



---

# Restrictive Practices Authorisation (RPA) News

RPA Newsletter - May 2019

---

## In this Issue

Welcome to our May issue of the RPA Newsletter. In this issue we will be discussing:

- [Wrap Up: 2019 NDS NDIA Provider Forums](#)
  - [What's New from the Central Restrictive Practices Team?](#)
  - [Provider in Focus: An Invitation](#)
  - [Top Tips: Using the NSW \(FACS\) RPA System](#)
  - [Save the Date! NSW \(FACS\) RPA System Webinars](#)
  - [Spotlight On: Evelyn Ireland, The Disability Trust](#)
- 

## Wrap Up: 2019 NDS NDIS Provider Forums



Throughout late April to May, the FACS Central Restrictive Practices Team participated in and presented at the 2019 NDS Provider Forums (13 in total) which occurred across various sites in NSW. Key points addressed by the FACS Central Restrictive Practices Team include:

- States and Territories, including NSW, are responsible for managing the authorisation of regulated restricted practices. Currently NSW has a policy for the

authorisation of regulated restrictive practices. This started on 1 July 2018 and will end on the 30 June 2020.

- In NSW there are **3 requirements** for the use of a regulated restrictive practice: a Behaviour Support Plan is developed, informed consent is obtained by the participant or their guardian, and authorisation is approved by a restrictive practice authorisation panel.
- Restrictive practices should be person centred, the least restrictive response, used for the shortest possible time, focused on the reduction and elimination of the practice, monitored, and reviewed regularly.
- Requests for restrictive practice authorisation (RPA) must be submitted via the **NSW (FACS) RPA System** by the NDIS Provider or the Behaviour Support Practitioner.
- All registered NDIS Providers must have an RPA mechanism that comprises a properly constituted **RPA panel**. At a minimum an RPA panel must comprise of a senior manager from the NDIS Provider and a specialist who is independent of the service provider and the person. If a registered NDIS Provider is struggling to access a specialist who is independent of the service provider and the person, the NSW Government has established a pool of **FACS Independent Specialists**. This service is free of charge.
- The **RPA panel** considers the appropriateness of a documented behaviour support plan and evaluates the recommendations in the context of the NDIS Providers operations, as well as the appropriateness of the strategy to achieve the intended therapeutic outcomes. The RPA panels decision to authorise a regulated restrictive practice is to be unanimous and the RPA panel must specify the length of time for which the authorisation applies. This cannot exceed 12 months. The decision of the RPA panel is recorded in the NSW (FACS) RPA System.
- The **NSW (FACS) RPA System** provides the NSW Government with data around the use of regulated restrictive practices in NSW.

The presentation will be distributed soon by NDS, and posted on the [FACS Restrictive Practices Authorisation webpage](#). A Q&A fact sheet, based on questions asked at the forums will also be available. In the meantime, if you have any further questions please review the resources located on our [Restrictive Practices Authorisation Portal](#) or contact the team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

---

**What's New from the Central Restrictive Practices Team?**



The Central Restrictive Practices Team have released four new resources this month. These resources have been designed to assist service providers and practitioners to better understand and implement restrictive practices in NSW.

### **The revised NSW RPA Policy and Procedural Guide**

The revised *NSW Restrictive Practices Authorisation Policy* and *Restrictive Practices Authorisation Procedural Guide* will be re-issued and available on the FACS Restrictive Practices webpage in early June.

### **Restrictive Practice Easy Read Guide**

The Central Restrictive Practices Team recently commissioned the Council for Intellectual Disability to create an easy read version of the *NSW Restrictive Practices Authorisation Policy* and the *NSW Restrictive Practices Authorisation Procedural Guide*.

What is Easy Read? Easy Read is a method of presenting information in a way that is easy to read and understand. Typically it uses clear everyday language, images and symbols. This style of writing makes it easier for people with low literacy levels, and intellectual and cognitive disabilities to understand complex information, empowering them with choice and control, and the opportunity to object to practices.

