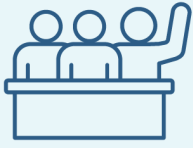




## ARP Bulletin 6



## Our rules about restrictive practices

### What you need to know about our policy: Authorisation of Restrictive Practices in Funded Disability Services Policy

An Easy Read bulletin

Issue 6: August 2023



## How to use this bulletin



A **bulletin** is important news we share with the community.



The Government of Western Australia  
Department of Communities (the Department)  
wrote this bulletin.

When you see the word 'we', it means  
the Department.



We wrote this bulletin in an easy to read way.  
We use pictures to explain some ideas.

**Bold**  
Not bold

We wrote some important words in **bold**.  
This means the letters are thicker and darker.



We explain what these bold words mean.

You can find out what they mean in the **Word list** on page 40.



This is an Easy Read summary of another bulletin.

This means it only includes the most important ideas.



You can find all of our bulletins on our website.

[www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources](http://www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources)



You can ask for help to read this bulletin.

A friend, family member or support person may be able to help you.

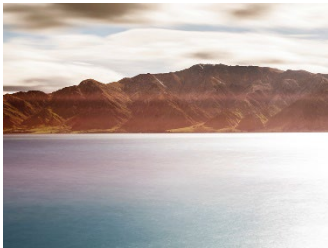


We recognise First Nations people as the traditional owners of our land – Australia.

They were the first people to live on and use the:



- land



- waters.

## What's in this bulletin?

About our bulletins	6
What is a conflict of interest?	14
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## About our bulletins

We include this section in all our bulletins.



If you've already read this information, you can skip to the next section on page 14.

The next section is called **What is a conflict of interest?**



We want to make sure people in WA are safe.



So we need rules about how **providers** can use some types of supports.

Providers support people with disability by delivering a service.

Sometimes providers use **restrictive practices** to keep:



- a person with disability safe



- other people safe.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



We wrote a **policy** so everyone knows what rules we have about restrictive practices.

A policy is a government plan for how to do things.



We call it the *Authorisation of Restrictive Practices in Funded Disability Services Policy*.

We wrote our bulletins to share information about:



- our policy



- research about **positive behaviour support**.

Positive behaviour support is about supporting a person with disability to live a good life.



## About positive behaviour support

Positive behaviour support is about working together to:



- understand someone's behaviour
- meet their needs
- provide the right support to them.



This includes:

- asking questions
- being open to their experiences.



Providers can use positive behaviour support to help them:

- use less restrictive practices
- stop using restrictive practices.

Positive behaviour support is about helping:



- people who need supports
- and
- the people around them.

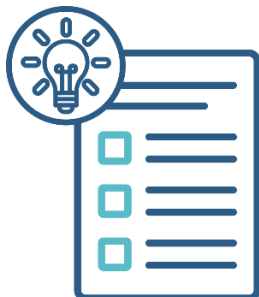
Positive behaviour support works best when everyone:



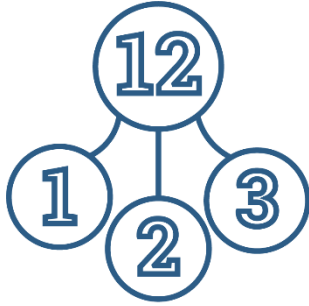
- listens to what a person with disability wants and needs
- works together.



There are 12 ideas about the best way to use positive behaviour support.



These ideas come from research called *Positive Behaviour Support in the UK: A state of the Nation Report* by Nick Gore and other researchers.



The researchers split the 12 ideas about positive behaviour support into 3 areas:

1. People's **rights** and living a good life.

①



Rights are rules about how people must treat you:

- fairly
- equally.

②



2. Understanding behaviour, needs and experiences.

3



3. Providing high **quality** supports.



Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.

1

In each bulletin we explain one of the 12 ideas in more detail.

## Our other bulletins



You can find our other bulletins on our website.

[www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources](http://www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources)



You can also sign up to our bulletin.

We can email you every time we write a new bulletin.



You can sign up by filling out a form online.

[www.confirmsubscription.com/h/d/A869AA30BCDE3CFD](http://www.confirmsubscription.com/h/d/A869AA30BCDE3CFD)

Or you can visit our website.



[www.wa.gov.au/organisation/department-of-communities/authorisation-of-restrictive-practices](http://www.wa.gov.au/organisation/department-of-communities/authorisation-of-restrictive-practices)



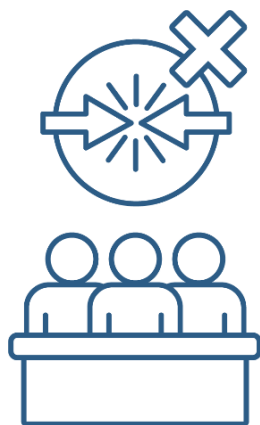
Please share this form with your friends and family, so they can sign up too.

## What is a conflict of interest?



A **conflict of interest** is when someone makes a decision so they get a better result.

This means that the decision could be unfair.



We don't want there to be any conflicts of interest with any **Quality Assurance Panel** members.



A Quality Assurance Panel is a group of people who check **behaviour support plans**.

They decide if a restrictive practice can happen.

They follow the rules in our policy about restrictive practices.



