



## Restrictive Practices Authorisation (RPA) News

RPA Newsletter - July 2020

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### In this Issue

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

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**Spread the Word!**

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

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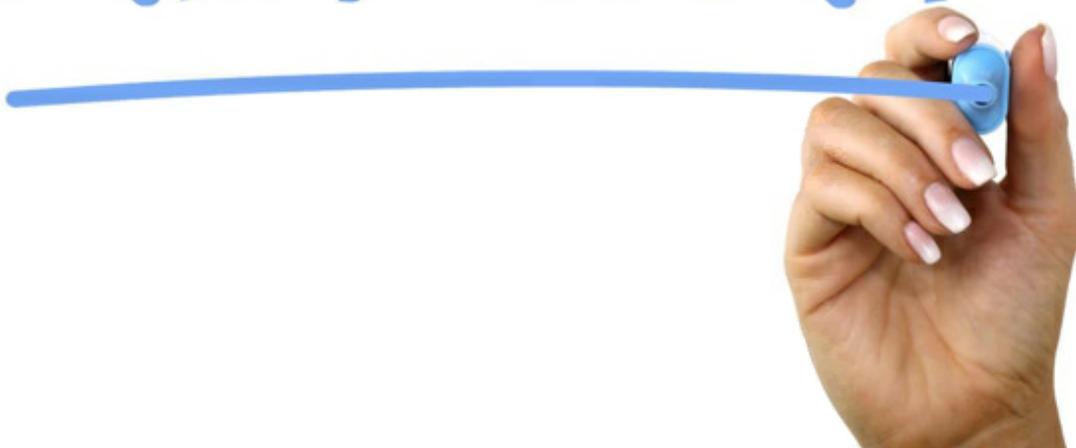
# COVID - 19

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. The first link relates to behaviour support and restrictive practices:

- New Resource: [What you must do under new coronavirus rules](#) Please find link to the easy read version - dated 6 July 2020.
- [Coronavirus \(COVID-19\): Behaviour support and restrictive practices](#)
- [Coronavirus Disease 2019 \(COVID-19\) Outbreaks in Residential Care Facilities](#)
- [NDIS Commission coronavirus \(COVID-19\) information](#)
- [Help us save lives](#)
- [Staying safe from Coronavirus](#)
- [Service Providers](#)

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# REPORT



## **Restrictive Practice Authorisation in NSW (longer term model) - Consultation Report Findings**

In 2019, the NSW Government held consultations across NSW to understand people's views on the authorisation of the use of Restrictive Practices. All findings from these consultations are detailed in the findings report [click here](#).

The report summarises the key themes and findings from the public consultation process. These findings will be used to shape the [Persons with Disability \(Regulation of Restrictive Practices\) Bill 2020](#), which is currently being drafted.



## Independent Specialists - Tender is now live!

DCJ is conducting an open tender to increase our register of DCJ Independent Specialists. The tender is now live on the NSW Government eTending website or [click here](#). The Tender closes on [7 August 2020 at 11 am](#)



## Experiences with NDIS services during COVID-19

The National Disability Insurance Agency and the University of Melbourne have launched a research project to gather feedback from National Disability Insurance Scheme participants on initiatives introduced to support them during COVID-19 pandemic.

The NDIA wants to hear from participants, families and carers on their experiences with the following:

- interacting with the NDIA;
- using telehealth to access allied health services and;
- accessing NDIS funded services during the COVID-19 pandemic.

How long will the survey take?

The survey will take about 15-25 minutes to complete.

For further information please refer to the NDIS website or [click here](#)

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## NDS: Your Essential Briefing - Virtual Event

Location: Virtual Event

Date: 26/08/2020



Your Essential Briefing is back and it's going virtual!

This year, our annual national seminar will be held as a one-day virtual event on Wednesday, 26 August 2020.

We will use an innovative virtual platform to enable us to continue to provide virtual opportunities to connect, learn and engage that our delegates have come to know, value and expect.

This virtual event provides an opportunity for disability service providers to be informed and collaborate on key topics in the disability sector.

You'll be able to interact with speakers who will discuss:

- Overview
- NDIS pricing update
- Royal Commission / Quality & Safeguards
- Increasing employment opportunities for people with disability
- COVID-19 - challenges & rights

For further information please refer to the NDS website or [click here](#)

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## Do you need help?

