

Participant Handbook

Behaviour Bridge

Positive Behaviour Support

Behaviour Bridge Pty Ltd

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Welcome to Behaviour Bridge

Welcome. We are glad you have chosen to work with us.

After years working in Positive Behaviour Support, I kept seeing the same problem: beautifully written behaviour support plans that sat in a folder, never actually used. Support workers didn't know how to implement them. Families felt overwhelmed. And the person at the centre of it all wasn't getting the change they deserved.

That is why I created the BRIDGE Method. Behaviour Bridge exists because I believe every person deserves support that actually works, not just support that looks good on paper.

Julianne Shepley, Founder

This handbook explains who we are, how we work, and what you can expect from us. It also covers your rights and responsibilities as a participant.

We don't just write plans. We bridge the gap between assessment and real-world implementation. We help you and your team put strategies into action.

Please read this handbook alongside your NDIS Plan and your Service Agreement. Together, these documents give you a full picture of how we will work with you.

Throughout this handbook, "participant" refers to you, your family, your carer, your guardian, or anyone involved in your support.

If you have questions about anything in this handbook, please get in touch.

Phone: **0413 964 196**

Email: **admin@behaviourbridge.com.au**

About Behaviour Bridge

What is Positive Behaviour Support?

Behaviour can feel complex when communication or emotional regulation is difficult, but Positive Behaviour Support (PBS) offers a gentle and structured way forward. PBS is an evidence-based approach that helps people reduce challenging behaviours by understanding what the behaviour is communicating, and building meaningful skills instead.

Why We Do This Work

Every person deserves support that protects dignity, builds independence and improves daily quality of life. Our purpose is to make this process easier to understand and easier to follow. We aim to support families, teams and individuals with guidance that makes everyday life feel calmer, more predictable and more meaningful.

Our Values

- **Dignity first.** Every strategy protects the person's rights, choice, and humanity.
- **Family centred practice.** Support is compassionate, collaborative, and shaped around daily life.
- **Evidence based intervention.** All decisions are informed by reliable behavioural science.
- **Least restrictive approach.** We prioritise safety through positive skill building, not control.
- **Clear, practical communication.** Strategies are simple, visual, and easy for everyone to use.

Your Practitioner Team

Julianne Shepley leads Behaviour Bridge with years of experience across the disability sector, supporting individuals with Autism, ADHD, intellectual disability, trauma backgrounds, and complex mental health needs.

Julianne's credentials include:

- NDIS Registered Behaviour Support Practitioner
- Bachelor of Psychology
- Proficient Practitioner, NDIS Quality and Safeguards Commission
- Working with Children Check (WWCC), WA
- NDIS Worker Screening Check

You may work directly with Julianne or with another dedicated Behaviour Bridge practitioner. All our practitioners are fully qualified, NDIS registered, and trained in the BRIDGE Method to ensure you receive consistent, high-quality support.

What Families Say

"Behaviour Bridge helped us understand what was really behind the behaviour, and finally gave us strategies that worked in real life. Home feels calmer and we feel more confident again."

Family

"The plan was clear, practical, and easy for the whole team to follow. We've seen a big drop in escalation and a huge improvement in the person's engagement and daily routine."

Support Staff

The BRIDGE Method

The BRIDGE Method is our own 6-step framework. It is what makes our support different, because it is designed to be used, not just written down.

	Step	What This Means
B	Build the Relationship	Trust and connection come first. We start by understanding you, your world, your strengths, and what matters most to you.
R	Read the Environment	Behaviour does not happen in isolation. We look at your routines, sensory needs, communication, and what is happening around you.
I	Identify the Function	Every behaviour serves a purpose. We work out what you are communicating or seeking so we can address the real need.
D	Design the Strategy	We create practical, evidence-based strategies that fit your real life. They respect your dignity and focus on building skills.
G	Guide the Team	A plan only works when everyone uses it. We coach your support workers, family, and team so they can apply strategies with confidence.
E	Evaluate the Outcomes	We review progress regularly, measure what is working, and adjust strategies to keep improving your quality of life.

Our signature 6-step framework turns complex behavioural science into clear, practical steps for everyday life. Every strategy we develop is designed to be understood and used by the people who matter most: support workers, families, and the person at the centre.

Accessing Our Services

Behaviour Bridge is a mobile clinic. This means we come to you. Sessions take place in the home, community, school, workplace, or other environments that suit your needs.

