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# Restrictive Practices Authorisation (RPA) News

RPA Newsletter - June 2019

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## In this Issue

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

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## Interim Authorisation: What is it?

### What is Interim Authorisation?

The FACS Central Restrictive Practices Team have released a video resource which 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 interim authorisation.

To view the video please [click here](#).

We highly recommend viewing this video if you are unsure of what interim authorisation is, when or how to request it.



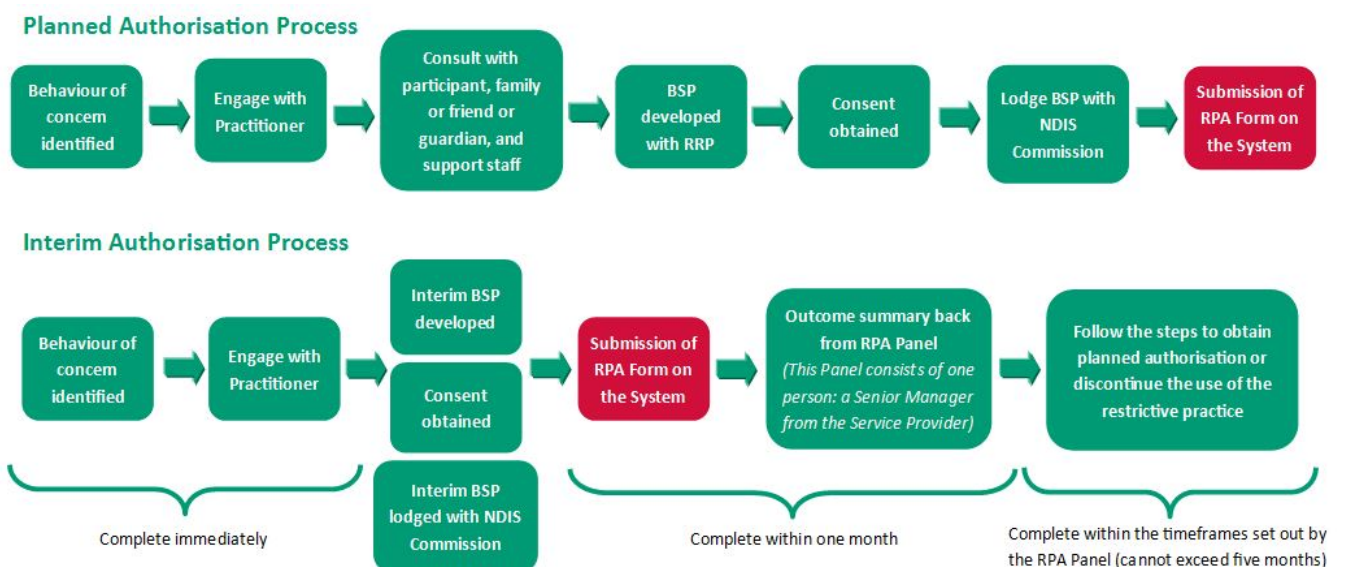
**Do I need to report the use of a restrictive practice to the NDIS Commission at any time?**

The *NSW Restrictive Practice Authorisation Procedural Guide* states that for the duration of the interim authorisation, service providers must report fortnightly to the NDIS Quality and Safeguards Commission on any use of a restrictive practice. This means that from the moment that the behaviour(s) of concern are identified until full authorisation has been granted and finalised, service providers must report fortnightly to the NDIS Quality and Safeguards Commission.

For detailed step-by-step instructions on how to use the NSW (FACS) RPA System to submit, approve and finalise interim authorisations please refer to Chapters 4-6 (pages 22-39) and Chapter 9 (pages 43-49) in the *NSW (FACS) RPA System User Guide*.

For further detailed information on interim authorisation please refer to the *NSW Restrictive Practices Authorisation Policy* and the *NSW Restrictive Practices Authorisation Procedural Guide*. If you have any further questions about interim authorisation or using the System, please email the FACS Central Restrictive Practices Team at

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



\* All unauthorised uses of a RRP are to be reported to the NDIS Commission

## Complete our Sector Survey!



You would have recently received an email from the FACS Central Restrictive Practices Team requesting you to complete a sector survey. This is a brief and anonymous survey which has been designed to gather your feedback on your experiences using and implementing restrictive practices in the sector.

The feedback we receive will be used to help improve and guide the resources we provide and highlight future steps which we could take to support you better.

**Please complete the survey before COB Friday 19 July 2019.**

To access the survey please use the link provided in the email. If you did not receive an email or are having issues accessing the survey, please email the FACS Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

We look forward to hearing from you!

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## Provider in Focus: Life Without Barriers



This month the FACS Central Restrictive Practices Team spoke to Robyn Bliss and Chris Zenere about Life Without Barriers experience implementing restrictive practices.