### **Mechanical Restraint - Safe Transportation Guide**

A new guide has been released which focuses on safe transportation and restrictive practices. This guide has been designed to assist service providers to identify whether using certain devices in a vehicle are classified as a restrictive practice or not.

### **Video Resource: Interim Authorisation**

The second video resource is now available to view on the FACS Restrictive Practices Authorisation Portal. Focusing on interim authorisation, this video provides a brief overview on:

- What is interim authorisation.
- When should interim authorisation be sought.
- What are the requirements for interim authorisation.
- How to request approval for interim authorisation.

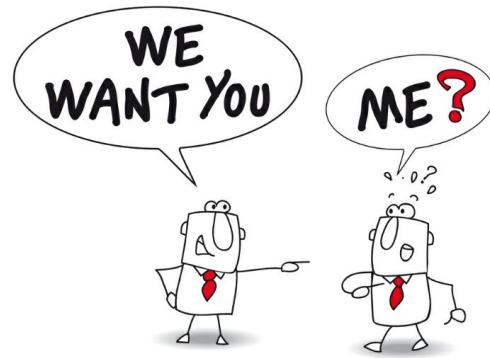
To view the video please click [here](#). A third video is currently being developed. Further updates will be provided soon.

The above resources can be found on the [FACS Restrictive Practices Authorisation Portal](#). If you have any questions please email

[RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

---

## Provider in Focus: An Invitation



The Central Restrictive Practices Team are looking to introduce a new article in the Restrictive Practices Authorisation (RPA) News. We are wanting service providers to share their experiences of implementing restrictive practices. Maybe you have some great strategies you have developed to overcome the challenges of adapting to the new *NSW Restrictive Practices Authorisation Policy*? This is your chance to share some innovative or practical ideas and provide some advice to others in the sector.

If you are interested or would like to suggest a service please email us at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

We look forward to hearing from you!

---

## Top Tips: Using the NSW (FACS) RPA System



The Central Restrictive Practices Team has compiled together some of the most commonly asked questions the team receives in regards to using the NSW (FACS) RPA System. Please read the below to see the teams' top tips for solving some of your trouble-shooting questions.

### 1. I seem to be having general problems navigating the System.

If you are experiencing general problems navigating the System such as uploading documents, exporting information, or viewing the 'approve' button we recommend that the below two simple steps are taken prior to contacting the Central Restrictive Practices Team:

- Make sure the internet browser you are using is either Internet Explorer 11 or higher, Google Chrome 62 or higher, or Firefox 60 or higher. We recommend Google Chrome for the best possible experience when accessing the System.
- Clear your browser history.

## 2. The System will not let me progress my RPA submission from 'Draft' to 'New'.

If you have completed the first stage of the RPA submission form ([Sections 1 - 6](#)), click on the **Submit Form** button and get an error message this means that not all of the mandatory fields have been completed. The error message which appears at the top of the form identifies which fields need to be completed. Most commonly these relate to the following:

- **The Submission Type field is missing:** This means that the type of submission has not been selected, i.e selecting if the submission is interim or planned. This field can be found in [Section 2](#). To select a submission type click on the appropriate category. When selected it will become blue in colour.

### 2. Restrictive Practice Category

Behaviour Support ID

Submission Type

Planned  Interim  ?

- **One or more supporting documents are missing:** This means that not all of the mandatory supporting documents have been attached to the RPA submission form in [Section 4](#). The System determines what is mandatory based on the submission type selected and the information completed in [Section 5](#) and [Section 6](#). These reflect the requirements outlined in the *NSW Restrictive Practice Authorisation Policy*. Each regulated restrictive practice has its own mandatory supporting documents. A summary of these can be found in *Appendix 2* (page 55) in the [NSW \(FACS\) RPA System User Guide](#).

