



Restrictive Practices

Authorisation in NSW

A report about what people told us

Easy Read version



How to use this report



The NSW Government Department of Communities and Justice (DCJ) wrote this report.

When you see the words 'we' or 'us', it means the DCJ.



This report is written in an easy to read way.

We use pictures to explain some ideas.

Not Bold
Bold

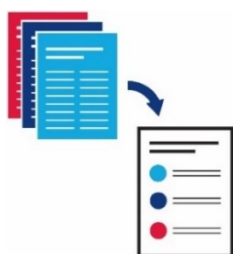
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 32.



This Easy Read report is a summary of another report. This means it only includes the most important ideas.



You can find the other report on our website at www.facs.nsw.gov.au/inclusion/disability/restrictivepracticesbill



You can ask for help to read this report. A friend, family member or support person may be able to help you.

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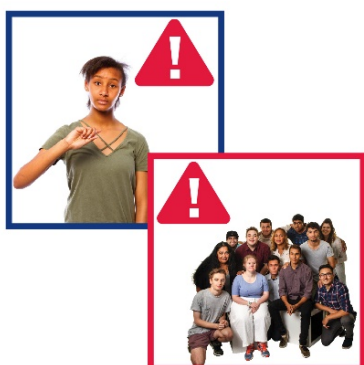
What are restrictive practices?



Restrictive practices are actions that stop or prevent **behaviours of concern**.

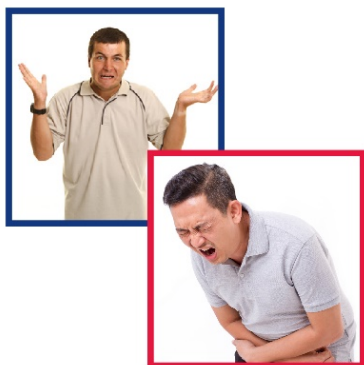
Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.



Someone might show behaviours of concern when they are:

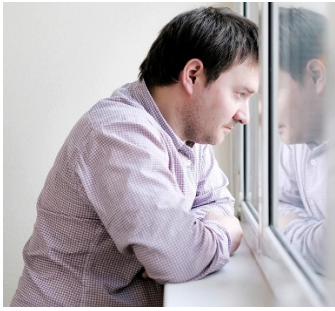
- upset
- in pain.



Restrictive practices include:

- **seclusion**
- using **restraints**.





Seclusion is when you put someone alone in a room or a space and stop them from leaving.



Seclusion can't be used on children.



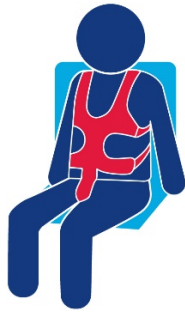
Restraints are ways to stop harmful behaviour.



A restraint might be chemical – you use medication to change someone's behaviour.



This doesn't include medication you usually get from your doctor.



A restraint might be mechanical – you use equipment to stop someone from doing something.



This doesn't include using equipment that keeps you safe.



A restraint might be physical – you hold someone's body so they can't move.



This doesn't include holding someone's hand to cross the street.



A restraint might be environmental – you stop someone from:

- doing things inside
- going outside.

What is Restrictive Practices Authorisation?



When you **authorise** something, you allow people to do it.

We call this an authorisation.



Restrictive practices are only authorised to keep:

- you safe
- other people safe.



Restrictive Practices Authorisation

is when we allow someone to use restrictive practices.

In this report we call it an RPA.

An RPA has rules about:



- what restrictive practices can be used



- who they can be used on



- where they can be used



- how long they can be used for.

What is this report about?

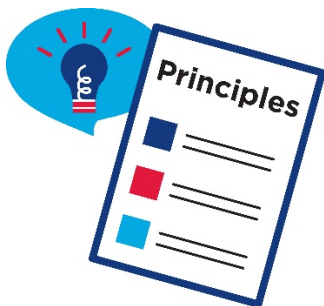


In this report we talk about what people told us about RPA in NSW.

We asked people 4 questions:



1. What **principles** should shape how RPA works?



Principles are important ideas.



2. How should people take part in RPA?



3. Where should people need to have RPA?



4. Who should make decisions about RPA?



We also wanted to know about people's:

- ideas
- experiences.



This includes what:

- works well
- needs to work better.

Who did we talk to?

We talked to 332 people, including:



- 120 people with disability



- 155 service providers



- 57 other people, such as family members of people with disability.



We heard from 16 organisations.

What did people tell us?

Most of the people who talked to us:



- had restrictive practices used on them
- saw restrictive practices used on someone else.



Some people had bad experiences with restrictive practices.



