



Communities  
& Justice

# NSW Restrictive Practices Authorisation System User Guide

## Part 5: Reviewing Implementation Progress

Version 5.0

Version Number	Updated By Description	Date of Update
5.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	October 2020
4.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	04/06/2020
3.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	09/08/2019
2.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	11/01/2019
1.0	Central Restrictive Practices Team <i>Release</i>	13/11/2018

# Contents

<b>1. PURPOSE OF THE USER GUIDE</b>	<b>5</b>
<b>1.1 Introduction</b>	<b>5</b>
<b>1.2 How to use the User Guide</b>	<b>6</b>
<b>1.3 Authorisation Process Map</b>	<b>7</b>
<b>2. THE REVIEW EXPLAINED</b>	<b>8</b>
<b>2.1 Status of the Review</b>	<b>8</b>
<b>2.2 Button Descriptors</b>	<b>9</b>
<b>3. ABOUT REVIEWS</b>	<b>10</b>
<b>3.1 Why Review an authorisation</b>	<b>10</b>
<b>3.2 How to find a Review</b>	<b>11</b>
<b>3.3 How to initiate a Review</b>	<b>12</b>

<b>4. STARTING A REVIEW</b>	<b>13</b>
<b>4.1 How to assign Panel Members for a Review</b>	<b>16</b>
<b>4.2 Practitioner Endorsement</b>	<b>19</b>
<b>5. THE RPA REVIEW PANEL</b>	<b>20</b>
<b>5.1 Withdrawing a restrictive practice</b>	<b>21</b>
<b>5.2 Panel Member Approval</b>	<b>23</b>
<b>Appendix 1: Flow Chart: Using the NSW (DCJ) RPA System</b>	<b>24</b>
<b>Appendix 2: Documents applicable for an RPA Submission</b>	<b>25</b>

# 1. Purpose of the User Guide

## 1.1 Introduction

The Restrictive Practices Authorisation (RPA) User Guide (the User Guide) has been developed to assist NDIS Registered Service Providers (Service Providers) and Behaviour Support Practitioners (Practitioners) navigate the NSW (DCJ) RPA System (the System) in order to implement and comply with the RPA Policy and Procedural Guide. The User Guide aims to provide the link between policy and practice.

The NSW Restrictive Practices Authorisation System User Guide *Part 5: Reviewing Implementation Progress* show users how to navigate the Review Form in the System.

The User Guide has been updated and divided into 6 parts to allow users easier access to information. Each part is related to specific steps within the RPA System, therefore *Part 5: Reviewing Implementation Progress* should be read in conjunction with all 6 parts (see following page).

This User Guide will be progressively updated as additional functionalities are added to the System.