### What does having oversight of restrictive practices mean for your organisation?

At *Life Without Barriers* we are committed to our Values of Building Relationships and being Imaginative, Respectful, Responsive and Courageous. Living these values means we have a dedicated commitment to providing people with a disability choice, control and least restrictive alternatives in all support we provide. This can only be done by having clear oversight of the restrictive practices we are implementing.

Our staff work in a very complex environment and in their desire to support people to be safe, they can sometimes lose focus on the goal of continually challenging the need for restrictive practices. An organisation with clear oversight of restrictive practices, the authorisation and review process and how the restrictions impact others, is in a great position to continually challenge and reduce the restrictions we place on people.

At LWB we like to celebrate when we can reduce or remove a restrictive practice from a person's life. We recently had an accommodation service that saw three people have significant reductions in the use of Chemical Restraint, via routine psychotropic medication. It was truly wonderful to see these men more vibrant and spontaneous. It was a credit to the team who have applied positive behaviour support strategies, predictable

routines and created a warm home environment. The team leader said that “the whole place is louder and there are more smiles on faces”.

To read the full interview please [click here](#).

If your service would like to be featured in next month's RPA Newsletter, please contact the FACS Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

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## NSW (FACS) RPA System: Outcome Summaries



Once a restrictive practice submission has been assessed by an RPA panel an outcome summary must be completed in the NSW (FACS) RPA System (the System). This applies to all restrictive practices, including those that the RPA panel has not approved. Until this step has been completed, the practice is not authorised and continues to be considered a reportable incident.

### Who is responsible for completing the outcome summary in the System?

- The **Service Provider Manager** (panel convener) is responsible for completing the outcome summary in accordance with the panel decision(s) and uploading any additional documentation, releasing the outcome summary for approval, approving the outcome summary, and finalising the form in the System.
- All other **RPA panel members** are responsible for ensuring the outcome summary accurately reflect the decisions made, and any conditions that apply. Panel members must also approve the outcome summary.

### How do I complete an outcome summary in the System?

The Service Provider Manager must complete all fields in the outcome summary. Completion of the form can be done during the panel meeting. Like the RPA submission form, the outcome summary has a multi-step process for completion:

- During the RPA panel **Sections 1-6** are completed by the **Service Provider Manager**. This includes recording the RPA panel decisions and authorisation review and expiry dates. Once completed the **Release** button will need to be clicked. This will change the status of the form 'New' to 'Pending Panel Approval' or 'Pending Consent'.
- When the outcome summary is released all panel members recorded on the RPA submission form will receive a notification advising the outcome summary is awaiting their approval. To approve the outcome summary **each panel member** must log into the System, open the outcome summary and click the **Approve** button in **Section 8** of the form. This will change the status of the form 'Pending Panel Approval' to 'Pending Consent'.

- When the outcome summary is released, [Section 7](#) of the form becomes available for completion. This is where evidence of formal consent can be uploaded by the [Service Provider Manager](#). This section can be completed as soon as consent is received. You are not required to wait for panel approval before completing this section.
- Once [Sections 7 and 8](#) of the form are completed the [Complete](#) button must be clicked. This is the responsibility of the [Service Provider Manager](#). Clicking this button will change the status of the form to 'Completed' and finalises the authorisation process. Until this step is done, the practice remains an unauthorised restrictive practice and continues to be considered a [reportable incident](#).

### How many outcome summaries do I need to complete and approve for one RPA submission?

Once released, your RPA submission form will automatically generate an outcome summary for **every restrictive practice category** which was submitted to the panel. This may mean **multiple outcome summary forms** will need to be completed and approved in order to finalise authorisation. Each outcome summary will have the same submission ID number as the RPA submission as well as a unique outcome ID number.

## Outcomes

Search Results								
Submission ID	Outcome ID	Outcome Status	Participant ID	First Name	Last Name	Service Provider	Submission Status	View
1329	70147	Pending Panel Approval					Released	<a href="#">View</a>
1329	70146	Completed					Released	<a href="#">View</a>

For more detailed information on how to complete an outcome summary in the System, please refer to *Chapter 9 (pages 44-49)* in the [NSW \(FACS\) RPA System User Guide](#). If further assistance is required please email the Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

## New Resources Available!



The following resources are now available:

### 2019 National Disability Services Provider Forums - slide pack

The FACS Restrictive Practices Authorisation slide pack which was shown at the 2019 National Disability Services Provider Forums is now available on the FACS Restrictive Practices Authorisation Portal.

### 2019 National Disability Services Provider Forums - Q&A fact sheet

A Q&A fact sheet is available on the FACS Restrictive Practices Authorisation Portal covering questions (and answers) from participants at the recent National Disability Services Provider Forums.