## 3. There are a lot of 'Draft' RPA submission forms in the System for one of my Participants.

If you have multiple empty or unused 'Draft' RPA submission forms in the System for one of your Participants you do not have to withdraw them or request that they be deleted. Instead, we recommend you re-use them when completing your next RPA Submission. To find 'Draft' submissions in the System please refer to *Chapter 4.2.2* (page 24) in the [NSW \(FACS\) RPA System User Guide](#). Remember to make sure that the 'Draft' submission is not currently in use before editing it.

## 4. Who completes the information contained in [Section 10: Assign Panel Member?](#)

The implementing service provider is responsible for entering information and assigning Panel Members in [Section 10](#). In the System this will be the person who has completed the RPA submission form (their name can be found in [Section 7](#)).

The Central Restrictive Practices Team does not assign panel members to an RPA panel

unless the implementing service provider has chosen to use a FACS Independent Specialist *and* has ticked the box next to *FACS to assign panel member*.

### Assign Panel Member ×

Panel Member Role  
FACS Independent Specialist ▼

Preferred area of expertise  
Please select ▼

FACS to assign panel member

The FACS CRPT team will contact you via the RPA portal when an independent specialist has been allocated.

Cancel Save

#### 5. I need to edit an RPA submission.

To edit an RPA submission click on the **Unsubmit** button found at the bottom of the form. If the RPA submission has been released and you need to edit information contained in **Sections 7 - 10** you will need to click the unsubmit button once. If you need to edit information contained in **Sections 1-6** you will need to click the unsubmit button a second time.

For further assistance with any troubleshooting questions in regards to using and navigating the NSW (FACS) RPA System please refer to the [NSW \(FACS\) RPA System User Guide](#) or email the Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

## Save the Date!

### NSW (FACS) RPA System Webinars coming soon.



The Central Restrictive Practices Team will be offering a series of webinars over the next few months which will be focusing on how to use the NSW (FACS) RPA System to submit and authorise restrictive practices. Each webinar will focus on a different aspect of the System such as how to create an RPA submission, how to create and approve an outcome summary, and how to book a FACS Independent Specialist.

The first of these webinars will be providing an end to end overview of the System. These sessions will be held on the following dates:

## End to End Overview of the NSW (FACS) RPA System

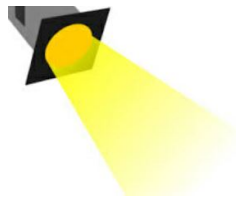
- Friday 14th June 2019, 10.30am - 12.00pm
- Monday 17th June 2019, 1.30pm - 3.00pm
- Wednesday 19th June, 11.00am - 12.30pm

We highly recommend that anyone who has not attended a previous webinar, or is a new user in the NSW (FACS) RPA System, register for these overview webinars.

Additional webinars covering targeted aspects and trouble shooting areas in the System will also be offered soon.

---

### Spotlight on...



#### Evelyn Ireland

*Senior Behaviour Support Practitioner, Trusted Clinical Services - The Disability Trust  
FACS Independent Specialist*



#### How did you get to where you are today?

I have always had an interest in people, relationships and upholding and championing rights, so when the opportunity arose for me to work in the disability sector while I was studying at university, I felt I had found the perfect job. I began my career working with people with a disability in a support worker role with a local Wollongong NGO in day program services, and within ADHC (or DADHC back then!) in supported accommodation. During my time as a support worker, I had the amazing opportunity to work with a Behaviour Support Specialist (Christine Connolly, who continues to do brilliant work in the sector). When a job became available on the local Community Support Team, I was successful in obtaining a Behaviour Support Practitioner role. Many years later, it continues to be an incredibly interesting role. I am never bored and I always feel privileged that the people I support share their stories with me. However, it can be tough sometimes at dinner parties to succinctly explain what I actually do!

Since then I have worked within a few different organisations, with the most talented, considerate and clever colleagues. I am grateful that current and previous colleagues have shaped and influenced my work practice.



