

NDIS Positive Behaviour Support

ORS is one of Australia's largest providers of Positive Behaviour Support. We specialise in complex, high-risk behaviours, including those involving restrictive practices, for children and adults across NSW, Victoria, WA and the ACT, with telehealth available Australia-wide. When other providers can't take the referral, we can.



NO WAITLIST FOR PBS – we are accepting new referrals at every one of our sites.

380+

Behaviour support practitioners

20

Locations across Australia

4,500+

PBS participants supported each year

1,500

Participants with restrictive practices

35+

Years of allied health experience

What We Do

Positive Behaviour Support is an evidence-based approach for people whose behaviour is affecting their safety, independence or everyday life. Our practitioners do not simply manage behaviour: they identify the unmet needs and environmental factors behind it, then build the skills, routines and strategies that reduce risk and improve quality of life, with a sustained focus on reducing and eliminating restrictive practices.

Our Specialisation

- + **Complex and high-risk behaviours**, including cases that have led to chemical, environmental, physical or mechanical restraint, or seclusion.
- + **Restrictive practice reduction**, delivered through interim and comprehensive behaviour support plans, authorisation and reporting support, and team training.
- + **Forensic and criminal justice**. Forensic specialists on staff, supporting many clients involved in the criminal justice system.
- + **Out-of-home care**. Trauma-informed behaviour support for children and young people, including FASD and developmental trauma, coordinated across placements and teams.

Who We Support

Positive Behaviour Support is suitable across the lifespan, with or without a formal diagnosis. ORS also supports clients of all ages who are non-speaking or minimally speaking, including AAC users.

Children & Young People

- Autism spectrum disorder
- Developmental delays and intellectual disability
- ADHD and attention differences
- Foetal Alcohol Spectrum Disorder (FASD)
- Sensory processing differences
- School refusal and disengagement

Adults & Older Adults

- Intellectual disability and Down syndrome
- Acquired or traumatic brain injury
- Psychosocial disability
- Dementia and progressive neurological conditions
- Behaviours affecting housing or community access

Behaviours We Regularly Support

Physical aggression	Verbal aggression	Self-injury
Property damage	Abducting	Withdrawal or refusal
Unsafe sexual behaviour	Food-seeking behaviour	Severe agitation

Including cases where restraint or seclusion is in place.

Where We Work

Homes, supported accommodation (SIL and SDA), schools, out-of-home care and the community – plus telehealth Australia-wide. ORS also delivers behaviour support outside the NDIS, including for privately funded clients and government departments overseeing child protection, out-of-home care and aged care.

Our Services

- ✦ **Assessment and Behaviour Support Plan.** A functional behaviour assessment followed by a co-designed plan, with strategy development and NDIS-compliant reporting.
- ✦ **Assessment, Behaviour Support Plan and Ongoing Intervention.** End-to-end support: assessment, plan development, practitioner-led implementation, training for families and support teams, data monitoring and plan review.

Our Capability & Credentials

ORS holds one of the largest and most experienced behaviour support teams in Australia, assessed against the NDIS Commission's practitioner capability levels:

Practitioner capability level	ORS practitioners
Specialist	16
Advanced	31
Proficient	73
Senior practitioners (clinical leadership and supervision)	96
Core and entry-level practitioners	170+

- Registered with the NDIS Quality and Safeguards Commission since 2018 (registration 4-3LLK-122).
- Every practitioner is registered and capability-assessed.
- Our Centre of Excellence delivers in-house clinical training, and every practitioner has on-demand access to a dedicated safety and risk team and a compliance team across schemes and states.
- Over 35 years delivering allied health interventions to improve behaviour.

Why Support Coordinators Choose ORS

- ✦ **Scale and reach.** One of Australia's largest PBS providers – over 380 practitioners across 20 locations and four states, so your participant is matched quickly with the right practitioner.
- ✦ **No waitlist.** We are accepting new PBS referrals at every site, so your participant starts sooner.
- ✦ **Complexity is our core work.** We welcome complex, high-risk and restrictive-practice referrals – they are our specialty, not an exception.
- ✦ **Responsive.** We confirm practitioner allocation within 2 business days.
- ✦ **Choice and access.** Male, female and multilingual practitioners, available in person and via telehealth.



Submit a Referral

Contact ORS on 1800 000 677 | referrals@orsgroup.com.au | orsgroup.com.au

We respond to all referrals within 2 business days – including complex and urgent referrals.