The DCJ RPA team-are here to help with RPA guidance, advice, and support, including policy questions, accessing and using the Restrictive Practise Authorisation System.

Please feel free to contact us on: [RestrictivePracticesAuthorisation@facss.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facss.nsw.gov.au)

Or

- Refer to RPA System User Guide & Video Tutorials [click here](#)
- Refer to RPA Policy [click here](#)
- Refer to RPA Resources [click here](#)



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## My Healthcare Rights

The Australian Commission on Safety and Quality in Health Care has just released new cognitive impairment consumer resources.

This guide is for people with cognitive impairment, carers, families and support people. The purpose of this fact sheet is to provide further information about keeping you safe and supported when you are in hospital and other healthcare environments.

[My Healthcare Rights – A guide for people with cognitive impairment](#) provides information about what to expect at hospital and the right to safe and quality care.

[About healthcare rights for people with cognitive impairment - Easy English Guide](#) makes this information accessible to people with low English literacy.

These resources are on the Commission website and on the [cognitivecare.gov.au](http://cognitivecare.gov.au) site along with new COVID-19 resources for people with cognitive impairment.

Please see guides attached above.



**Supporting Practise Leadership - A collation of resources**

A new interactive PDF Resource Guide to support Practice Leaders has been finalised. It's now available via the [Zero Tolerance webpage](#) or can be accessed directly [here](#).

This collation of resources has been developed as part of the 2019-2020 Zero Tolerance Project (funded by the Victorian Government) to support Practice Leaders who supervise direct support staff in the disability sector to gain a better understanding of the array of resources that are available to support them to do their job well.

A collection of practice guides, fact sheets, film-based training resources, e-learning programs and templates have been collated and categorised. This interactive PDF can be downloaded onto any desktop or smart phone enabling quick access to [over 140 useful resources](#). It will be updated on a regular basis to ensure hyperlinks remain current and new resources will be added over time.

Please share it with anyone who you think might find it useful.



## **Unauthorised Uses of Restrictive Practices Webinar and Fact sheet**

**Webinar - Unauthorised Uses of Restrictive Practices Webinar - 16 July 2020** – This webinar provides information relating to a notice issued on 6 July 2020 by the NDIS Quality and Safeguards Commissioner to registered providers in New South Wales and South Australia. For further information [click here](#)

**Reasonable Steps fact sheet** - This fact sheet explains how implementing providers can

demonstrate they have taken reasonable steps to facilitate the development of interim and comprehensive behaviour support plans related to the use of regulated restrictive practices.

For further information [click here](#)

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## Mechanical Restraint

Paul and Shaun are two 15 year old boys with autism who are transported to school by the same NDIS provider.

Over the last few weeks, the NDIS Provider has noticed that both Paul and Shaun are undoing their seatbelts whilst the car is moving.

Concerned about the welfare of Shaun, Paul and others in the vehicle, the NDIS Provider speaks to Paul and Shaun's respective parents about the change in their presentation in the car. The provider and both parents agree to having Shaun and Paul assessed by an occupational therapist (OT) and behavior support practitioner.

As an interim response whilst the assessments were completed, Paul and Shaun's respective OT developed a protocol to have a seatbelt guard placed on the seatbelt buckle so everyone in the vehicle is safely transported. These were given interim approval by the manager of the service and data-collection was put in place to gather information for both Paul and Shaun.

After the assessments were completed by the OT and behavior support practitioner, Paul was found to remove his seatbelt but remain in his seat, no other behaviours were noted. As per the [Mechanical Restraint Safe Transportation Guide](#), the use of a seatbelt buckle guard for Paul is not

considered a restrictive practice. This is because the only risk is the seatbelt not being fastened; thus the buckle guard is simply in place to comply with the legal requirement for safe transportation. Unless Paul's behavior changed in the vehicle, no further action was required.

However, Shaun's assessment found that he was experiencing sensory overload whilst being transported. In response to this sensory stimulation, Shaun would remove his seatbelt and move around the vehicle; data collection showed that on a number of instances he hit others in the car including the driver. In Shaun's case, the [Mechanical Restraint Safe Transportation Guide](#) considers the use of a seatbelt guard to be a restrictive practice because it is being used to assist in complying with the legal requirement for safe transportation as well as manage a behavior of concern. As such Shaun's behaviour support practitioner developed a behavior support plan which was consented to by Shaun's parents. The NDIS Provider then put the plan, along with additional evidence, through a restrictive practices authorisation panel to get approval for the use of a seatbelt guard as a mechanical restraint for Shaun.