Delivering training is a big love of mine and I have contributed to and developed training packages, including positive behaviour support, and trauma informed practice in the classroom and disability sector. In my current role, I have taken on a leadership position as the Senior Behaviour Support Practitioner and enjoy working in a team with a reflective and supportive culture.

My particular areas of interest include understanding how trauma influences behaviour, working systemically, and empowering people to have a voice. I have a Bachelor of Art Education and am a qualified teacher. I decided to retrain as a psychologist and have completed a Graduate Diploma in Psychology, and a Graduate Diploma in Psychology (Advanced). I am currently pursuing my provisional psychology registration.

Most of all, I am so privileged and feel very grateful for the people with a disability I have worked with who have trusted me with their stories and assisting them to create a framework of support that works towards a good quality of life. The incredible people I meet; their families and systems supporting them, is what has continued to compel the passion and enthusiasm for my work in the disability sector.

#### **What do you see are the benefits of having the FACS Independent Specialists participating on RPA Panels?**

Having an Independent Specialist on the restrictive practices panel is a great way to uphold best practice for the people we support - ensuring that all practices are considered and are embedded within a positive behaviour support framework. From an organisational perspective it is a key role as it affords transparency, openness and collaboration. As a Behaviour Support Practitioner, the role of the FACS Independent Specialist is a great opportunity to share practice ideas with an experienced colleague; access to their experience and recommendations is priceless! The inter-agency collaboration is an important element of the role of the FACS Independent Specialist; meeting other folks in the sector is crucial to the NDIS space and the panels have allowed a great opportunity for this.

#### **Do you have any advice for any providers and practitioners conducting or involved in RPA Panels?**

I think that collaboration is the key, especially when we are working in situations that often include many layers of complexity. Understanding that behaviour change takes time, that people need to feel safe, and ultimately, the people we support are at the centre of our discussions should continue to be the focus. I have found it helpful to think about the different experiences of people and organisations bring to the panels - some larger organisations have had well established restrictive practices systems in place, whilst others are formalising this process for the first time. We are all learning to navigate the new system, so sharing ideas and helping each other out has been a really important focus for me.

---





## Test Your Knowledge!

1. One of your passengers keeps taking their seat belt off every time they are in a moving vehicle and hitting others else in the car. As a result you have started using a buckle guard to keep the passenger in their seat. Is the use of the buckle guard considered a restrictive practice?
  2. Who is responsible for submitting the Behaviour Support Plan to the NDIS Commission?
  3. Can the person who completes and submits the RPA submission in the NSW (FACS) RPA System also sit on the Panel?
- 



## Get in Contact!

RPA News will be published monthly on the [FACS RPA webpage](#). If you would like to suggest a colleague or service to be included in *Spotlight On...* or *Provider in Focus*, or if you have any questions about restrictive practices authorisation or this newsletter, please email: [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

---

### Answers

**Q1.** Yes, the use of a buckle guard in this instance is would considered a restrictive practice as the purpose of the buckle guard is to maintain the passenger in their seat and restrict them from hitting other passengers (the behaviour of concern). This would fall under the category of mechanical restraint.

**Q2.** The Behaviour Support Practitioner who wrote the Behaviour Support Plan is responsible for submitting it to the NDIS Commission.

**Q3.** No, the person who completes and submits the RPA submission in the NSW (FACS) RPA System cannot sit on the Panel for that submission as it is considered a conflict of interest.

---

Our mailing address is:

[RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au)

Why am I getting this?

All individuals registered with the NSW (FACS) RPA System will automatically receive the RPA Newsletter.

Don't like our emails?

You can click here to [unsubscribe](#) from this list.

Feeling left out?

You can click here to [subscribe](#) to this list or go to our [Restrictive Practices Authorisation Portal](#) and click the subscription link.

This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

NSW Department of Family and Community Services - PI & CRPT · Level 4/219-241 Cleveland St · Strawberry Hills, Nsw 2000 · Australia