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NSW Restrictive Practices Authorisation (RPA)

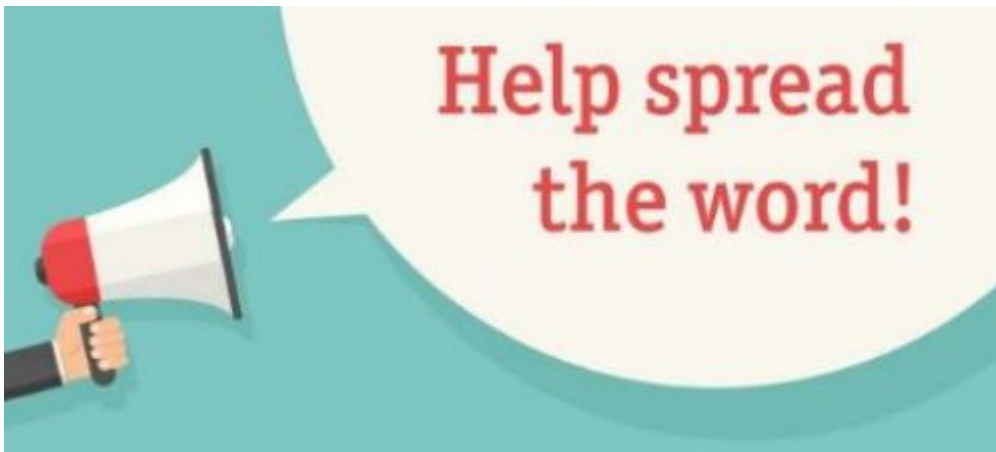
News

RPA Newsletter - November 2021

In this Issue

Welcome to the November 2021 issue of the NSW RPA Newsletter. In this issue we will be discussing:

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We encourage you to help spread the word and forward the monthly RPA Newsletter on to your colleagues. Help us keep the NSW sector informed about restrictive practice authorisation in NSW.

COVID - 19

The NDIS Quality and Safeguards Commission, NSW Government and Council for Intellectual Disability (CID) links below provide information, resources and advice on the management of COVID19 for service providers.

Resources

- [NDIS Commission Fact Sheet COVID-19 Vaccination and Restrictive Practices](#)
 - [Information for people with disability about COVID-19 vaccines](#)
 - [Guidelines on the rights of people with disability in health and disability care during COVID-19](#)
 - [NSW Health accessible resources on COVID-19](#)
 - [Coronavirus \(COVID-19\): Behaviour support and restrictive practices](#)
 - [Coronavirus Disease 2019 \(COVID-19\) Outbreaks in Residential Care Facilities](#)
 - [NDIS Commission coronavirus \(COVID-19\) information](#)
 - [NSW Government COVID-19 Website](#)
 - [Looking after your health during Coronavirus](#)
 - [Information for Service Providers \(DCJ\)](#)
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NSW RPA Webinars

DCJ are currently running regular webinars and will be conducting each of our two webinars fortnightly. One webinar focuses on authorisation requirements. The other focuses on the end-to-end process of submitting and approving restrictive practices in the NSW RPA System. The webinars will now alternate between Tuesdays and Thursdays.

Webinar 1 - RPA Requirements in NSW

Tuesday, 16 November 10.30am - 12.30pm

Thursday, 2 December 10.30am - 12.30pm

This session is recommended for anyone who is new to RPA in NSW or who would like a better understanding of the requirements for authorising a restrictive practice. Participants will have the opportunity to ask policy-related questions.

Webinar 2 - End-to-end NSW RPA system demonstration

Tuesday, 23 November, 10.30am - 12pm

Thursday, 9 December, 10.30am - 12pm

This session is recommended for new users of the RPA System who have not attended previous information sessions. It will focus on how to submit and approve restrictive practices in the NSW RPA System. The webinar will also include an overview of roles and responsibilities according to the function (i.e. Behaviour Support Practitioner) and how key dashboard components can assist with the monitoring of practices.

