



Positive Behaviour Support



Best practice and creative approaches delivering the life-changing impact of positive behaviour

Positive Behaviour Support changes lives.

It is something we see time and again. Gateways Support Services is committed to the power of positive behaviour practices over restrictive options. Our deeply experienced and multidisciplinary team, combines best practice with creative approaches to keep participants building skills and achieving goals.

For us, it is not just about the requirement to limit use of restrictive practices. We consider this a privileged opportunity to work closely with participants, families and support staff to develop and implement successful positive behaviour support strategies. Over many hours and many visits if required, we listen and build relationships to develop a deep understanding of each person’s needs and challenges. Our team will not walk away.

Gateways Support Services brings many years of hands on and practical experience to its Positive Behaviour Support services with the goal of improving each person’s quality of life.

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The work doesn't end once the plan is delivered.

For us the requirement of a plan is just the beginning. We continue to be involved. We up-skill team leaders and staff in positive behaviour support. We look outside the box for solutions when challenges arise.

We know that every behaviour support plan involves two clients: the participant and the support team, without whose commitment nothing will change.

Our team is out in the field, assessing, understanding and supporting participants and support teams, listening to them and gaining their trust to find solutions and change practice that enrich the quality of life of participants and increase the safety of the workplace.

What is Positive Behaviour Support?

The National Disability Insurance Scheme describes behaviour support as creating individualised strategies for people with disability that are responsive to the person's needs. This should be done in a way that reduces the occurrence and impact of behaviours of concern and minimises the use of restrictive practices.

Under the NDIS Commission, behaviour support focuses on person-centred interventions to address the underlying causes of behaviours of concern or challenging behaviours, while safeguarding the dignity and quality of life of people with disability who require specialist behaviour support.

Behaviours of concern refer to presentations that may prevent an individual from participating in activities they enjoy or from accessing desired supports.

Providers must meet the requirements outlined in the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018.

Why choose us?

We are not a desk-based team producing paper-based assessments. We walk the journey with each participant and their support team. We will be beside you observing and understanding triggers and providing practical advice, training, materials and support whenever needed.

In consultation with therapists, support staff and families, our behaviour support practitioners assess each individual to determine their needs. A Positive Behaviour Support Plan is then created with recommendations on how to help the person and their carers best manage the behaviours of concern. This will include contextual explanations of behaviours and potential triggers, supports to manage things that may trigger or influence these behaviours and scripts to guide carers in encouraging desired behaviours.

Our Mission

Gateways Support Services' mission is to empower and support children and adults who have a disability and their families to maximise their quality of life, potential and positive relationships. We also build knowledge in communities to enrich their understanding and active embrace of people with disabilities.



Gateways is an NDIS and DHHS registered disability service provider, with quality accreditation.