



BRIGHT START
BEHAVIOUR SUPPORT



IMPORTANT! INFORMATION!

Waitlist Information

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Who We Are

Learn more about who we are, our values and mission, and where you can access our services.

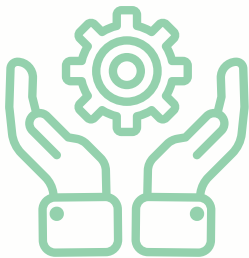
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What We Do

Learn more about what we can help with and the types of services we offer.

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What Starting Services Looks Like

Learn more about what to expect before, during, and after your first appointment.





Who we are

We are a small, close-knit team of behaviour support practitioners and psychologists in Maitland, NSW. We work with children aged 18 months to 18 years old. We are passionate and committed to evidence-based practice and providing the highest quality services. We care deeply about our clients and about building connected, inclusive communities.

We actively reject ABA in all of its forms and work from a relationships-based, neurodiversity affirming model. Our work is creative, collaborative, and person-centered, and seeks to empower our clients and support them in the ways that are most meaningful for them. We love that we get to come to work as our authentic selves, and we want our clients to bring their authentic selves to therapy and feel safe bringing their authentic selves to all of their other environments.





Empowering

Authentic

Connected

No matter how we support you, it will always be affirming, respectful, and in line with our values.

Creative

Collaborative





It's really important to us that we work in ways that are:

Empowering

- By supporting our clients to self advocate and supporting the people around them to meet our clients' needs
- By working towards goals that are meaningful to our clients
- By supporting our clients to develop the skills to empower themselves and others

Authentic

- By being our true selves at work and honouring our own thoughts, feelings, and ways of doing things
- By creating safe spaces in which people's needs are met, and people can be themselves without fear of judgement
- Supporting safe unmasking in other locations by advocating for clients' needs to be met and communication honoured

Connected

- By using a relationships-based approach grounded in a genuine rapport and mutual respect
- By supporting our clients to develop strong relationships with their families, friendship groups, and communities
- By connecting our clients with other meaningful supports

Collaborative

- By working with our trusted referral networks, and continuing to build this community to ensure we have lots of like-minded, affirming people to refer to and learn with
- By working with the client and their family in a mutually respectful way, to make sure they have what they need in a way that feels right for them

Creative

- By valuing creative thinking and different ways of approaching life
- By continuing to seek knowledge that further shapes our out of the box thinking in ways that help us help others



What we do



We use a neurodiversity affirming, relationships-based model at the foundation of all of our supports. This means we encourage our clients and families to ‘come as they are’ and hope to create a space that makes people feel welcome to be authentically themselves. We actively avoid using rewards and punishments in our sessions and do not suggest strategies that include rewards and punishments outside of our sessions. This is because the research shows that when you focus on external motivation to gain compliance, and see the behaviour as the problem (instead of an indicator of a problem), you can cause trauma, masking of the authentic self, and significant long-term harm.

Our work is rooted in behaviour as an indicator of something that needs to be resolved, as opposed to the behaviour itself needing to be resolved. This means we’re working with the root cause of the behaviour, which allows us to understand a person’s experience and support them to resolve distress, lagging skills, unmet needs, and other factors. This in turn supports the person to build meaningful connections, and the behaviours they or the people around them are worried about tend to fall away with no external motivation, rewards, or punishments required.

This process empowers our clients and their families to make change on a deeper level that is in line with support needs being met, skills being developed, improved wellbeing, and reduced daily distress. The research shows that this approach is both neurodiversity affirming and trauma-informed, as well as being effective over the long-term. This is reflected in the results we see with our clients.

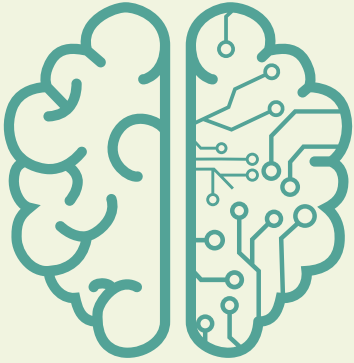
How these supports look in practice will be different for each client. Some clients use games and play in collaboration with their practitioner to work on developing skills and building relationships. Other clients will talk with their practitioner, using reflection and talk-based therapies to meet their goals. Other clients need their parents to chat to their practitioner for them, and this might look like the practitioner supporting caregivers to ‘scaffold’ the right supports around the client. Sometimes an assessment is needed to help everyone around the client understand how their brain works and how to support them best. Everyone is different, and everyone has different needs. This means our supports need to be very tailored to each client to make sure everyone gets the right service for them. We can see clients in the office, at home, at school, or even at a community venue such as a park.