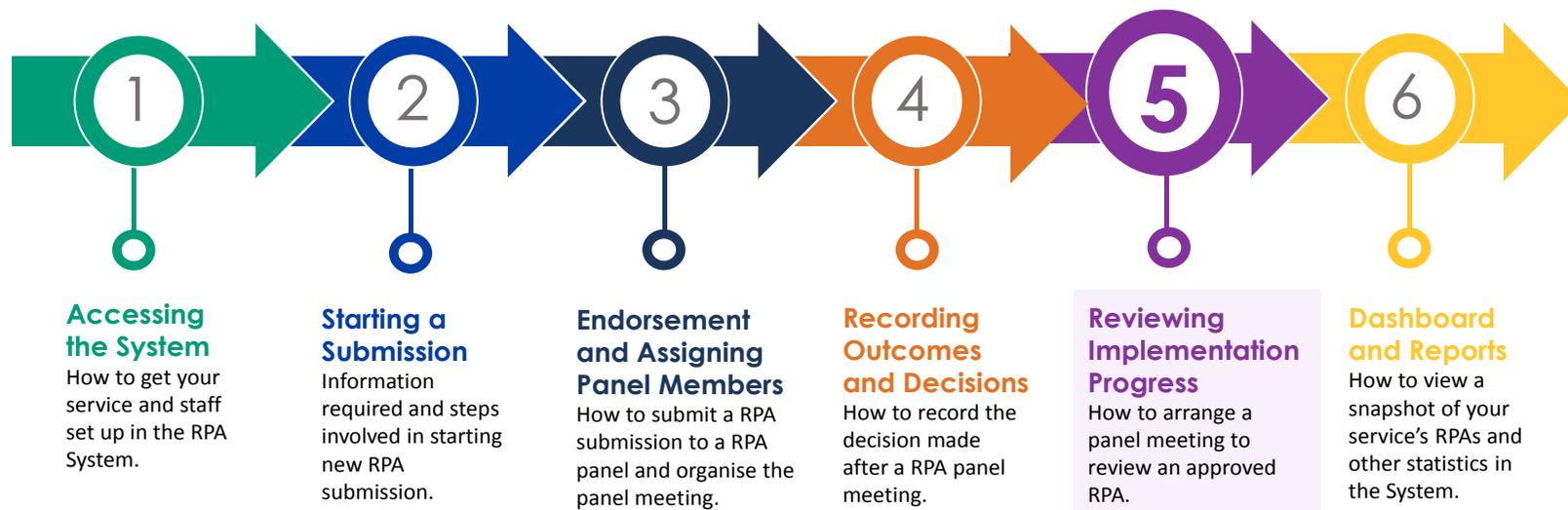
Throughout this User Guide, **BEST PRACTICE SUGGESTIONS** have been included that your organisation may wish to use when *establishing* RPA processes.

**Quick Reference Guides**  
Quick Reference Guides are highlighted throughout the guide. They can be found in the System under the Help menu.