People told us about restrictive practices that were:



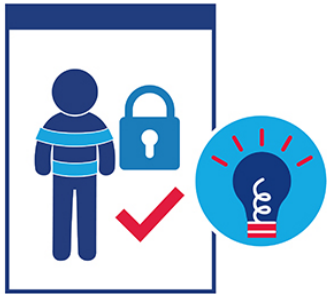
- authorised
- not authorised.



People told us good ideas about how RPA should work in NSW.



These ideas helped us write 21 recommendations.



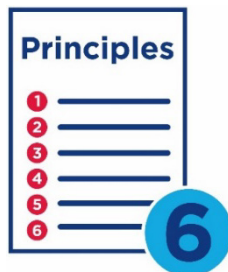
Our recommendations are ideas about what we can do to make RPA work.



We talk about our recommendations on the following pages.

What principles should shape how RPA works?

Recommendation 1



1. We recommend using 6 principles for RPA in NSW.



These principles are important ideas that we should always think about.

RPA should:



- focus on the person with disability



Most people said this was the most important principle.



- not allow restrictive practices to be used very often



- use restrictive practices for the shortest time possible



- help to use restrictive practices less or even stop using them



- only use restrictive practices when it is **supervised**



This means someone else watches to make sure it is being done safely and following the rules.



- be checked regularly to make sure they are working well.

How should people take part in RPA?

Recommendation 2



2. We recommend people with disability take part in decisions about RPA.

This could include:



- people with disability going to RPA meetings



- letting people with disability make decisions about RPA



- a person with disability choosing someone to help make decisions for them.

Recommendation 3



Some service providers thought people with disability had good experiences of RPA.



But many people with disability told us they didn't have good experiences with RPA.

They also told us:



- they didn't feel heard



- the process was too hard.

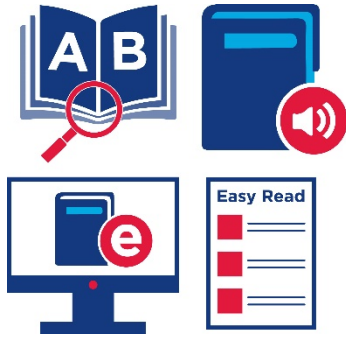


3. We recommend changing RPA so people with disability have a better experience.

We could make sure people with disability can get:



- clear information about restrictive practices and RPA



- support to communicate, such as documents in formats that are right for them



- support from an **advocate** if they need it.



An advocate is someone who:

- speaks up for people with disability
- can help you have your say
- can give you information and advice.

Recommendation 4



Many people told us it is important for families and carers to help make decisions about RPA.



This is because they:

- care about what happens
- have a close relationship with the person who needs RPA.



But some people said that people with disability should be able to choose which decisions their support person can make.



Most people said it should be easier for families and carers to:

- find information about RPA
- understand that information.



4. We recommend making more information available for families and carers.

Recommendation 5



Most people said **consent** needs to stay **mandatory** for RPA in NSW.



When you give consent, you say it is ok to do something.



When something is mandatory, it must be done:

- by everyone
- every time.



This means that every person with disability or their **guardian** must give consent before restrictive practices can be used.



A guardian is a person who acts and makes decisions for you when you can't.



5. We recommend that consent stays mandatory for RPA in NSW.



It's important that people with disability or their guardian can give consent.

Recommendation 6 and 7



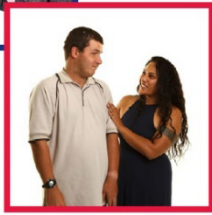
Many people said there should be more information about consent for RPA that is easy to understand.



They also said people with disability should get more support so they can make decisions about consent.



6. We recommend making sure more information is available about giving consent for RPA.



7. We recommend working with the NDIA to make sure people with disability get support to:

- communicate
- make decisions about consent.

Recommendation 8



Some people with disability had bad experiences with consent.

They said:



- people didn't listen to them



- they didn't fully understand what was happening



- they didn't think they had a choice.



Service providers also said that the process can be:

- slow
- confusing.



8. We recommend making it clear that people with disability need to:

- **choose to give consent**
- **understand they can say 'no'**
- **understand what they are agreeing to.**

Where should people need RPA?

Recommendation 9



Settings are the different places people with disability spend their time, such as:

- at home
- at school
- at work
- with service providers.



People with disability might need support to keep themselves safe in different settings.



Restrictive practices can be used in all of these settings at the moment.



But only some of these settings must have RPA before they use restrictive practices.



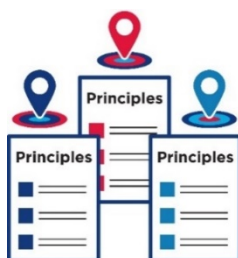
9. We recommend that more settings have RPA before they can use restrictive practices.

