



Emergency & Complex Behaviour Support

Immediate, High-Intensity Response for Urgent and Complex Needs

Sirv's Emergency and Complex Behaviour Support service delivers high-intensity assistance for children and young people with acute behavioural challenges, safety risks, and urgent care needs.

This service is designed for eligible participants (including those under NDIS, OOHC, or therapeutic models) who require immediate and coordinated support to stabilise situations, prevent placement breakdowns, and restore safety for the child and those around them.


What's Included

Our rapid response service may include:

- Immediate Behavioural Planning
Development of practical, short-term strategies to manage high-risk behaviours within 24–48 hours
- Safety Planning
Risk mitigation frameworks tailored to the young person's context (home, care, school)
- Multidisciplinary Collaboration
Liaison with case workers, clinicians, educators, support coordinators, and care teams
- In-the-moment coaching for carers and staff managing critical incidents
- Transition and placement support
Crisis care planning, stabilisation strategies, and guidance on next steps

Who Is This For?

This service supports:

- Children and young people with complex behavioural presentations
 - Participants at risk of placement breakdown or school exclusion
 - Families, care teams, or providers requiring urgent specialist input
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- Organisations seeking external behavioural consultation during escalated periods

Our Approach

Grounded in attachment theory, developmental understanding, and real-world experience, our goal is not just to manage crisis—but to re-centre the young person's needs within a responsive, consistent care framework.

We focus on:

- Understanding behaviour as communication
- Enhancing relational safety across environments
- Restoring a sense of structure, clarity, and calm in the face of chaos

Support Types & Delivery

Support Type	Response Time	Format
Emergency Behaviour Planning	Within 24–48 hours	Phone / Zoom / Onsite*
Risk & Safety Planning	Within 2–5 business days	Collaborative & written
Complex Behaviour Case Support	Scheduled (1–2 weeks)	Multidisciplinary consult

*Urgent travel support available in Toowoomba & regional Queensland (travel fees may apply)

Outcomes We Support

- Rapid de-escalation of critical situations
- Increased placement and school stability
- Improved staff/carer capacity to respond safely
- Collaborative care aligned across systems
- Reconnection with the young person's strengths and story

Urgent Support Starts with a Call

If you're facing high-risk behaviours, placement distress, or urgent team support needs, we're here to help—quickly, calmly, and with care.

Contact:

Sally How

Managing Partner – Behaviour Specialist

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Behaviour
Support.



sirv
we serve you



“High-intensity needs require high-trust support.
Connection, not control, is the turning point.”