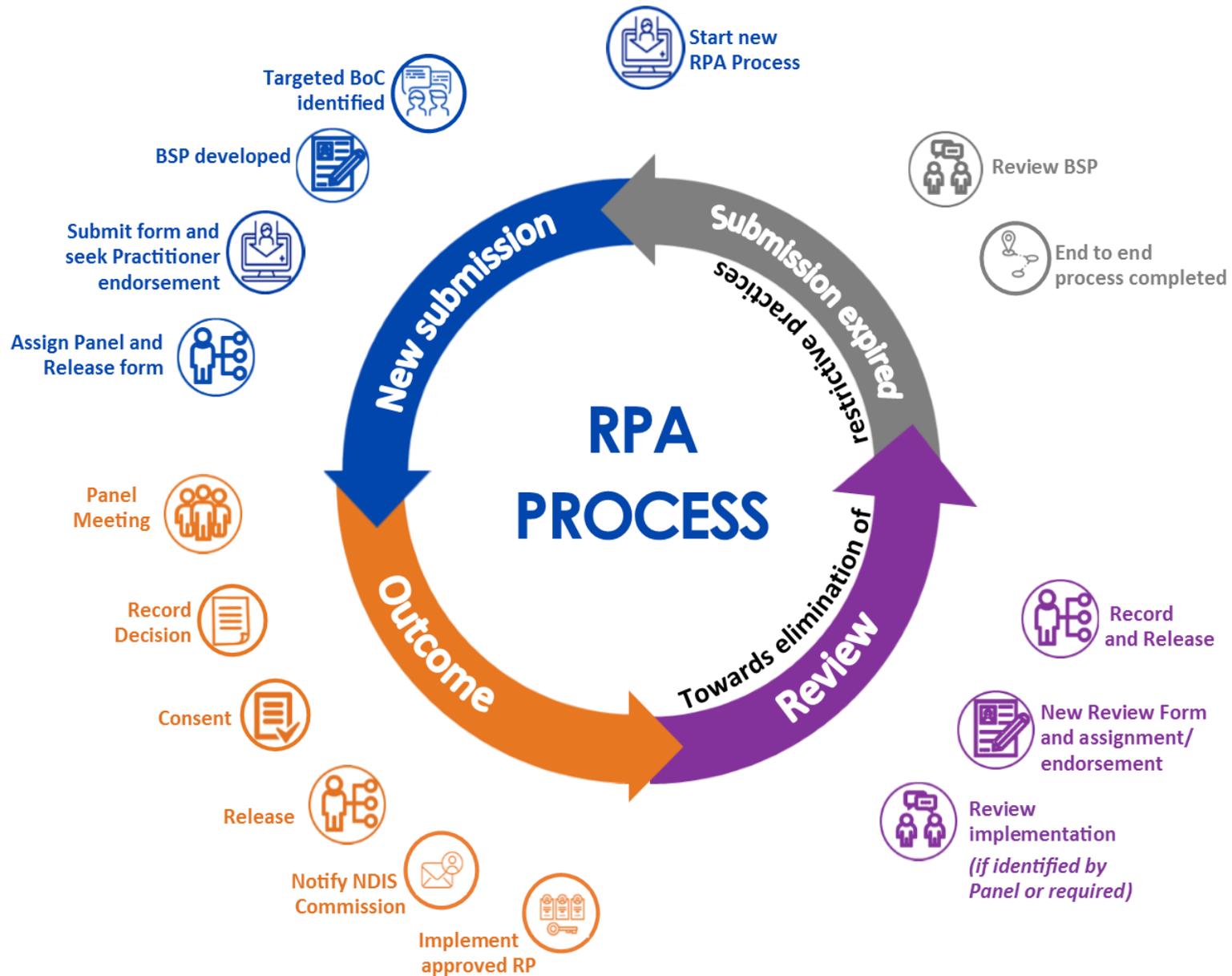
## 1.2 How to use the User Guide

The RPA System User Guide has been divided into the following Parts:

# RPA SYSTEM USER GUIDE



### 1.3 Authorisation Process Map



## 2. The Review explained

The status of each section of the Review will be referred to through out this User Guide:

**Status: Draft**

### 2.1 Status of the Review

The Review is been created once an RPA with Outcomes is completed.

→ Refer to *User Guide Part 4: Recording Outcomes and Decisions*

As you move through the Review, you will progress through the different stages within the form:

1	<b>Status: Draft</b>	Entering information into Sections 1 - 6 of the Review is the first stage of the review process. The Status of the Review will be <i>draft</i> .
2	<b>Status: Released</b>	By clicking the Release Form button, the Review is <i>released</i> to the Panel. Each Panel member will receive an email notification requesting they read the information contained in the Review and approve the Review. The status of the Review will change from <i>draft</i> to <i>released</i> .
3	<b>Status: Pending Panel Approval</b>	Once all Panel members have approved the Review the <i>Complete</i> button is to be clicked. This finalises the end to end Review process. The status will change from <i>Pending Panel Approval</i> to <i>Completed</i> .

Consent has already been obtained for the authorisation, therefore is not required again for a Review.

Refer to *User Guide 4: Recording Outcomes & Decisions*

## 2.2 Button Descriptors



The below buttons appear at the bottom of the screen of the Review:

<b>Back</b>	<ul style="list-style-type: none"> <li>Clicking on this button will take you back to the list of Reviews.</li> </ul>
<b>Save</b>	<ul style="list-style-type: none"> <li>This button saves all of the information entered into the Review page.</li> </ul>
<b>Release</b>	<ul style="list-style-type: none"> <li>This button releases the information to all the Panel members for approval.</li> <li>The information already entered in the Review will be locked.</li> </ul>
<b>Cancel Review</b>	<ul style="list-style-type: none"> <li>This button is used to cancel the review, for example if a review was created by accident or is no longer required.</li> <li>The System will provide a prompt to check that the Review is to be cancelled.</li> </ul>
<b>Print</b>	<ul style="list-style-type: none"> <li>This button opens up a PDF version of the Review that can be printed or saved.</li> </ul>
<b>Complete</b>	<ul style="list-style-type: none"> <li>This button completes the Review .</li> <li>Once a Review has been completed, it cannot be changed or edited.</li> </ul>
<b>Unsubmit</b>	<ul style="list-style-type: none"> <li>Once all the information has been released (see above), the information in the Review is locked.</li> <li>Clicking Unsubmit unlocks the previous section and allows the applicant to edit information, if required.</li> </ul> <p><i>Once the Review is released again, new notifications are sent to all Panel Members.</i></p>
<b>Create Review</b>	<ul style="list-style-type: none"> <li>This button is used to Create a new Review if required. The review of an authorised restrictive practice can occur at any time, and as many times as required, <i>within</i> the authorisation period.</li> </ul>

### 3. About Reviews

Implementing Service Providers are able to complete reviews of RPA's in the System. There are two ways to create a Review when logged into the System:

1. requested as part of the Outcome Summary; or
2. created on a needs basis.