Recommendation 10

Many people said:



- restrictive practices change depending on who uses them



- principles about restrictive practices are different in some places.

We talk more about principles on pages 14 and 15 of this booklet.



10. We recommend using the same RPA principles in all government services, such as:

- **health care services**
- **medical clinics and hospitals**
- **mental health services**
- **prisons and jails.**

Recommendation 11 and 12



Many people said people with disability experience restrictive practices in different settings.



Some people with disability go to different settings for different services.

But the different settings don't:



- use the same restrictive practices



- talk to each other



- work together.

11. We recommend that different settings who work with the same person with disability:



- work together
- use restrictive practices in the same way.



We could work with the Australian Government to make sure all NDIS providers follow the rules.



12. We recommend using RPA in the same way for all settings.

Who should make decisions about RPA?

Recommendation 13 and 14



We use **RPA Panels** – a group of people who make decisions about RPA.



Service providers want people on RPA Panels to have:

- the right skills and experience
- worked with people with disability before.



People with disability said they want people on RPA Panels to understand each person before they make decisions.



Most people said they want local panels to make RPA decisions.



13. We recommend having local people on RPA Panels.



14. We recommend making sure people on RPA Panels have the right skills and experience.

Recommendation 15



Many people like the rules about restrictive practices we have now.

To use restrictive practices, you need:



- a **Behaviour Support Plan** – a document with steps for reducing harmful behaviour



- consent



- authorisation from an RPA Panel.



15. We recommend continuing to use the current steps to get RPA.

Recommendation 16, 17 and 18



Many people said we need a way to take another look at decisions the RPA Panel makes.

We call this a **review**.



16. We recommend creating a proper way to review RPA decisions in NSW.



17. We recommend creating independent panels to review RPA decisions.



18. We recommend making sure that people can ask for a review, including:

- **people with disability**
- **their guardians.**



When someone is **independent**, they:

- don't work for anyone else
- make their own decisions.

Recommendations 19, 20 and 21



Many people want us to make sure people on RPA Panels do the right thing.

This includes:

- supporting them
- making sure they always think about people with disability when they make decisions.



To make sure RPA works well, we recommend people who run RPA Panels:



19. Make sure the people on RPA Panels use the same rules as each other.



20. Work with the Australian Government to make sure NDIS providers follow the rules.



21. Think about laws or rules to make sure RPA works.

Word list



Advocate

An advocate is a person who:

- supports you
- helps you have your say
- gives you information and advice.



Authorise

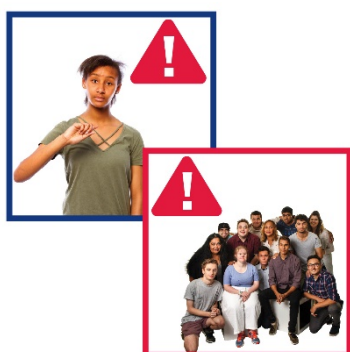
When you authorise something, you allow people to do it.

We call this an authorisation.



Behaviour Support Plan

A Behaviour Support Plan is a document with steps for improving behaviour.



Behaviours of concern

Behaviours of concern are things someone does that might put:

- themselves in danger
- other people in danger.



Consent

When you give consent, you say it is ok to do something.



Guardian

A guardian is a person who acts and makes decisions for you when you can't.



Independent

When someone is independent, they:

- don't work for anyone else
- make their own decisions.



Mandatory

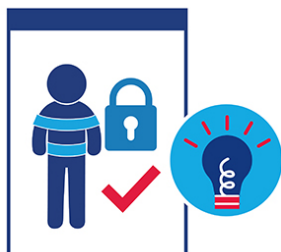
When something is mandatory, it must be done:

- by everyone
- every time.



Principles

Principles are important ideas that we should always think about.



Recommendation

Recommendations are ideas about changes that we can make.



RPA Panel

An RPA Panel is a group of people who make decisions about RPA.



Restraints

Restraints are ways to stop harmful behaviour.



Restrictive practices

Restrictive practices are actions that stop or prevent behaviours of concern.



Restrictive Practices Authorisation

Restrictive Practices Authorisation is when we allow someone to use restrictive practices.



Review

A way to take another look at decisions the RPA Panel makes.



Seclusion

Seclusion is when you put someone alone in a room or a space and stop them from leaving.

More information

Please contact us if you would like more information about Restrictive Practices Authorisation.



(02) 9716 3429



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You can read more about Restrictive Practices Authorisation on our website at www.facs.nsw.gov.au/inclusion/disability/restrictivepracticesbill



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