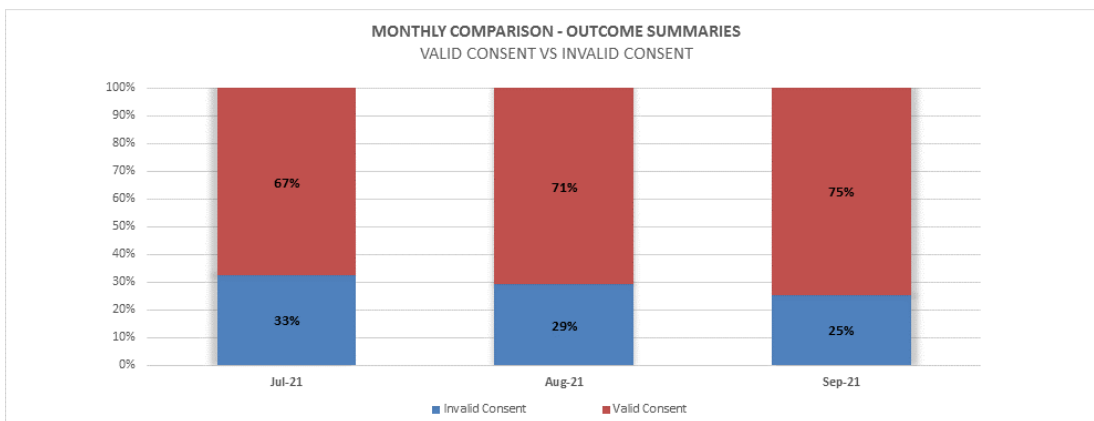
For more information, or to register for any of the webinars, please go to our Eventbrite page [here](#).



Let's Talk Quality

The Central Restrictive Practices Team (our team) has now completed the review of all outcome summaries finalised in the NSW RPA System for September 2021. Below is a summary of our findings, and the supports we can provide you.

Consent



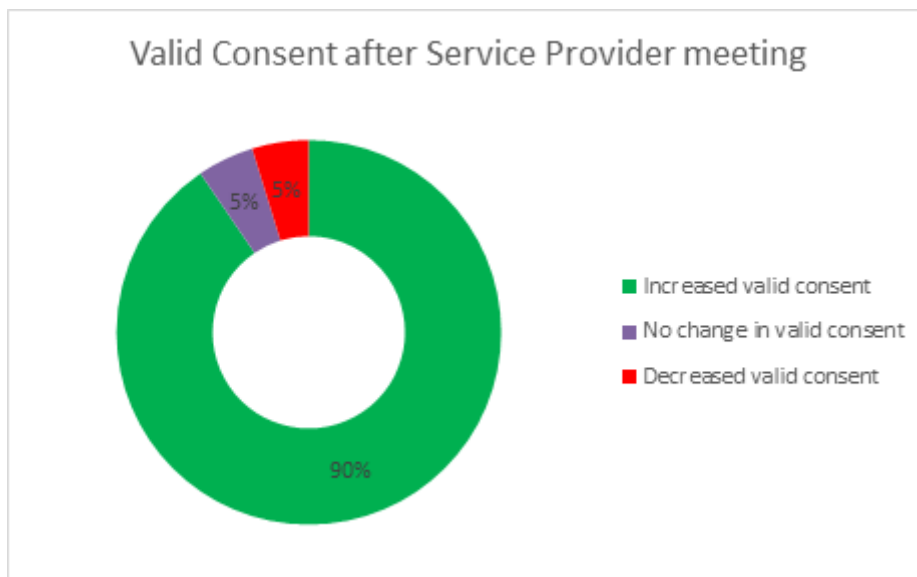
Of the 503 outcome summaries completed in September 2021, we considered 25% (i.e. 128 Outcome Summaries) to be invalid because appropriate consent was not provided. As you can see from the graph above, it is great to see that this is an improvement compared to the July and August reviews.

The top five reasons why consent was considered invalid in August 2021 outcome summaries are listed below; the figure in brackets is the percentage of outcome summaries with invalid consent that contained this error:

- Evidence of consent for the practice was not attached (36%). It is important to ensure that consent is uploaded to an outcome summary before it is completed. Please ensure that consent is attached to each outcome summary attached to a submission.
- Guardianship order attached but specific consent to implement the practice was not noted (22%). A Guardianship Order appoints a guardian as a substitute decision maker for an individual, it does not provide the consent to implement specific restrictive practices.