All reviews are submitted to an RPA Panel. The implementing Service Provider is required to hold a properly constituted RPA Panel Meeting which meets membership requirements.

#### 3.1 Why review an authorisation

A review is used when the progress of an authorised restrictive practice needs to be monitored. It can occur at any time and as many times as required *within* the authorisation lifecycle of a restrictive practice. It is therefore important that the date of review and date of the RPA expiry are not the same when selecting to set a review.

The review process is twofold:

- it ensures the recommendations made by the RPA Panel are being progressed by service providers, and
- provides service providers with the opportunity to provide the RPA Panel with feedback.



### 3.2 How to find a Review

If the RPA Panel requires that a Review of implementation is required within the authorisation period, then a Next Review Date will have been entered into the Outcome Summary. This will have generated a draft Review within the System.

→ Refer to *User Guide Part 4: Recording Outcomes and Decisions*

<p><b>Step 1</b></p>	<p>Navigate to 'Review' in the menu bar.</p>  <p>Home Participant RPA Submission Outcome <b>Review</b> Service Provider Practitioner Panel Meetings ▾ Help</p>
<p><b>Step 2</b></p>	<p>Search for the Review by Participant's name, Participant ID number, RPA Submission Form ID number or Outcome Summary ID number into the search box.</p>
<p><b>Step 3</b></p>	<p>Click on the <a href="#">Review ID</a> hyperlink to access the Review.</p> <p>The <i>draft</i> Review will open with pre-populated Participant details information</p>

### 3.3 How to initiate a Review

A Review can be initiated at any point during the authorisation lifecycle.

To create a Review:

<p><b>Step 1</b></p>	<p>Navigate to 'Outcome' in the menu bar.</p> 
<p><b>Step 2</b></p>	<p>Search for the RPA with Outcomes by Participant's name, Participant ID number, RPA Submission Form ID number into the search box</p>
<p><b>Step 3</b></p>	<p>Click on the <a href="#">Outcome ID</a> hyperlink for the Outcome Summary that you wish to view.</p>
<p><b>Step 4</b></p>	<p> Scroll down outcome Summary form and confirm this is the outcome you wish to create a review for.</p>
<p><b>Step 5</b></p>	<p>Click the <b>Create Review</b> button to access the Review. A prompt asking you if you wish to create a new review for this practice will appear. Clicking the <b>Create</b> button will generate a Review in the System.</p>

Create Review ×

---

Are you sure you wish to create a new review for this practice?

---

Cancel
Create

## 4. Starting a Review

Review  
Status: Draft

Once you have created a *draft* Review follow the below steps:

### Section 1 of the Review

#### 1. NDIS Participant Details

This section has been pre-populated from the information entered into the RPA Submission Form.

To change or update participant details in the System:

→ Refer to [User Guide Part 2: Submitting and Application](#)

#### Review ID Number

Each Review will have its own ID number.

This number can be used when searching within the Review section of the System.

### Section 2 of the Review

#### 2. RPA Application Details

Section 2 has been pre-populated with the following:

- Submission ID and Outcome ID numbers,
- Behaviour Support ID (if applicable), and
- Submission Type

The RPA Submission Form can be viewed by clicking on the Submission ID hyperlink in section 2 of the draft review.



Hold down Ctrl and click on the **Submission ID** to open it in a new browser tab.

Information entered in the RPA Submission or Outcome Summary cannot be changed via the Review.

### Section 3 of the Review

#### 3. Review History (Post 2018)

This section lists all RPA submissions for the participant after 2018 made using the system.

