



Kameleon
Behavioural Change Specialists



CLIENT Information Pack





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Whether you are new to Kameleon or have been with us for a while we would like to welcome you and thank you for choosing the Kameleon Group.

This pack will provide you with some updates, and information on what our service is all about.

The Kameleon Group Team



Who we are

Kameleon provides a range of Specialist Behavior Support services to children, adolescents and adults. We are a registered NDIS provider and operate across Australia. Our services are tailor made to fit the unique needs of every person.

We utilise a unique blend of Positive Behaviour Support, Applied Behaviour Analysis and Trauma informed care. Applied Behaviour Analysis (ABA) provides the science behind what we do and Positive Behaviour Support and Trauma Informed care provide the practice.

Our experienced Practitioners are with you at every step.

Our Kameleon Practitioners are qualified and experienced. The intake process adopted at Kameleon matches the unique needs of the person, with the skills and expertise of one of our Practitioners. Our Practitioners get to know the person and provide a consistent service across the entire service period. You do not have to work with multiple behaviour Practitioners at Kameleon.

We provide a relational and consistent approach.

Our Practitioners provide a mobile service at the person's nominated environment. Whether that is at home, work, university, school, kindergarten, the park or another location.

We design individualised learning programs to increase specific skill areas identified through our comprehensive assessment process.

We use the latest technology from signing agreements, to programming and offer a secure communication platform to take collaboration to a new level.

Everything we do, will be shared, and modelled to support the family and other key support people to provide a consistent learning experience to the person we are supporting.



We are passionate about offering effective services that result in practical supports that are meaningful to the person's life



Our Roles

- **We** are Behaviour Support Practitioners, who specialise in providing Positive Behaviour Support, based on the science of Applied Behaviour Analysis, to improve people's quality of life.
- **Our** role is consultative, where we investigate, assess, gather information, and observe, to identify the function of challenging behaviour an individual may be engaging in, to get their needs and wants met.
- **We** conduct a Functional Behaviour Assessment, utilising indirect methods, direct methods, and functional analysis, to develop an individualised, comprehensive Positive Behaviour Support Plan.
- **Our** team of practitioners will also conduct a skills assessment to assess the client's individual skill areas where they may need more development.
- **Once** we have assessed the key skill areas that require additional learning, our team will then develop individual programs to teach the client those new skills. These learning programs are then taught using an Applied Behaviour Analysis approach.
- **We** then provide training and support to the client's support team, to ensure the recommended strategies are implemented in a consistent and reliable way. We continue to work collaboratively with the client and their team for the client to reach mastery of the identified skills.
- **We** also offer direct sessions with the client to decrease the learning time and increase the opportunities the client has to learn their new skills. The number of sessions will be dependent upon the assessment results and the hours available in the person's NDIS plan.
- **Data** is collected to monitor, and evaluate programs, for both the reduction of challenging behaviours of concern, and for the skills we are teaching. This is all done in a collaborative way, with the support of implementing providers, who are providing the day-to-day support, to the client.



Service we Provide



We begin by getting to know the person, along with the people who are important to them, in their life. We conduct assessments and observations, to identify the 'function', or purpose, of an individual's behaviour/s of concern.

We then develop a comprehensive plan, either a Positive Behaviour Support Plan, or Comprehensive assessment report. The report you receive encompasses the person's likes, interests, strengths, and passions. We focus on recommending changes to the person's environment, and the implementation of positive, proactive strategies.

Your Behaviour Support Practitioner will then work with the person and their support team to implement the strategies. This could be regular individual sessions, skills groups, or training and support for the support team. Our aim is to provide the most effective supports that will meet the persons' unique needs. We want to ensure that the key support people, have what they need to assist the person in reaching their goals.

Our sessions are conducted across a mix of environments from our therapy centre, home, school/day centre, work, and other spaces across the person's community. We offer flexibility in how we deliver our services including face to face and telehealth, or a mix of both.



The timing and frequency of sessions are dependent upon the individual's availability and needs. Our overall aim is to build the capacity of the person, along with the capacity of their support team.