What Support Might Look Like:

Assessment



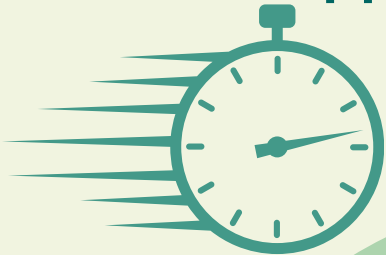
Assessment means working with a psychologist to get a better understanding of how your brain works and what you need. This can involve observations in the office or another environment, completing activities together in the office, or answering questions as part of a 'clinical interview'. After all of the assessments are completed and the results have been written into a report, the psychologist will talk to you about what the results mean.

Caregiver support is aimed at helping parents and caregivers to understand their child, why they do what they do, and how to best support their child. There is a heavy counselling focus in this service, as we know parents and caregivers often have a different experience in caring for their child when compared to parents and caregivers of neurotypical children.

Caregiver Support



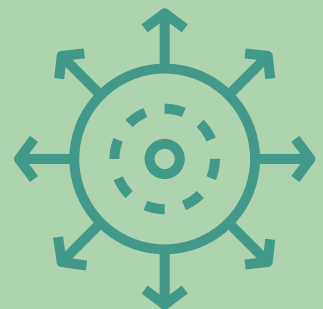
Interim Support



Access our interim support program to receive immediate strategies and support. This is aimed at reducing the client's short term distress and focuses on a priority problem. If you have to wait a long time, you can access the interim support program more than once. This will not impact your place on the wait list for other services should you still wish to receive them after interim support. If you're interested in interim support, please let our friendly reception team know as soon as possible and they will send you further information.

We use a relationships-based approach to supporting our clients. We take our time to get to know each other and work collaboratively towards their goals. Depending on the client's goals, this work can be done with a Behaviour Support Practitioner or a Psychologist.

Ongoing Support



Price List

July 1, 2024–June 30, 2025



NDIS Fees

Psychology - support for mental health or skills development with a psychologist, or support with behaviour by a psychologist when specific behaviour support is not funded in the NDIS plan

\$222.99/hour

Psychological Assessment - Standardised assessment with a psychologist to better understand the client and their support needs

\$222.99/hour

Specialist Behaviour Support - Support to reduce distress, build lagging skills, and better understand and respond to the client's barrier behaviours

\$222.99/hour

Please note, an NDIS plan can only be used for supports directly related to the needs a person has because of their disability



Price List

July 1, 2024–June 30, 2025



Private Fees

Psychology - support for mental health, behaviour, or skills development with a psychologist

\$240/hour - Registered Psychologist
\$220/hour - Provisional Psychologist

Psychological Assessment - Standardised assessment with a psychologist to better understand the client and their support needs. Rate includes report.

\$480/hour - Registered Psychologist
\$440/hour - Provisional Psychologist

Specialist Behaviour Support - Support to reduce distress, build lagging skills, and better understand and respond to the client's barrier behaviours

\$220/hour - Behaviour Support Practitioner

Assessment Session Guide

***Please note, this list is not inclusive of all possible assessments. You will be provided with an individualised quote at the end of your first appointment. Payment for each session is to be made on the day of the session at our reception or over the phone for off-site visits.**

Non-diagnostic behavioural assessment - \$1540
ADHD - 4 sessions (~\$1760-\$1920)
Autism - 5 sessions (~\$2200-\$2400)
Cognitive - 5 sessions (~\$2200-\$2400)
Mental Health - 2 - 5 sessions (~\$880-\$2400)



How the wait list works



Once the client is on our wait list, they can access our Interim Support Program, or wait to see one of our practitioners once an ongoing availability opens up. We try to triage people based on the support they need, how long they have already been waiting, and which practitioner(s) we have available (based on their skills and qualifications, and how much time they have available in their fortnightly schedule). The reception team will let you know when they take your information how long the wait is at that time, and you can call for an update as often as you like.

Once an ongoing availability becomes available, our reception team will call you and offer you an intake appointment, which will be booked on the same phone call if you accept. You can read more about what that appointment looks like and what you need to bring with you on the next page of this document.

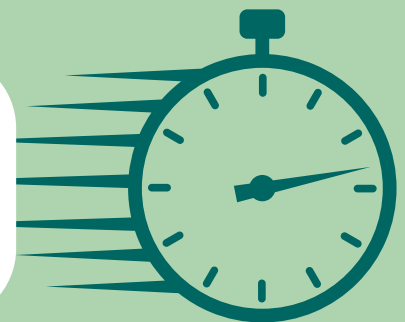
While you wait, you can:



Call at any time to update us on the client's situation and needs, or to check on their position on the wait list.

You might receive a text message from us every few months to make sure our information is up to date, and that the client would like to continue to be on our wait list.

Access our interim support program to receive immediate strategies and support. This is aimed at reducing the client's short term distress and focuses on a priority problem. If you have to wait a long time, you can access the interim support program more than once.