#### [Quick Reference Guides](#)

[Restrictive Practices Authorisation - Create a Review](#)

### Section 4 of the Review

#### 4. Proposed Restrictive Practice

This section has been pre-populated with the following information from the RPA Submission Form:

- Service Setting
- Behaviour of Concern
- Restrictive Practices Category



The Proposed Restrictive Category information entered in Section 6 of the RPA Submission

Form can be viewed by clicking the [View Details](#) button.

The Proposed Restrictive Practices information will open in a pop up box.

To close the Restrictive Practices pop up box, click on the *back* button.

*Section 5 of the Review*

**5. RPA Review Supporting Documents**

If the Panel has requested additional documents to be provided at the Review, the requested documents must be uploaded to the original review.

- The box next to the document name will be ticked if it is required to be uploaded as part of the Review.

The System will not allow you to progress unless all mandatory documents have been uploaded.

The requested additional documents are not mandatory for any reviews created after the original review and do not need to be uploaded.

*BEST PRACTICE SUGGESTIONS*



**Hover Help** is available throughout the RPA System.

Clicking on the '?' symbol, will open up a brief summary that may provide assistance to you when entering information in the System.

## 4.1 How to Assign Panel Members for a Review



The same RPA Panel membership rules apply for a Review.

→ Refer to [User Guide Part 3: Endorsement and Assigning Panel Members](#).

### Section 6 of the Review

#### 6. Assign Panel Members

The System will carry over the Panel Member details from the original RPA Submission. However, a Service Provider can choose to assign new Panel Members.



If a DCJ Independent Specialist was assigned to the RPA Panel, a new DCJ Independent Specialist will need to be assigned for the Review Panel.

**Before** assigning Panel Members, check that the proposed Panel Member:



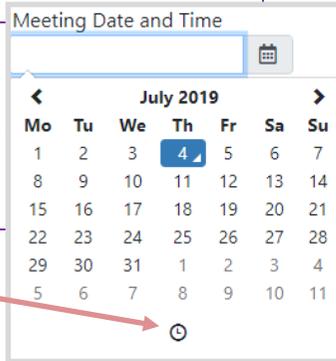
- has agreed to sit on the Panel
- has no conflict of interest in this submission
- is available for the proposed date of the Panel, and
- has not submitted a Proposed Restrictive Practice for this Panel.



Panel Members **cannot** bring an application for the Panel's consideration.

Review  
Status: Draft

<p><b>Step 1</b></p> 	<p><b>Preferred method of meeting:</b></p> <ul style="list-style-type: none"> <li>Select the type of Panel being held - face-to-face, voice (telephone) or video</li> </ul>
<p><b>Step 2</b></p> 	<p><b>Meeting Date and Time:</b></p> <ul style="list-style-type: none"> <li>Select the proposed Panel date (after discussion with all panel members)</li> <li>Select the agreed Panel Meeting time</li> </ul>
<p><b>Step 3</b></p> 	<p><b>Proposed Meeting Region:</b></p> <ul style="list-style-type: none"> <li>Select the region the proposed Panel will be held in</li> </ul>
<p><b>Step 4</b></p> 	<p><b>Suburb:</b></p> <ul style="list-style-type: none"> <li>Provide the specific suburb where the Panel Meeting will be held.</li> </ul>
<p><b>Step 5</b></p> 	<ul style="list-style-type: none"> <li>The System will carry over the Panel Member details from the original RPA Submission.</li> <li>To add a Panel Member, click the <b>+ Add Panel Member</b> button.</li> <li>To remove a panel member click on <b>Delete</b></li> <li>The RPA System is designed to filter for the most suitable DCJ Independent Specialist, according to the information provided.</li> </ul>
<p><b>Step 6</b></p> 	<p><b>Panel Member Role:</b></p> <ul style="list-style-type: none"> <li>Select a role from the drop-down list</li> </ul> <p style="text-align: center;"> <input type="text" value="Panel Member Role"/>   <input type="text" value="Please select"/> </p> <p style="text-align: center;">       → Refer to <b>User Guide Part 1: Accessing the System</b> for further information regarding roles in the RPA System.     </p>