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## Spotlight On

**Emma Read**

Manager Behaviour Support / People & Culture

Organisational Psychologist

Real Therapy Solutions

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

I am one of those practitioners that 'fell' into disability work. I got a part time job in a day program on the Northern Beaches with the government just after I completed my undergraduate degree in Psychology. I am not sure what we were called back then DOCS maybe? So, I started in the day program and then progressed to the 'Programming Team' as we were called then. Following a range of changes (restructures!!) in the department, I had opportunities to apply for more senior roles and was an Assistant Manager Programming, Manager Clinical Practice, Manager Behaviour Support, to name a few. I was in the senior management team when the Regional Behaviour Intervention Team (RBIT) came into effect across the state and had a fun and interesting times setting this up in my region and assisting my colleagues across the state. I had a number of opportunities to work in Head office in Sydney which was always eye opening and a great learning experience - including working on some of the initial across agency, high level policy work for people with disabilities within, or at risk of contact with, the criminal justice system.

Finally, I left the Department and worked for a private consultancy for several years - still in the disability field and behaviour support! But returned to the Department (DADHC, I think it was then) into the Strategic Capability Team in Head Office - this was a great opportunity to work on leadership, coaching, the graduate program, and developing the capability of the Department. I then took a year off work to support the inclusion of two small foster children into my family) but of course, returned to Government and worked at the Public Service Commission. Initially in a role to set up the first processes regarding the recruitment of Talent Pools, and then working with the most senior leaders across the government sector working in the Leadership Academy.

Finally, I was lured away from a government role to come and work with Amanda Wood at Real Therapy Solutions. She and I had worked together many years previously in a large residential setting - and I have not looked back nor regretted it since.

I guess you can say, that while I fell into the disability sector, I also fell 'in love' with the work - the opportunity to make people's lives better, more inclusive, more meaningful. I did realise very early on that I really liked working in training, developing and improving culture and leadership and working within the dynamic of teams - supporting them to become more client centred and quality driven. This then led me to doing my Masters in Organisational Psychology - looking at recruitment, culture, training, leadership and a range of other relevant areas.

I am particularly proud of my role in setting up the RBIT, and of course, in drafting the VERY FIRST checklist and procedures to monitor the use of restricted practices with people with disability! I was completing my provisional psychology registration and was in a management role at the time, tasked with reviewing others' behaviour support plans and

restricted practices!!! I needed a process and a checklist! My supervisor and I crafted this initial work, which I then updated, revised and trained in many many times. It is SOOO great to see that the monitoring of the use of restricted practices is now a national task, with much greater emphasis on reducing the use of restricted practices and enhanced expectations for implementing providers and reporting. I have seen incredible, positive change in this area over the last 20 years or so.

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

Knowledge of restricted practices, writing plans and the barriers to implementation, can help an Independent Specialist be realistic and knowledgeable about this work and therefore, benefit the discussions at the panel. It provides an additional layer of protection, objectivity and ideas to ensure that individuals with disabilities are not unduly restricted and are appropriately supported.

**Do you have any advice or tips for those who may be sitting on or convening an RPA Panel in the future?**

Keep up to date on any changes - read the newsletters, attend the webinars. Every now and then, if you have the opportunity - pick up a Behaviour support referral with restricted practices - to keep you hand in and your experience relevant.

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## Test your knowledge!

Question 1: How many days notice is required when requesting an Independent Specialist?

Question 2: If there is a reportable incident in a service operated by an NDIS service provider, who do they report it to?

Question 3: The Behaviour Support Practitioner's role in the RPA process is to obtain consent ?  
True/False

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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 Provider in Focus, or if you have any questions about restrictive practices authorisation or this newsletter, please email: [RestrictivePracticesAuthorisation@fac.s.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@fac.s.nsw.gov.au)

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## Test Your Knowledge Answers

Question 1: An Independent Specialist must be requested at least 15 business days before RPA Panel date.

Question 2: NDIS registered providers must report incidents to the NDIS O&S Commission - [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)

Question 3: False - It is the responsibility of the Service Provider .

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Our mailing address is:  
[RestrictivePracticesAuthorisation@fac.s.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@fac.s.nsw.gov.au)

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