What Starting Services Looks Like

Once there is an availability, our reception team will call you and offer you an intake appointment. This appointment will usually occur within a few weeks of the call. Usually, the reception team will ask you not to bring the client with you to the intake appointment, because intake appointments can be long, boring, or distressing for children. If you need to bring them with you, we will offer as much support as we can to get them through the intake, including offering for them to stay in the waiting area to play with a member of staff if the client feels comfortable. If that is likely to be more distressing for the client, we can make arrangements to have the more difficult parts of the conversation at a time the client isn't present.

You can expect the intake appointment to involve the practitioner introducing themselves, answering any questions you might have, and asking you lots of questions. This intake appointment usually takes about an hour, but sometimes can take up to an hour and a half.

Your practitioner will then walk to reception with you and give them some information about how often you would like to have services. The practitioner may ask the reception team to book an observation of the client at school, or for an appointment to meet the client at the client's preferred location (home/office/school). Ongoing appointment times or assessment sessions will also be discussed as per the client's needs.

Once your practitioner says goodbye, **a member of the reception team will complete a service agreement and consent to store and exchange information document with you.** This can take around half an hour. This means your intake appointment including this time can take between an hour and a half and two hours.

Before the intake:

- The practitioner will need to review the client's reports from other professionals, the school, or anything else that has been provided
- Please bring your NDIS plan with you to the intake to help us develop an accurate service agreement

After the intake:

- The practitioner will complete a risk assessment that includes information about their behaviours and support needs, which will help us finalise the client's goals. This takes 30-60 minutes and is billable work.
- The practitioner will complete a Service Plan which is a write-up of the goals you discuss together in the intake session. This takes 30-60 minutes (billable) and it will be sent to you by the practitioner for signature.

The intake process, including all of the things in this list and the intake appointment itself, will cost around 3-4 hours.

Psychological Assessment

1 Referral



When you make an enquiry with our service, a receptionist will call you to take basic details and concerns, and place you on our waitlist. You will be contacted when a Psychologist is allocated to you.

2 Intake

You will meet the Psychologist to discuss the history, behaviour and concerns, and they will recommend the appropriate assessments. You will schedule the assessment session/s, and be provided with a service agreement.



3 Assessment Sessions



Assessment sessions can include clinical interviews, play-based sessions, cognitive assessments, and/or standardised activities.

4 Report Development

The Psychologist will write a report based on the results determined from the assessments. If they have any further questions, they will call you. The report writing process can take approximately 2-4 weeks, however will endeavour to complete it as soon as possible.



5 Feedback Session



You will have a meeting with the Psychologist and go through the results of the report and what they mean for your child. You will be provided with recommendations on moving forward with this information.

6 Invoice Payment

Sessions are paid for on the day, and the report writing charge is included in this fee. Full payment is required for us to give you the report.



7 Receive Electronic & Hard Copy



You will receive a copy of the report.



Behaviour Support Plan

1 Referral

When you make an enquiry with our service, a receptionist will call you to take basic details and concerns, and place you on our waitlist. You will be contacted when a Practitioner is allocated to you.



2 Intake

You will meet the Practitioner to discuss the history, behaviour and concerns, and they will recommend the appropriate assessments. You will be provided with a service agreement.



3 Observation

An observation session will be organised for your child in our office, at school or at home. The Practitioner will observe your child's behaviour and interaction in the particular environment.



4 Initial Appointment

Your child will meet their Practitioner and begin to build rapport. This is an ongoing opportunity for your child to express their perspective and feel supported.



5 Discussions with Other Supports

With your permission, your Practitioner will work with you and your other supports to determine goals, get information about how your child learns, communicates, engages and any sensory/other needs that will assist in developing a Behaviour Support Plan.



6 Functional Behaviour Assessment

Your Practitioner will write a Functional Behaviour Assessment (FBA) to identify and consider the motivations of your child's certain behaviours. This is to support you and your child's support team in developing an action plan.



7 Behaviour Support Plan

A comprehensive Behaviour Support Plan (BSP) will be written to guide you and your child's support team with how to support your child and their behaviour related goals.



8 Education & Support

Your Practitioner will work with you and your child's support team to understand and implement the Behaviour Support Plan.



9 Invoice Payment

The report writing will be billed once it is complete. Payment is required for you to receive a copy of your report. Any face to face sessions will be billed at the time of the appointment.



10 Receive Electronic & Hard Copy

You will receive a copy of the Behaviour Support Plan.



Ongoing Sessions

for Psychology & Behaviour Support

1 The Referral



One of our Receptionists will contact you to take basic details, a summary of your child's behaviour and your concerns, and place you on our waitlist.

2 The Intake



The initial appointment is where you as the parent/caregiver meet the Practitioner. You will collaborate with them by answering questions & setting goals, and sign a service agreement.

3 Background Work



Before your next appointment, the Practitioner will complete a risk assessment & write up the goals you discussed in the intake.

4 Ongoing Sessions



Your child's first session(s) will mostly focus on building rapport. Sessions will continue to work on goals with a neurodiversity affirming, gentle, and relationship-focused approach. Goals can be fluid and will regularly be reviewed with you and your child.