For detailed information re: requesting a DCJ funded Independent Specialist, refer to **User Guide 3: Endorsement & Assigning Panel Members**

<p><b>Step 6</b></p> 	<p><b>Area of Expertise:</b></p> <ul style="list-style-type: none"> <li>Select an area of expertise which relates to the Participant and/or the RPA Submission, if applicable.</li> <li>This is only applicable when choosing a DCJ Independent Specialist or Other Panel Member.</li> </ul> <div style="text-align: right;"> <p>Area of Expertise</p> <input type="text" value="Please select"/> </div>
<p><b>Step 7</b></p> 	<p><b>Panel Member:</b></p> <ul style="list-style-type: none"> <li>Select the desired Panel Member</li> </ul> <div style="text-align: right;"> <p>Panel Member</p> <input type="text" value="Please select"/> </div>



Once the **Release Form** button has been selected, after the Endorsing Practitioner has been entered into the System, and has accepted the endorsement, all Panel Members will each receive a notification advising that they are assigned to a Panel via email.

**Subject:** RPA Review Submission Panel Member Assigned

Dear panel member,

You have been identified as a panel member for restrictive practices authorisation review [Review ID] of [Participant's name], [DOB] on the NSW restrictive practice authorisation System.

You can access this application and all associated material at <https://rpa.facs.nsw.gov.au>

Please ensure you review all material associated with this application before the panel meeting.

Should you have any questions regarding this application, please contact the panel convenor, [Panel convenors name] at [email] or [phone number].

## 4.2 Practitioner Endorsement

### Section 7 of the Review

#### 7. Endorsement of Behaviour Support Practitioner/Clinician

<p><b>Step 1</b></p>	<p>The System will automatically carryover the endorsing practitioner from the original submission and prepopulate section 7 of review. The System will send an email to the endorsing practitioner advising them that a review has been created and asking them to accept endorsement.</p>
<p><b>Step 2</b></p> 	<p>Once the Endorsing Practitioner has clicked accept on the review, the review form can be released by clicking on  <b>Release</b></p> <p><b>The status of the Review will change from <i>draft</i> to <i>released</i>.</b></p>
	<p>The Practitioner will receive a notification via email stating that a Review has been uploaded into the System, identifying the Practitioner as the author of the associated Behaviour Support Plan. The Practitioner will be able to log into the System and view the Review submission and Accept or Decline endorsement.</p>

**Subject:** RPA Review Submission – Practitioner Endorsement

Dear Practitioner,

A submission to review an authorisation has been uploaded into the NSW restrictive practice authorisation (RPA) System for [Participant's name], [DOB] which identifies you as the author of the associated Behaviour Support Plan.

Please log in to the portal via <https://rpa.facs.nsw.gov.au> to view the review [Review ID] submission.

## 5. The RPA Review Panel

### Section 8 of the Review

#### 8. RPA Review Decision



The implementing Service Provider is required to hold a properly constituted RPA Panel meeting which meets membership requirements.

→ Refer to **User Guide Part 4: Recording Outcomes and Decisions**

<p><b>Step 1</b></p>	<p>Once the Panel has discussed the application and have come to a unanimous decision, the Senior Manager enters the Panel decision into the System.</p> <div data-bbox="728 807 1400 1034" style="border: 1px solid #ccc; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Please select ▼</p> <p>Please select</p> <p>Approved</p> <p>Approved – with Conditions</p> <p>Withdrawn</p> </div>
<p><b>Step 2</b></p>	<p>Similarly to the RPA Outcome Decision, a Reason for Decision must be recorded for each RPA review submission to a Panel.</p> <p> Recording what was discussed and why a RPA Panel made a particular decision in the Reasons for Decision will assist implementing Service Providers to implement, monitor and report on their Organisations' authorised practices.</p>



## 5.1 Withdrawing a restrictive practice

### Step 3



There are a number of reasons why a restrictive practice can be withdrawn. If a restrictive practice is no longer required, a Review should be initiated in the System.

