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# Restrictive Practices Authorisation (RPA) News

RPA Newsletter - November 2019

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## In this Issue

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

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## Reminder! Update your provider registration details in the NSW RPA System

For many service providers, your NDIS Quality and Safeguards (Q&S) Commission's registration will be expiring on the 31 December 2019. It is important services' update this information in the NSW RPA System. If this is not updated, all users from those services who have an expired registration will not be able to access any information in the System until this has been completed.

**To maintain an active profile in the System** you will need to update your Q&S Commission service provider registration information by contacting the Central Restrictive Practices Team on [restrictivepracticesauthorisation@facs.nsw.gov.au](mailto:restrictivepracticesauthorisation@facs.nsw.gov.au) and either:

- Provide your updated provider registration details, or

- Advise the Team if you are awaiting confirmation on your registration details - the Team will then extend the date in the System.

If you have any questions contact the Central Restrictive Practices Team an email at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au).

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## RPA System commonly asked questions



### I am getting an error message when I try to log into the NSW RPA System.

If you are receiving an error message when you try to log into the System we recommend following the below steps before contacting the Central Restrictive Practices Team. These are the same steps the Team will take you through if you have not already tried them:

- Check you are using the correct login/password, particularly if you have multiple accounts in the System. Reset your password if necessary.
- Make sure that your login password is spelt correctly and that there are no hidden spaces at the end or beginning of your login.
- Clear your browsing history on your computer.
- Try closing the internet window you are using and open a new one to login.
- Try using Google Chrome to login.

If after following the above steps you are still receiving an error message when you login send the Central Restrictive Practices Team an email at

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

### The System won't let me release my RPA submission form. What do I do?

The NSW RPA System will not let you release an RPA submission form if all of the mandatory fields have not been completed. The most common reasons that the RPA submission form cannot be released include:

- **Missing mandatory documents:** All of the mandatory documents for the RPA application must be uploaded to the submission form at *Section 4. Submission Accompanied By*. Depending on the type of application being submitted (planned or interim), as well as the type of restrictive practice(s) being applied for, certain documentation is required to be uploaded. Each restrictive practice has its own governance requirements which must be met when applying for RPA. For further information about which documents must be uploaded into the System refer to

pages 18 to 19 and 30 in the [NSW RPA System User Guide - Part 2: Submitting an Application](#).

- **Consent has not been indicated:** The tick-a-box at *Section 8. Consent* must be ticked to progress the application. By ticking this box you are indicating that the Consent Giver has been advised that the proposed RPA form is being submitted to a panel. For further information about *Section 8. Consent* refer to page 12 in the [NSW RPA System User Guide - Part 3: Endorsement and Assigning Panel Members](#).
- **Endorsement has not been provided by the Behaviour Support Practitioner:** The practitioner who developed the behaviour support plan attached to the RPA submission (or is currently involved) must approve the use of the plan for the RPA submission. They must do this by logging into the System and clicking on the approve button at *Section 9. Endorsement of Behaviour Support Practitioner/Clinician*. Until they have done this the submission cannot progress.
- **The RPA panel meeting details are incomplete:** The System will not allow you to release an application if the panel meeting details are incomplete at *Section 10. Assign Panel Members*. This includes ensuring that all of the following fields have been filled out:
  - the preferred method of meeting, and
  - the proposed meeting region, and
  - the meeting suburb, and
  - the meeting date and time (the meeting date and time cannot be in the past), and
  - all roles have been assigned to fulfil a properly constituted RPA panel, and
  - where a DCJ funded Independent Specialist has been requested to attend a panel, they have logged into the System and clicked on the accept button.

For further information about assigning panel members refer to the [NSW RPA System User Guide - Part 3: Endorsement and Assigning Panel Members](#).

#### How is the Behaviour Support Practitioner notified when they are required to endorse an RPA submission?

The Behaviour Support Practitioner is now required to endorse all RPA submissions and reviews which have been assigned to them in the NSW RPA System. This occurs before they are released to panel members and the panel meeting occurs. This is to ensure that the Practitioner can check for completeness, comment on, and verify an application.

When the endorsing practitioner is added to the RPA submission form, the System sends an email notification prompting the Practitioner of a pending action item. When the endorsement remains pending, the Practitioner will receive a follow up notification in 3 days and then in 2 weeks.