Our support is available across the Perth Metropolitan area and regional Western Australia.

You can refer yourself or have someone else refer you. This includes support coordinators, family members, or other professionals.

You can reach us by:

- Phone: 0413 964 196
- Email: admin@behaviourbridge.com.au
- Referral form on our website: www.behaviourbridge.com.au

We will respond to your enquiry on the same day we receive it.

The NDIS gives you control over which provider you choose and how you use your funding. We respect that choice and work with you to get the most from your plan.

How We Work With You

We provide Positive Behaviour Support that is tailored to you. We do not believe in one-size-fits-all solutions.

What to Expect at Your First Visit

During our initial consult, we meet with you and your key supports. We take the time to understand what your daily life looks like, what is currently hard, and what a better quality of life would feel like for everyone involved. This is a relaxed conversation focused on getting to know you.

Our Process

Following the BRIDGE Method, our process includes:

- Getting to know you and your support network.
- Observing and understanding your environment.
- Identifying why certain behaviours happen.
- Developing practical strategies that work for you.
- Training your team to use these strategies.
- Reviewing and adjusting the plan as needed.

Working Together

We work as a team. This means we need your input and the input of those who know you best. We will always listen to your views and respect your expertise in your own life.

Your Rights

You have the right to:

- Be treated with dignity and respect.
- Be safe and free from any form of abuse, neglect, or exploitation.
- Make your own choices and decisions about your life and support.
- Have your privacy and confidentiality respected.
- Access support that is free from discrimination.
- Give feedback or make a complaint without fear of negative consequences.
- Have an advocate or support person of your choice involved in your care.
- Access information in a way that you can understand.

We follow the NDIS Code of Conduct and the NDIS Practice Standards. These rules make sure that you receive high-quality and safe support.

Your Responsibilities

To help us provide the best support, we ask you to:

- Treat our staff with respect and courtesy.
- Provide us with accurate and up-to-date information.
- Let us know if your needs or circumstances change.
- Give us at least 24 hours notice if you need to cancel or change an appointment.
- Pay for services as agreed in your Service Agreement.
- Tell us if you have any concerns or are not happy with our service.

Families, Carers, and Guardians

We recognise the vital role that families, carers, and guardians play in your life. We work collaboratively with them to ensure your support is consistent and effective.

We will involve your support network in the planning and delivery of your services, with your consent and in line with your preferences.

Person-Centred Support

Everything we do starts with you. Person-centred support means that you are at the heart of every decision. We focus on your goals, your strengths, and your preferences.

We work with you to develop a plan that is unique to you. We do not use pre-made plans or generic strategies.

Individual Values and Beliefs

We respect your individual values, beliefs, and cultural background. We will work with you to ensure that your support is culturally safe and appropriate.

If you have specific cultural or religious needs, please let us know so we can incorporate them into your support plan.

Early Childhood Support

For children and their families, we follow the NDIS Early Childhood Early Intervention (ECEI) approach. This means we focus on family-centred practice and natural learning environments.

We work with you to build your child's skills and independence, and to support your family's wellbeing.

Privacy and Dignity

Your privacy is important to us. We only collect information that is necessary to provide you with support. We keep your information secure and confidential.

We will not share your information with anyone else without your consent, unless we are required to by law (for example, if there is a risk of harm).

You have the right to access your information at any time. If you want to see your records, please ask us.

Independence and Informed Choice

We support you to be as independent as possible. This means giving you the information you need to make informed choices about your life and support.

We will explain your options clearly and help you understand the pros and cons of different strategies. The final decision is always yours.

Safety and Wellbeing

Your safety and wellbeing are our top priorities. We have strict policies and procedures in place to prevent and respond to abuse, neglect, and exploitation.

All our staff have the necessary checks and training to work safely with you. We also conduct regular risk assessments to identify and manage any potential hazards.

Fair Pricing

We follow the NDIS Pricing Arrangements and Price Limits. This ensures that our prices are fair, transparent, and consistent with NDIS rules.

We will provide you with a clear breakdown of our costs before you start using our services. This will be included in your Service Agreement.

Participant Money

We do not handle your personal money or financial affairs. Our role is to provide Positive Behaviour Support services.

If you need help managing your NDIS funding, we can provide information about plan management or other financial support services.

Medication

If medication management is part of your support, we follow strict policies and procedures to make sure it is handled safely. Please ask our staff for more information.