## Updated NSW Restrictive Practices Authorisation Policy and Procedural Guide

The updated *NSW Restrictive Practices Authorisation Policy* and the *NSW Restrictive Practices Authorisation Procedural Guide* are now available on the FACS Restrictive Practices Authorisation Portal.

To view these resources and many others please visit the [FACS Restrictive Practices Authorisation Portal](#). If you have any questions about any of the resources available please email the FACS Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

## NSW (FACS) RPA System Webinars



The FACS Central Restrictive Practices Team have been conducting a series of webinars focusing on how to use the NSW (FACS) RPA System to submit and authorise restrictive practices. These have been well attended and have been booking out quickly. As a result further webinars are being organised. If you are interested in participating, please send an email through to [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

Further information in regard to additional webinars on specific System topics will be communicated shortly.

## Spotlight on...



### Ben Coombe

*Specialist Behaviour Practitioner & Team Leader,  
Samaritans Foundation  
FACS Independent Specialist*



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

I have to thank my housemate (an O.T. student) when I was at Uni for steering me into the sector. I came to know some of the people he supported, and they said “Why aren’t you doing this too?” and so I joined in – what Uni student doesn’t want to meet new people, and get paid to go bowling, or to the beach? And, more importantly, I really enjoyed helping people achieve outcomes that they wanted to pursue, and seeing the joy of them having done so.

I’ve been lucky to work in this sector for the best part of 20 years now, and I’ve worked across a wide range of roles from hands-on direct support in teen programs, childcare, family respite and accommodation services;

managed day programs and accommodation services, and worked as a Behaviour Practitioner across a couple of agencies for the past 13 years or so. I think being a Behaviour Practitioner who also has years of direct support experience helps me connect with the experience of carers and support workers, as I'm not recommending things I wouldn't be prepared to do myself.

I've still got that passion for seeing people achieve new outcomes that I had 20 years ago. I've got a real interest in seeing individuals build their skills and also to use to adaptive equipment and technology in their day to day lives. I get really frustrated when it's 'our' systems or processes or supports that are holding people back from achieving their best – and I think that's why I also see safeguards like RPA processes as being so important, as they are a real opportunity to stop and reflect on 'what can we do better' and 'what else would we need to achieve that'?

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

Benefits include having a greater level of accountability in relation to our support processes, having someone with a 'fresh set of eyes' who can offer some ideas and a different perspective, and offering help to build confidence in achieving compliance with new processes and policies. It's also a really great opportunity to share resources and strategies and to draw upon ideas from across the sector, and to have another conduit to providing direct feedback to FACS about what challenges are being faced, or what supports might be needed.

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

Don't panic! RPA Panels are all about safeguarding people's rights and improving processes and support practices. It's not 'wrong' to use an RP, provided you can evidence when and how you use it, and why you need to use it, as opposed to something less restrictive.

Try not to see RP processes as a once a year process for the Panel for 'compliance' purposes. Enhancing quality of life and building skills should be something we pursue every day, so try to record all those proactive strategies you do 'try' between Panels, even if they didn't achieve desired outcomes. There's nothing wrong with trying and 'failing' – it's in my view significantly better than not trying at all!

Where possible, try to involve the person themselves in some education about what the RP is, and what you are working on together to achieve alternative strategies in the future.

Be open to feedback and ideas – and be willing to share what challenges you may be facing. The more we work together, the better our processes get, and the better the outcomes for the people we support.



## **Test Your Knowledge!**

1. How do you access a FACS Independent Specialist?
2. One of the participants living in a group home starts to become aggressive to staff and other

participants because it is not their turn to pick a movie. As a result, staff have sent the participant to their bedroom alone and told them they cannot come out until they have calmed down. The bedroom door is shut but not locked by the staff member. Would this be considered a restrictive practice? If yes, what type?

3. If a service provider has a reportable incident, who do they report it to?



## Get in Contact!

RPA News will be published monthly on the [FACS RPA Portal](#). 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.** To access a FACS Independent Specialist you need to add the panel role of FACS Independent Specialist to your RPA Panel when completing your RPA Submission form in the NSW (FACS) RPA System. Detailed instructions can be found in Chapter 7 of the *NSW (FACS) RPA System User Guide*.

**Q2.** Yes, this would be considered to be seclusion even though the door has not been locked. As the participant has been told “they cannot come out until they have calmed down” the worker has implied the person is not free to leave the room until they are no longer upset and the participant believes they are unable to exit the room. Therefore authorisation is required.

**Q3.** NDIS registered providers must report these incidents to the NDIS Q&S Commission ([reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)).

Our mailing address is:

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

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