- Consent was not provided by an authorised person (17%). This includes instances where no evidence was provided that the person providing consent had a guardianship order with a restrictive practices function.
- Consent was not provided by an authorised person AND Incomplete consent information attached (7%). An example of this is where a consent document was attached to the outcome summary that was signed by a person that was not authorised to provide consent, AND it did not contain the specific practices that consent was being provided for.
- Consent was provided for the behaviour support plan BUT NOT for the implementing provider to implement the practice (4%). A signature on a behaviour support plan is not considered consent to implement the restrictive practices contained in the plan.

As you may know, we have been having individual conversations with NDIS Providers on consent requirements. This has resulted in improvements in most providers' ability to meet the consent requirements. As you can see from the graph below, the large majority of service providers we have met with have shown an increase in the number of outcome summaries with valid consent.



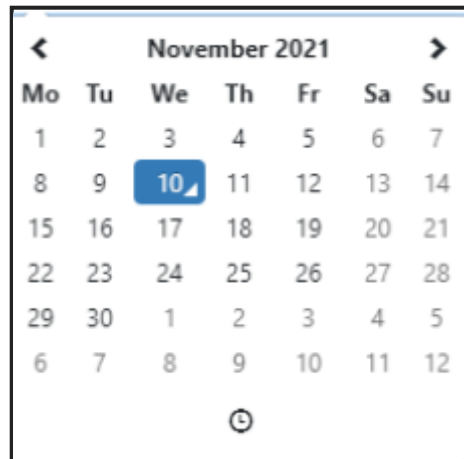
Our team will be conducting further reviews of consent attached to outcome summaries completed in October, November and December 2021, and will keep you informed of the results.

Your supports

Our team can provide you with a number of supports to assist you to get consent right; these include:

- Having regular meetings with providers to discuss the results of the review specific to your organisation, and to provide some capacity building around consent requirements under the NSW RPA Policy; these meetings will continue over the coming months. [Email us to arrange a meeting to discuss consent requirements](#)
- Giving you feedback on your consent requirements specific to a practice; please [email us](#) for more information

- DCJ Independent Specialists can provide you with information on the consent requirements at RPA Panels for the practices that are being authorised.
- Having additional focus on consent requirements in the RPA Webinars that are hosted regularly by our team.



Bookings Fact Sheet and New Deadline for Submissions

The Central Restrictive Practices Team (CRPT) assists NDIS Providers by providing free access to a pool of accredited DCJ Independent Specialists. We are releasing Guidelines for NDIS Providers which describe how to request a DCJ Independent Specialist for a Restrictive Practices Authorisation Panel.

The Guidelines will provide a helpful summary of:

- the steps that NDIS Providers need to take to make a request for a DCJ Independent Specialist,
- the CRPT process in allocating a DCJ Independent Specialist,
- important considerations that NDIS Providers need to be aware of when requesting a DCJ Independent Specialist, and
- a checklist for NDIS Providers which sets out minimum requirements to be met.

Importantly, implementing NDIS Providers should be aware that the Guidelines lay out a three-day deadline prior to the panel meeting date for all submissions and reviews for a panel to be ready for allocation of the DCJ Independent Specialist. This is to ensure the allocation occurs in time and allows time for the DCJ Independent Specialist to accept the allocation and for the submission to then be released prior to the panel meeting. This is a separate deadline from the pre-existing 15 days' notice which is required by which to request a DCJ Independent Specialist for your panel.

Event	Days before panel
Request a DCJ IS for a Panel	At least 15 days' notice
All submissions and reviews ready for allocation	At least 3 days before panel

To allow time for Providers to adjust to the three day deadline, the CRPT Bookings Team will start to enforce this deadline from the beginning of January, 2022.

The Guideline will be available soon for download from our [website](#). In the meantime, the CRPT Bookings Team will send out a copy when you make a request for a DCJ Independent Specialist to be allocated by us. You can also contact the CRPT Bookings Team to request a copy by emailing rpabookings@dcj.nsw.gov.au.



External Webinar: What makes a quality submission?