Feedback and Complaints

We want to hear from you. Your feedback helps us improve. It tells us what we are doing well and where we need to do better.

You, your family, your advocate, or your carer can give feedback or make a complaint at any time. You will never face any negative consequences for speaking up.

How to Give Feedback or Make a Complaint

- Talk to any member of our team.
- Call us on 0413 964 196.
- Email us at admin@behaviourbridge.com.au.
- Ask to speak with Julianne Shepley, our Founder, in person or by phone.

We also have formal feedback and complaints forms available on request. Just contact us at admin@behaviourbridge.com.au or call 0413 964 196.

We will explain the feedback and complaints process during your first meeting and at every service review.

How We Handle Complaints

We always try to resolve concerns early and in a collaborative way. We want to fix problems before they grow.

If we cannot resolve your complaint quickly, our Founder will contact you with an initial response and let you know how we will manage it.

If you are not happy with the outcome, you have the right to appeal.

External Contacts and Advocacy

If you are not satisfied with how we handle your complaint, or if you want independent support, you can contact the following organisations.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Email: contactcentre@ndiscommission.gov.au

National Disability Insurance Agency (NDIA)

Phone: 1800 800 110

Email: feedback@ndis.gov.au

Department of Social Services

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

Open 8 am to 8 pm (AEST), every day, Australia-wide

Email: enquiries@disabilityhotline.org

Website: www.disabilityhotline.org

Australian Human Rights Commission

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaints Info Line: 1300 656 419

General Enquiries: 1300 369 711

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

Complaints Resolution and Referral Service

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

Email: crrs@workfocus.com

Website: www.crrs.net.au

Advocacy Organisations

Advocates can help you speak up and protect your rights.

People with Disabilities WA (PWdWA)

Phone: (08) 9485 8900

Email: info@pwdwa.org

Website: www.pwdwa.org

Advocacy WA

Phone: (08) 9721 6444

Email: admin@advocacywa.org.au

Website: www.advocacywa.org.au

Ethnic Disability Advocacy Centre (EDAC)

Phone: (08) 9388 7455

Email: admin@edac.org.au

Website: www.edac.org.au

Person-Centred Plans

We work with you to create a Person-Centred Plan. This plan outlines your goals, the support you need, and how we will work together to achieve them.

Your plan is a living document. We will review it with you regularly to make sure it still meets your needs and reflects your progress.

Service Agreements

Before we start providing support, we will create a Service Agreement with you. This is a formal document that outlines the services we will provide, the costs, and the responsibilities of both parties.

The Service Agreement ensures that everyone is clear about what to expect. It includes information about:

- The types of support we will provide.
- The frequency and duration of sessions.
- The costs and payment process.
- The cancellation policy.
- Emergency and contingency plans.
- How to give feedback or make a complaint.

Cancellation Policy

If You Need to Cancel

If you cancel with short notice (less than 24 hours before your appointment), we may charge up to 100% of the agreed price for that session, including travel.

A short-notice cancellation also applies if you do not show up for your scheduled support within a reasonable time, or if you are not at the agreed location when we arrive.

If We Need to Cancel

If we cancel at short notice or do not show up, you may be eligible to recover 100% of the fee for that session. The details will be outlined in your Service Agreement.

Please discuss any fee arrangements with us before signing your Service Agreement.

You can communicate cancellations by email, text, or phone call.

Communication

We communicate with you in the way that works best for you. This may include:

- Phone calls
- Email
- Text messages
- Face-to-face meetings
- Group emails or updates
- Our website

Let us know your preferred method of communication and we will use it.

Leaving the Service

You can choose to stop using our services at any time. We will support you through the process.

We will make sure that:

- You receive all the information you need about your transition or exit, in a format that works for you.
- You are supported through the process of moving to a new provider or service.
- Your transition or exit plan is documented in your person-centred plan.
- The process is clear, fair, and free from discrimination.

If you want to leave or transfer, talk to your support coordinator or ask us for a copy of our Service Exit and Transition Policy.

Contact Us

Location	Perth, Western Australia
Phone	0413 964 196
Email	admin@behaviourbridge.com.au
Website	www.behaviourbridge.com.au

Behaviour Bridge is a mobile clinic. Sessions take place in the home, community, school, workplace, or other environments that suit your needs.

Version Control

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Behaviour Bridge	1.0	Julianne Shepley	April 2027