In general, our hours of operation are Monday to Friday 9 am- 5 pm, however your Practitioner will have their own hours and will advise you of what those are, and send you a schedule of services for regular or ongoing supports



Our use of Technology

To increase our efforts towards sustainability, we use technology in all areas of our business.

From our online referral form, service agreements and the creation of individual programs, are all accessible online.

Our unique, trendsetting client management system, the “Kameleon Lounge” is a cloud-based platform where we store the personal information and documentation on each client.

Each person, along with their nominated support team have access to their own private client portal. The person and their families choose who has access to their portal, which may include other providers. You will simply log on and have access to all of your personal information, secure messaging, programs, reports, progress data and more!

Kameleon also utilises ‘ReThink Behavioural Health’, to support the development of individual learning programs, take data and track person progress. Each person and their support team are provided access to the platform and receive training and support on its use.

We have chosen to use this state-of-the-art technology to support our overall goal, which is to provide real collaboration and transparency in all we do.

We use technology to create a service experience that is effortless.



Consent to Share Information

We take data security seriously. We use safeguards to keep your data safe. We seek consent prior to sharing any personal information, documentation, or data. This consent can be verbal or written.

Families and other services are Kameleon's key partners. We collaborate with our partners at every opportunity. Consent is sought throughout the service period, and nominates who we can share information with. This consent can be changed or withdrawn at any time.

However, there are situations that we may be required by law to provide personal information without consent. Kameleon Group are mandatory reporters, and follow our obligations about disclosure of personal information without consent, when required to do so by law.

Our Prices

We follow the NDIS price guide for all of our services. We utilise the nominated item codes that meet the service we are delivering. The specific item codes and all costs are included in your service agreement. We understand the value in meeting people where they are, and to this end we do charge for travel time as per the NDIS price guide. The time our Practitioners spend travelling to your nominated location, is time where they are unable to support other clients, but we strive to reduce travel time and increase client time wherever we can. But we understand the importance of accessible services that are designed and delivered to meet our persons' individual needs, including the location these services are delivered. A copy of the NDIS price guide and the Monash model used for travel time, can be accessed on our website.

Your Rights & Relevant Policies

We provide person centered services that are collaborative and transparent. Kameleon Group follow the guidelines set by the NDIA Quality and safeguards Commission in the delivery of ethical and effective services. We have developed a comprehensive range of policies and procedures to ensure that we meet all of our legal and ethical obligations as an NDIS provider. To access our policy documents, please contact us and we will provide them to you in a format that suits your needs.



Our Obligations to the NDIS

As an NDIS registered provider, Kameleon is approved to deliver services under 3 registration groups. Therapy, Specialist Behaviour Support and Early Childhood Intervention. As a registered provider, we have reporting obligations to the NDIA.

These reporting obligations include those set by the NDIS Quality and Safeguards Commission, on any plans that contain restrictive practices. Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.



We can be engaged to undertake a comprehensive assessment of an individual's needs that may require restrictive practices. Our practitioners follow the NDIS Quality and Safeguards Commission guidelines to utilise the least restrictive practice possible. We may recommend the temporary use of a restrictive practice, which requires approval. However, our focus is on reduction of these practices, and always recommend strategies to decrease or eliminate the use of the approved restrictive practices. We work with implementing NDIS providers, to support good data collection that includes targets to reduce any restrictions in place.

To contact the NDIS commission please call: **1800 035 544**

• How to Provide Feedback to Us

- We are always aiming to improve our service and would love to know how we are doing. You can provide feedback to us in many ways:

- **In person**

Phone (1300 10 10 69)

Or online at enquire@kameleongroup.com.au

Website: <https://www.kameleongroup.com.au/contact-us/>

We will get back to your feedback enquiry within two working days, and aim to resolve any situations quickly.





Where to Find Us

We are very active in the social media world, and would love for you to see what we're up to!

-  enquire@kameleongroup.com.au
-  www.kameleongroup.com.au
-  www.facebook.com/kameleongroup.com.au
-  www.twitter.com/Kameleon_Group
-  www.linkedin.com/company/66680878/
-  www.instagram.com/kameleongroup/



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