If Practitioner Endorsement is still pending, we suggest that the Service Provider contacts the Practitioner in the first instance. This will enable the Provider to prompt the Practitioner to accept their endorsements, but also ascertain if there are any issues with the endorsement.

**I want to withdraw a practice from the NSW RPA System because it is no longer required. Do I need to withdraw the submission or is there another process?**

If you wish to withdraw a practice from the System because the practice is no longer required, i.e. the client has changed services, or the behaviour is no longer present, you will need to **create a new Review**. You can do this by:

- Opening up the **most recent Outcome Summary or Review** in the System.
- Scrolling to the bottom of the page and clicking on the **Create Review** button. This will generate a new Review form. You will still need to hold a properly constituted RPA panel which meets all panel member requirements. Once the panel has met and a decision is made you can complete the review form.
- At **Section 8. RPA Review Decision** of the Review form you will need to **select withdraw under the Panel Decision drop down menu**.
- Under the **withdrawn reason** drop down menu, pick the most appropriate and relevant option.
- Ensure you also complete all other fields in Section 8 of the form.
- Once the form is completed, click on the complete button at the bottom of the page.

If you have any questions about restrictive practice authorisation or using the NSW RPA System contact the Central Restrictive Practices Team at [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au)

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## Good to Great e-learning (ELMO) Portal - RPA e-learning module



Good to Great is a series of practical resources that brings DCJ Disability Services policies, procedures and guidelines together in one place. These resources assist workers to provide person centred and contemporary support.

In addition to these resources, a series of e-learning modules is also available. Each module is presented in a format that is simple, clear and easy to follow. The information in each module follows the logic and content of the relevant policy, procedures or guidelines to ensure consistent understanding and knowledge. The Restrictive Practices Authorisation

e-learning module has been revised to reflect the RPA policy

To get more information, access the resources and the e-learning modules visit the [Good to Great e-learning \(ELMO\) Portal](#).

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## New Independent Specialists available for your RPA Panels

The Department of Communities and Justice recently conducted an open tender to source additional Independent Specialists. This tender has now closed and the successful applicants are now available to be allocated to your RPA panels!

If you wish to have an Independent Specialists on your next RPA Panel you can request one through the NSW RPA System. For instructions on how to do so please refer to the [NSW RPA System User Guide - Part 3: Endorsing and Assigning Panel Members](#) or email [RPABookings@facs.nsw.gov.au](mailto:RPABookings@facs.nsw.gov.au).

Please remember that the Central Restrictive Practices Team requests **15 business days notice** to source and allocate an Independent Specialist for your RPA panel.

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### Background

Daisy is a 17 year old girl who lives in residential care. She has a diagnosis of severe/profound ID, is deaf and blind, and has autism with some sound and light perception. Daisy has high rates of Self Injurious Behaviour (SIB) including head hitting, arm biting, and trichotillomania (she pulls out her body hair). Because of this, Daisy's head is almost bald.

Daisy currently has three authorised restrictive practices. These include:

- Mechanical Restraint (arm splints)

- Chemical Restraint (Risperdal Catapres) for both routine and PRN.

Because of the impact Daisy's Trichotillmania (pulling out body hair) is having on her, the service provider has decided they would like to try and reduce the behaviour.

### **Analytical Model**

To gather data on Daisy's behaviour of concern the following assessments were completed:

- Observations across settings and time;
- Interviews with key support staff;
- Motivation Assessment Scale (MAS); and
- Questions are asked about behaviour functions (QABF).

Through this analysis and observation the service provider was able to learn the highest rate of Trichotillmania (15-20 grabs per minute) occurred:

- When Daisy was isolated from others.
- When Daisy was left to "do her own thing."
- When there were loud noises.
- When Daisy woke up and prior to bed.
- When Daisy was unable to locate her "favourite" support person.
- When there was high rates of staff reinforcement such as holding Daisy's hands down, saying "no", or allowing Daisy to self-isolate.
- When there was high sensory motivation.

