

Behaviour Support Practitioner interview questions

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What to expect

Interviews for Behaviour Support Practitioner roles typically assess your clinical reasoning, your ability to work with people with complex needs, and your understanding of the NDIS quality and safeguarding framework. You will also be asked about your experience with functional behaviour assessments and positive behaviour support plans.

- **Technical and process:** Questions about how you conduct functional behaviour assessments and develop positive behaviour support plans.
- **Behavioural:** Questions that ask for real examples of your work, often using the STAR method, to explore how you train others, collaborate, and handle challenges.
- **Scenario and judgement:** Situations involving restrictive practices, risk, or ethical dilemmas, designed to see how you think under pressure and apply least restrictive principles.
- **Safety and compliance:** Questions about NDIS Commission requirements, incident reporting, documentation, and your understanding of regulatory obligations.
- **Client-facing and communication:** Questions about working with people with disability, families, and support teams, and how you build rapport and manage conflict.

A typical interview may start with a phone screen, then a face-to-face or video interview with a panel that includes a team leader or clinical supervisor and sometimes a person with disability or family member. You may be asked to walk through a case study or complete a written scenario. There is often time for your questions at the end.

1. Walk me through how you conduct a functional behaviour assessment from start to finish.

Why they ask

This is a core technical task for the role. The interviewer wants to see that you have a structured, evidence-based process and that you involve the person and their support network.

How to structure your answer

Use a step-by-step walk-through: referral and consent, gathering background information, direct observation, interviews with key people, identifying antecedents and consequences, hypothesising functions, and writing up the assessment.

Example answer

"I start by reviewing the referral and getting informed consent from the person and their family. Then I gather background information from their file, any previous plans, and incident reports. I observe the person in different settings, like at home and in the community, and I interview support workers, family, and sometimes the person themselves. I look for patterns: what happens before the behaviour, what the behaviour looks like, and what happens after. From there I form a hypothesis about the function, for example whether it is to get attention, escape a task, or access something. Finally I write up the assessment, share it with the team, and use it to develop the support plan."

2. Tell me about a time you developed a positive behaviour support plan that made a real difference.

Why they ask

The interviewer wants evidence of your impact and your ability to translate assessment into practical strategies that improve someone's life.

How to structure your answer

Use STAR: describe the situation and the person's needs, the task you were responsible for, the actions you took, and the result, including how the person's quality of life improved.

Example answer

"I worked with a teenager who was being supported at home and at school. The existing plan was quite old and focused on consequences rather than teaching new skills. I did a fresh functional assessment and found that much of the behaviour was about avoiding difficult schoolwork. I worked with the school to adjust tasks and introduced a break card. I also trained the support workers and his mum in using the new strategies consistently. Over a few months, the incidents at school dropped and he started staying in class for longer periods. The plan was reviewed again and we built on that progress."

3. A support worker tells you they want to use a restrictive practice because a client's behaviour is escalating. What do you do?

Why they ask

This scenario tests your knowledge of restrictive practice rules, your judgement under pressure, and your commitment to least restrictive options.

How to structure your answer

Use a judgement-under-pressure structure: stay calm, gather facts, refer to the plan and NDIS rules, consider least restrictive alternatives, escalate if needed, and document.

Example answer

"First, I would thank the support worker for raising it and ask for the details. I would check the current behaviour support plan and see what strategies are already in place. I would remind them that restrictive practices must only be used as a last resort and only if authorised. I would work with them to try a less restrictive approach, like changing the environment or using a de-escalation technique. If the situation is immediate and risky, I would follow the emergency response plan and report it. Afterwards, I would document what happened and review the plan with the team."

4. How do you train support workers and families in behaviour strategies, and how do you know it is working?

Why they ask

Training others is a major part of the role. The interviewer wants to see a practical, adult-learning approach and a way to measure whether the training actually changes practice.

How to structure your answer

Describe your training approach: assess needs, tailor content, demonstrate, role-play, provide resources, and follow up. Then explain how you measure success, such as observation, feedback, or incident data.

Example answer

"I start by finding out what the support workers and family already know and what they need. I run practical sessions where I explain the plan, demonstrate strategies, and give them a chance to role-play. I provide simple written summaries and quick reference guides. I check understanding by asking questions and observing them in real situations. I also follow up after a few weeks to see if the strategies are being used and if the person's outcomes are improving. If not, I adjust the training or the plan."

5. Describe a time you had to collaborate with an allied health professional or another service when you disagreed on approach.

Why they ask

Collaboration is essential in behaviour support. The interviewer wants to see how you manage professional differences while keeping the person at the centre.

How to structure your answer

Use STAR, with emphasis on communication, finding common ground, and keeping the person at the centre.

Example answer

"I was working with an occupational therapist who felt that a sensory approach was the main priority, while I thought the behaviour plan needed to focus on communication. We disagreed in a team meeting. I asked if we could step back and look at the data together. We realised both were important and agreed to trial the sensory strategies while I worked on communication goals. We set a review date and kept the person and their family in the loop. The combined approach worked well and we continued to collaborate."

6. How do you ensure your documentation meets NDIS Commission requirements and stands up to review?

Why they ask

This probes your regulatory knowledge and attention to detail, which are critical because plans and reports can be reviewed by the Commission.

How to structure your answer

Outline your process: use approved templates, write clearly, include evidence, review regularly, store securely, and stay up to date with NDIS guidance.

Example answer

"I use the NDIS Commission templates and guidance as my starting point. I write in plain language, include the evidence from my assessment, and make sure the plan clearly describes the person's needs and the strategies. I review plans regularly and update them when things change. I store everything securely, either in the NDIS Commission Portal or in our client management system like Lumary. I also keep an eye on any updates from the Commission so I know the requirements are current."