A Withdraw Reason is required to be selected from the drop down menu:

Withdraw Reason

Please select	▼
Please select	
Person Deceased	
RP Stopped – BOC Resolved	
Goals Achieved	
Superseded (specify new Outcome Summary ID)	
Person Exited Service	
Change in Service Setting	
Other (specify)	



Once a Panel has agreed that the practice is no longer required, it can be withdrawn.

<p><b>Step 4</b></p>	<p>If a Review is not required as part of the lifecycle of this particular authorised restrictive practice, then the Review Not Required box should be ticked:</p> <p style="text-align: center;">Next Review Date <input type="text"/> </p> <p>If a Review is <b>not</b> required, do not enter a date in the review date field - leave it blank.</p>
<p><b>Step 5</b></p>	<p>If the Panel decides that a review is required within the authorisation lifecycle, then enter the Next Review Date:</p> <p style="text-align: center;">Next Review Date <input type="text"/> </p> <p> The Next Review Date should be <i>prior to</i> the RPA Expiry Date.</p> <p>Where a review date is set by the Panel, the System will automatically generate a <i>draft</i> Review Submission in the System.</p>

## 5.2 Panel Member approval

Once the Review Form has been **Complete** all Panel Members will receive an email notification stating that there is one or more reviews awaiting endorsement on the System.

All Panel Members are required to log into the System within 24 hours, to **Approve** the Review Decision.

Approving the RPA Review Decision indicates that the Panel Members agree with the decision and Reason for Decisions recorded in the Review Summary.

**Subject:** RPA Review Decision Finalised

Dear Practitioner,

Please be advise the acknowledgement from all the panel members has been received and the status for the RPA review [Review ID] has been updated to complete.

The submission is for [Participant's name], [DOB] and the panel was held on [Date of Panel] at [Time of Panel] convened by [Name of Senior Manager].

Please access the submission and decisions via the system at <https://rpa.facs.nsw.gov.au>

