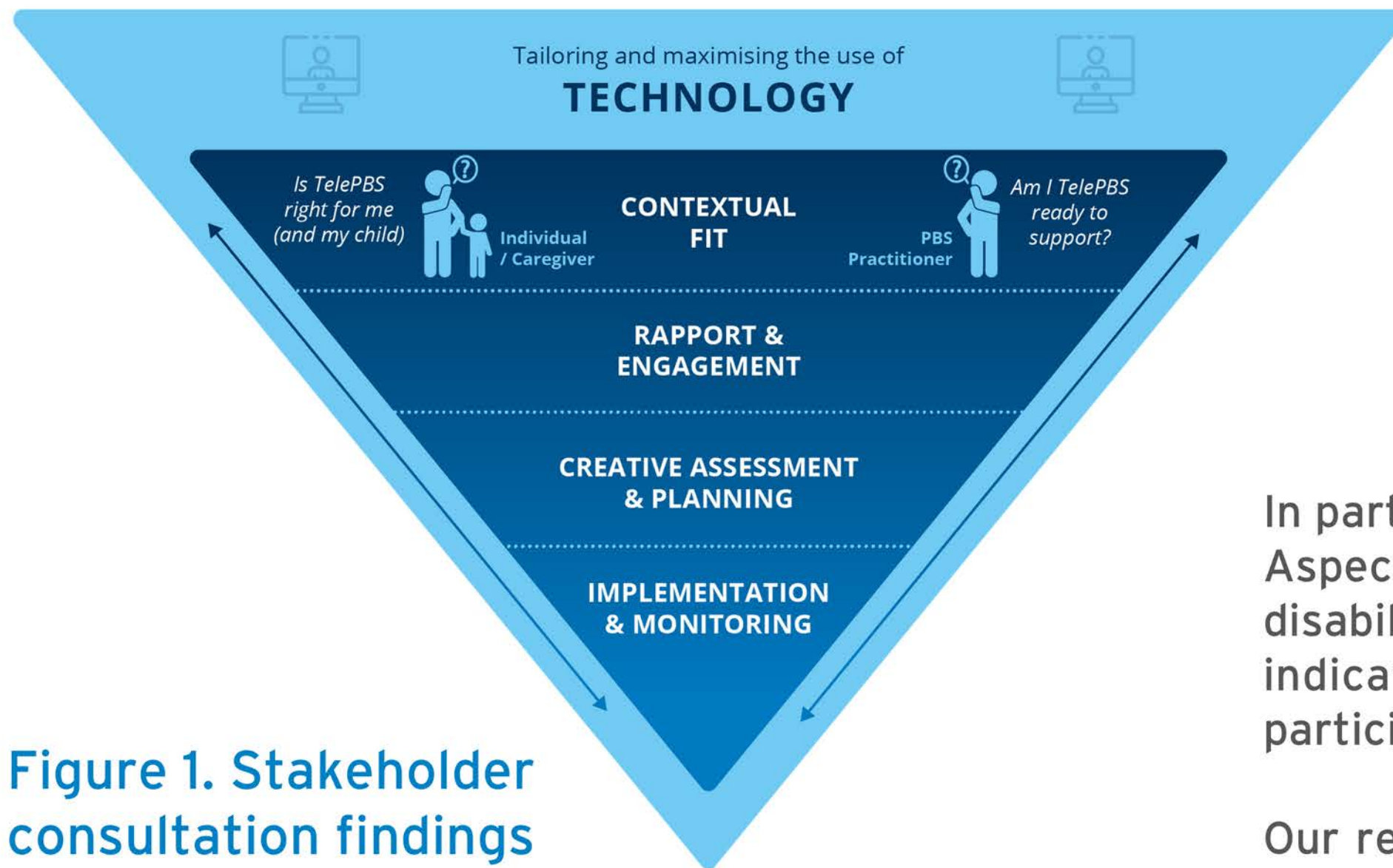


Figure 1. Stakeholder consultation findings

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Supporting people with a disability to live full and rich lives reduces behaviours of concern. Access to high quality positive behaviour support services is key to achieving these outcomes, but is problematic in rural and remote areas due to inadequate service access. Behaviour support via telepractice (TelePBS) mobilises an unrealised potential for increasing access to quality behaviour supports.

In partnership with the Centre for Disability Research Policy at the University of Sydney, Aspect has been conducting a stakeholder evaluation of TelePBS for people with a disability and their support teams since 2019. While preliminary findings in late 2019 indicated the need for a change management approach for practitioners and participants, COVID 19 forced a shift to online supports in a matter of weeks.

Our research journey from pre-COVID to now has focused on what works (and doesn't), for who and in which context. We have identified the fundamental components of a successful TelePBS service and how to adapt supports to align with quality PBS practice informed by service users as well as the experience of practitioners.

Five themes were identified including the consideration of multiple methods of technology and tailoring their use for each individual person and their support team, to consider the contextual fit for a TelePBS approach, the focus on building rapport and engagement prior to starting the behaviour assessment, the need for creativity when conducting assessments online, and the prominence of a coaching approach in implementation and monitoring.

These findings are incorporated into a set of resources including written guides, videos, and podcasts, funded by the NDIS Quality and Safeguards Commission and hosted on their website. They are helpful for people with a disability and their support team to learn about TelePBS and exploring expectations. They are also designed for practitioners to learn about the potential of incorporating an online approach in delivering high quality positive behaviour supports.

Resources available at <https://www.ndiscommission.gov.au/resources/telepbs>