On behalf of a group of Independent Specialists, we would like to share with you an upcoming webinar on RPA Submissions and the RPA Panel process. The Rosewood Centre will be hosting the webinar, and it will feature a number of DCJ Independent Specialists, along with Behaviour Support Specialists and a member of the NSW Central Restrictive Practices Team. The panellists will provide insights, guidance and support in areas including:

- Who should attend panels and why?
- The role and functions of panel members
- How to deliver a quality submission
- What a DCJ Independent Specialist will ask attendees

Following the presentation, there will also be an opportunity for participants to engage in a Q&A session with the panel.

Event Details:

Time: 12:30PM-2:00PM

Date: Wednesday, 24 November 2021

Location: Zoom

To register online or find out more, go to rosewoodcentre.com.au/events.



Central Restrictive Practices Team End of Year Closure Dates

The Central Restrictive Practices Team will be closed during the Christmas/New Year period from 12pm, Thursday 23 December 2021 to Friday 7 January 2022. Any correspondence or emails received, or requests for DCJ Independent Specialists, will not be answered during this time. In addition, DCJ will not be able to provide any DCJ Independent Specialists for RPA panels scheduled during this closedown period. During the week of Monday 10 to Friday 14 January 2022, the Central Restrictive Practices Team will be working, however, RPA Panels requiring DCJ Independent Specialists cannot be scheduled during this week.

Please note that any requests for a DCJ Independent Specialist for RPA Panels to be held between 17 – 21 January 2022 must be submitted to the Bookings Team by 5pm, Friday 10 December 2021.

These arrangements are in place to ensure effective management of all DCJ Independent Specialist requests during a period where some CRPT staff and DCJ Independent Specialists may be on leave.

Date(s)	Notes
Friday 10 December 2021	All requests for DCJ Independent Specialists for the week of 17-21 January 2021 must be submitted to the CRPT Bookings Team by this date.
12pm, Thursday 23 December 2021 – Friday 7 January 2022	The Central Restrictive Practices Team will be closed. Any correspondence received will not be answered during this time.
Monday 10 January – Friday 14 January	<ul style="list-style-type: none"> • The Central Restrictive Practices Team will be open and will be responding to emails and requests for DCJ Independent Specialists. • No RPA Panels requiring DCJ Independent Specialists are to be held this week.
Monday 17 January – Friday 21 January 2022	RPA Panels requiring DCJ Independent Specialists may be held this week, for those requests which were received by Friday 10 December 2021.
Monday 24 January	Return to usual time frame of 15 days' notice to request a DCJ Independent Specialist.

Examples

A service provider wishes to hold a panel on Wednesday the 19th January, 2022. They send the request for DCJ Independent Specialist through to the CRPT Bookings Team by Friday 10th December, and confirm with the team via email the number of submissions planned for the panel on this date. The Bookings Team source a DCJ Independent Specialist and allocate to the submissions before the panel meeting date. The provider sends the meeting invitation to the DCJ Independent Specialist and the panel takes place on the 19th of January.

A service provider contacts the bookings team on the 15th of December, wishing to hold a panel on the 11th of January. The bookings team informs the provider that we are not booking panels for the week of 10 – 14 January, and that the cut off window has now closed for the week of 17 – 21 January. The bookings team recommends the provider pick a date from the 24th January or later. The service provider chooses to go ahead on the 25th of January. The bookings team sources and allocated DCJ Independent Specialist for the 25th of January and the panel takes place on this date.

A service provider sends a request for DCJ Independent Specialist through the RPA System on the 5th of January, wanting a panel on the 20th of January. They do not receive contact from the bookings team due to the Central Restrictive Practices Team being closed. When the team return on the 10th of January, they contact the service provider and advise that they have missed the cut off for panels on the week of 17 – 21 January. The team request the service provider to request a new date, providing at least 15 days' notice from 10th January. The service provider does so, and the panel takes place with a DCJ Independent Specialist on the chosen date.

A service provider contacts the bookings team on the 17th of January, wishing to book a panel for the 27th of January. The bookings team advises that this is within the 15 days' notice period required, and requests the service provider to move the panel date later to allow for the 15 days' notice. The service provider moves the panel meeting date to the 7th of February, and the panel goes ahead on this date.



RPA System Organisation Administrator: How to deactivate a user

When a RPA System user leaves your organisation, your Organisation Administrator should deactivate their RPA System account.