With these findings it was decided the Service would try and reduce Daisy's Trichotillmania behaviour by 40% between 9.00am and 12.00pm, and 60% between 4.00pm and 6.00pm Monday to Friday. These times targeted the shifts that the most experienced support staff were working. They would also allow the service to see if any changes in behaviour would generalize across other times.

### **Method**

To try and reduce Daisy's behaviours strategies were used to reinforce alternative appropriate behaviours such as being taught to hold a soft brush and then to gently brush herself. Throughout the intervention, Daisy was reinforced with sultanas in addition to verbal praise.

### **Outcomes**

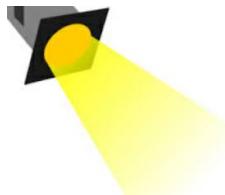
- Daisy achieved 50% reduction in two days and 80% in 10 days. She learned to carry brushes with her hand and staff made a brush holster for her (one on each side).
- There were periods where Daisy would refuse to let go of the brushes and mealtimes were problematic for a few months. As long as the brushes were within Daisy's reach and she knew where they were she was happy.

- Brushes were eventually replaced with small makeup brushes which were almost invisible but served the same purpose.
- Reinforcement (sultanas) were not required by the end of the first month and the arm splints were faded out over a period of 3 months.
- Routine Risperdal was ceased in 6 months.
- Daisy's head was covered in hair in 12 months.
- Although not specifically measured, there was a generalised reduction in other SIB.

We kindly thank Mark Clayton, RPA Independent Specialist for this case study example.

Have you got a real case example of where fading the use of a restrictive practice led to positive outcomes for a person you support? Let us know by emailing [RestrictivePracticesAuthorisation@facs.nsw.gov.au](mailto:RestrictivePracticesAuthorisation@facs.nsw.gov.au) and we can share your story through our newsletter!

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## Spotlight on...

**Gavin Baldock**

*Clinician, Quovus  
Independent Specialist*



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

My first experience working with people with disabilities was in a business service in 1989, where I worked primarily as a vocational trainer, supporting people to learn work and work associated skills. I then moved into accommodation services managing a range of models of support including group homes, Emergency Response Transition Units, long stay and short term Respite, and a Community Justice Program supporting people with disabilities returning to community from the judicial system. Over the journey of the past 30 years, I have had the good fortune to work with many wonderful and dedicated support people and be guided by some insightful managers. And to be involved in the support of some inspiring and sometimes very challenging people.

Under the clinical direction of Dr Lisa Fahey from Quovus, I have more recently been working with children and young people from a complex trauma background who now live in Out of Home Care. The work with this group of extremely vulnerable young people is both challenging and rewarding.

As part of the Quovus group, my role has also extended to providing dedicated training

programs, for example; Provent, Managing Challenging Behaviours, Therapeutic models of support (ARC Training), Management Intervention and Report Writing, and occasionally, as a DCJ funded Independent Specialist.

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

As an Independent Specialist we have the advantage of often being able to see what you can't see when you're always looking at it. That is, when you are first introduced to someone's story, you are looking at it objectively and from a fresh perspective. That, supported by the ability to ask and challenge what may have historically been considered the norm for that person, can often result in a new way of thinking for those supporting that person.

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

It is sadly often the case that those presenting to an RPA panel do so with trepidation. I feel that the role of the convenor and panel members is to ensure that the experience for all is a supportive and educative experience. Ultimately, the aim should be to support those presenting at the panel with information that can inform their future decision making with that person and then enhance that person's experience of support.

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## Test your knowledge!



**Question 1.** Which category of restraint can exceptions be made to the requirement for consent (under certain circumstances)?

**Question 2.** Who do you contact if you require help using the NSW RPA System?

**Question 3.** What category of restraint restricts a person's free access to all parts of their environment, including items and activities?

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## Get in contact!



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

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### **Test Your Knowledge Answers**

**Question 1.** Under certain circumstances, the use of environmental restraint does not require consent. For details around the conditions and circumstances that this can occur refer to section 4.4.5 in the NSW RPA Policy.

**Question 2.** If you need assistance using or navigating the NSW RPA System you can email the Central Restrictive Practices Team at [restrictivepracticesauthorisation@facs.nsw.gov.au](mailto:restrictivepracticesauthorisation@facs.nsw.gov.au)

**Question 3.** Environmental Restraint.

Our mailing address is:

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

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