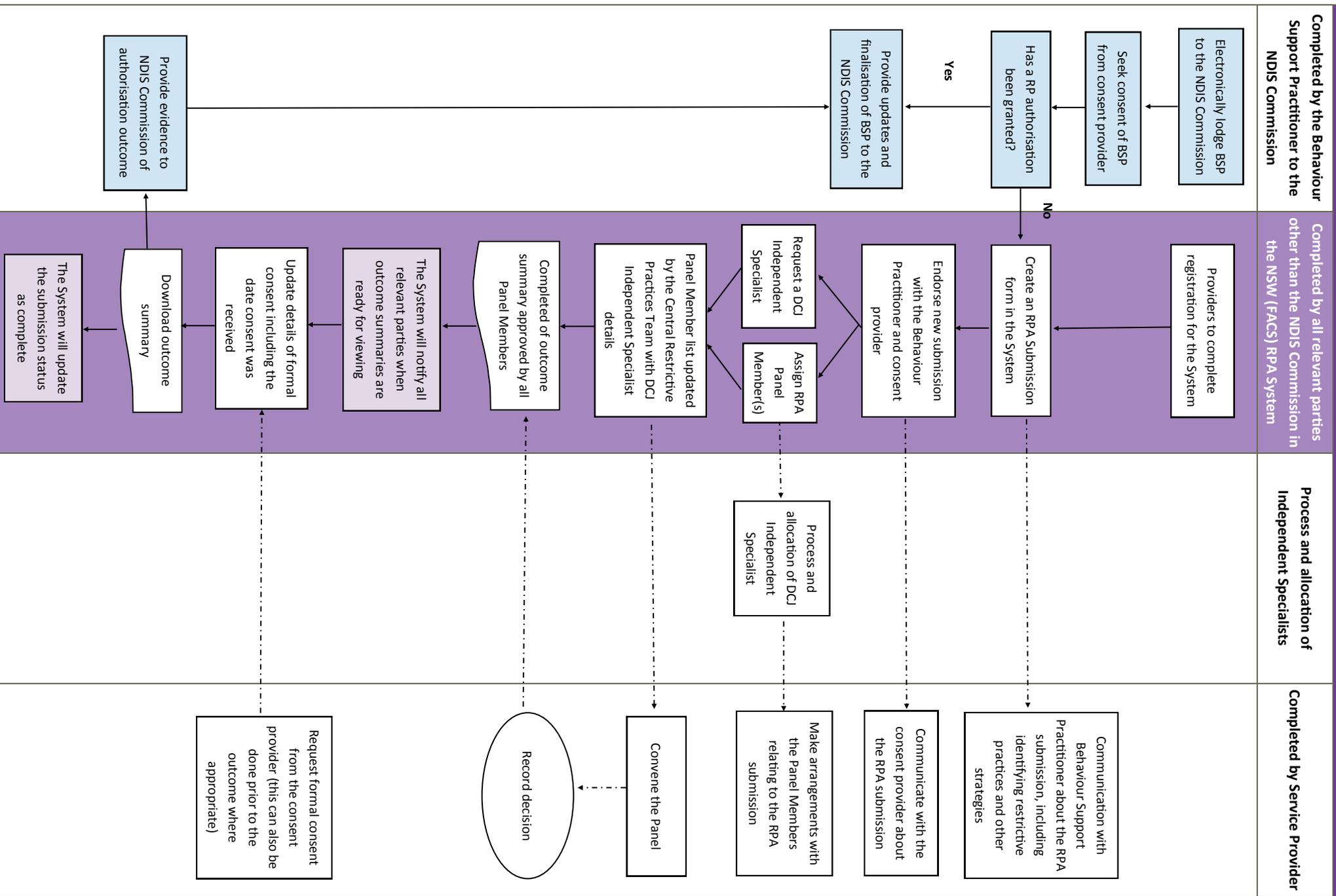


Once each Panel Member has logged in and provided their approval to the review decision, the review process will then be complete.

- The status of the RPA Form will change from *released* to *completed*

# Appendix 1: Flow Chart: Using the NSW (DCJ) RPA System

Service Provider—using the NSW (DCJ) RPA System to gain Restrictive Practices Authorisation



## Appendix 2: Documents applicable for an RPA submission

Documents considered evidence for the use of RPA Panel Members include, but are not limited to, the following:

Interim RPA Submissions	Planned RPA Submissions	Other documents you could consider including for all RPA Submissions	
<ul style="list-style-type: none"> <li>• Consent</li> <li>• Interim Behaviour Support plan</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Behaviour Support Plan</li> <li>• Functional Behavioural Analysis</li> <li>• One Page Profile</li> </ul>	<ul style="list-style-type: none"> <li>• Data Collection Summary</li> <li>• Evidence of Implementation Training</li> <li>• Lifestyle Plan</li> <li>• Behaviour Assessment Report</li> <li>• PRN Protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Report</li> <li>• Medication Chart</li> <li>• Risk Assessment</li> <li>• Court Order</li> </ul>

<p><b>Seclusion</b></p>	<ul style="list-style-type: none"> <li>• Seclusion Register (This is the same as the data you have submitted to the NDIS Commission as a part of your reporting requirements)</li> </ul>
<p><b>Chemical Restraint</b></p>	<ul style="list-style-type: none"> <li>• PRN Protocol and/or Medication Chart</li> <li>• Medical Reports</li> <li>• Information on side effects and symptoms of overdose</li> </ul>
<p><b>Mechanical Restraint</b></p>	<ul style="list-style-type: none"> <li>• Restraint Register (This is the same as the data you have submitted to the NDIS Commission as a part of your reporting requirements)</li> </ul>
<p><b>Physical Restraint</b></p>	<ul style="list-style-type: none"> <li>• Restraint Register (This is the same as the data you have submitted to the NDIS Commission as a part of your reporting requirements)</li> </ul>
<p><b>Environmental Restraint</b></p>	<ul style="list-style-type: none"> <li>• No additional documents are required</li> </ul>

It is best practice to provide more than just the mandatory documents.

You need to provide enough detail so Panel Members can make an informed decision about the submission. Not enough detail in the submission could affect the RPA Outcome.