To deactivate a user, navigate to the User Management menu item. All user accounts for the organisation will be listed in the Accounts list.

Search for the user and click on the edit button next to their name.

Change the user's status to 'Inactive' and click the green Update button at the bottom of the page.

If your organisation does not have an Organisation Administrator, please contact the Central Restrictive Practices Team at restrictivepracticesauthorisation@facs.nsw.gov.au to have a user account deactivated.

Edit Service Provider Account

First Name Rodney	Last Name Red
Email sp1@rpa.com	Phone 12 3456 7890
Person Type Key Support Staff	Role Service Provider
Service Provider RPA Example Pty Ltd	Status Inactive

Branch List

Selected	ID	Branch Name
<input checked="" type="checkbox"/>	10773	Head Office
<input checked="" type="checkbox"/>	10774	Sydney Branch
<input type="checkbox"/>	10775	Newcastle Branch

Back Update



Ceasing a Practice: Evidence for NDIS Commission Portal

If a practice is no longer in use, best practice is for a Review to be conducted with the intention to cease the practice. [Section 5.1 of the review user guide](#) outlines how to complete a review with the intention to withdraw a practice and how it needs to be completed in the system. [Videos 16-18](#) also show how to set up a review.

The reason to follow this process is so that the restrictive practice is formally withdrawn and also so that the outcome from the review can be used to provide evidence to the NDIS Quality and Safeguards Commission that the practice is no longer in use. In order to provide this evidence to the NDIS Commission, the Outcome form of the review will need to be downloaded and then uploaded to the NDIS Commission (PRODA) Portal.



Case Study: Financial Management

Walter is a 48 year old man with a moderate intellectual disability; he lives in an NDIS-funded group home where he has access to supports 24 hours per day.

Walter tends to spend his money impulsively and as such has a financial order in place with the NSW Trustee and Guardian (TAG) but his goal is to be more financially independent.

To help Walter achieve this goal TAG and his service provider has set up a system to help Walter budget and spend his money. Here, TAG deposits \$210 per week into Walter's bank account and his NDIS Provider assists him to plan and budget his daily and weekly expenses, along with his medium-to-long-term financial goals.

In doing this, as part of Walter's daily routine, his service provider takes him to the bank to withdraw \$30. If Walter wants to withdraw more the service provider does not allow him to. Walter's service provider holds onto his bank card at all times, except when he goes to the ATM to withdraw money.

In the scenario above Walter's NDIS Provider is implementing two restrictive practices of environmental restraint; they not only restrict his access to his bank card but also restrict the amount of money he can withdraw.

Here, this practice will need to be appropriately reviewed and documented into a behaviour support plan by Walter's behaviour support practitioner. Once this is completed the NDIS Service Provider will need to establish an RPA Panel to have the restrictive practice considered for authorisation as per the NSW RPA requirements.



Test your knowledge!

Question 1: If consent to implement a restrictive practice has not yet been obtained when the RPA Panel meets, should the panel provide Approval with Conditions where the condition is that consent to implement is obtained?

Question 2: How does a NSW RPA System User access the Training Environment?

Question 3: A person has a Guardian appointed to make medical decisions. Can this Guardian consent to restrictive practices?



RPA News will be published monthly on the Department of Communities and Justice [Restrictive Practices Authorisation web page](#). If you would like to suggest a colleague or service to be included in Spotlight On, or if you have any questions about restrictive practices authorisation or this newsletter, please email: RestrictivePracticesAuthorisation@fac.s.nsw.gov.au



Test Your Knowledge Answers:

Q1: No. Authorisation is not valid until consent is obtained regardless of whether the panel Approves the practices or Approves with Conditions. Where consent to implement has not yet been obtained, if the panel decides to approve authorisation for the practice, they should select "Approved" and not "Approved with Conditions".

Q2: Users can access the Training Environment via a tile on our website, [here](#). Users will now need to email the Central Restrictive Practices Team in order to obtain a copy of the generic log-in credentials to access the Training Environment. Please email us at restrictivepracticesauthorisation@dcj.nsw.gov.au.

Q3: No, only a Guardian with a Restrictive Practices function may consent to the implementation of restrictive practices.

Our mailing address is:
RestrictivePracticesAuthorisation@fac.s.nsw.gov.au

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

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