A behaviour support plan is a document that explains what support a person with disability needs.

It can include restrictive practices.



We don't want there to be any conflicts of interest with **external behaviour support practitioners**.

External behaviour support practitioners are people that:



- need to be on all Quality Assurance Panels
- help decide if a restrictive practice can happen.

In this bulletin, we just call them external practitioners.



All Quality Assurance Panel members should only make fair decisions about if a restrictive practice can happen.

## What types of conflicts of interest are there?

There are 3 types of conflicts of interest:

**1.** When someone makes a decision so the result is better for them.



For example, if an external practitioner is:

- on the Quality Assurance Panel
- and
- helped make the behaviour support plan.

**2.** When someone might make a decision so the result is better for them.



For example, if a provider asks somebody who used to work for them to be a part of a Quality Assurance Panel.

**3.** When it seems like someone is making a decision so the result is better for them.



For example, if a provider keeps asking the same practitioner to sit on Quality Assurance Panels.



## Do you have a conflict of interest?



If you answer 'Yes' to any of these questions, you might have a conflict of interest.

### *Questions for external practitioners*



Have you ever worked for the provider who is running a Quality Assurance Panel?



Have you ever worked with the person who wrote the behaviour support plan that you're looking at?

Were you ever in charge of that person?



Do you already know the person with disability who the behaviour support plan is for?

## Questions for providers



Have you ever asked an external practitioner to be on a Quality Assurance Panel because you:

- know them well?
- know they will make a quick decision?



Have you avoided asking people to come to a Quality Assurance Panel because you wanted it to finish quickly?

For example:



- people who wrote the plan



- the person that the plan will support



- their family or support workers.



Have you ever asked an external practitioner, who is also an employee with your organisation, to be on a Quality Assurance Panel?

### What can you do if you think there is a conflict of interest?



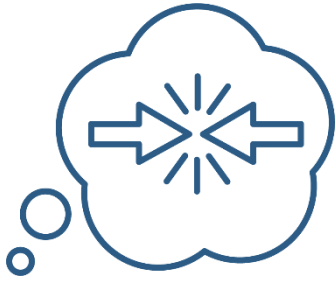
If you think there might be a conflict of interest, you must tell the panel members before the Quality Assurance Panel meeting.



You also have to explain how it won't affect your decision.

If it does affect your decision, you won't be able to be part of the Quality Assurance Panel anymore.

There are things you can do if:



- you think there is a conflict of interest

and



- you are a person with disability or a member of their family.



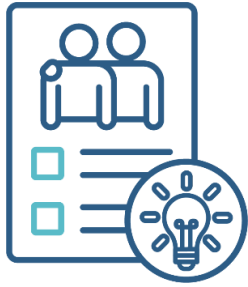
You can contact the provider and tell them about the conflict of interest.



You can also email us if you think they haven't solved the problem.

[clo@communities.wa.gov.au](mailto:clo@communities.wa.gov.au)

# Understanding a person's needs and experiences



In this bulletin, we look at another idea from the research about positive behaviour support.



An important part of positive behaviour support is understanding:

- people's experiences
- what they need.

This can help to understand a person's behaviour.



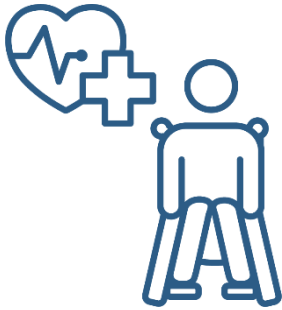
The research tells us that there are 3 things that can affect:

- a person's experiences
- what they need.



**1.** Their body.

For example:



- does the person have a disability that affects their body?
- do people need to understand their health better?
- what does the person need to have better health?
- what sort of health does their family have?

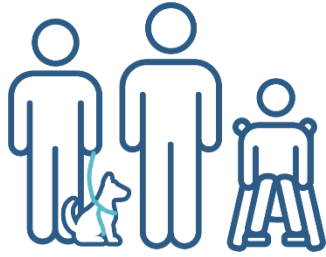


## 2. Their mind.

For example:



- how do they understand information?
- how do they understand their emotions?
- how do they share how they feel?
- have they experienced things that have hurt them in the past?

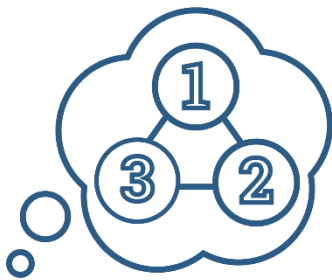


### 3. The people around them.

For example:



- how does the person connect with other people in their life?
- what support do they need to connect with people and make decisions about what they want to do?
- how well does the environment support what they need?



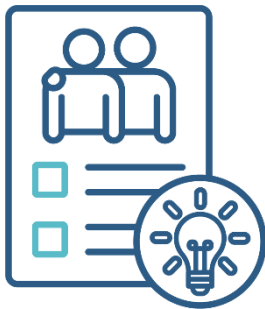
We should think about how these 3 things:

- affect each other
- affect a person's experience of the world and what they need.



If everyone thinks about these 3 things, it can help carers to understand:

- someone's behaviour
- how to give them the support they need so they can live a good life.



In our next bulletin, we'll look at another of the 12 ideas from the positive behaviour support research.



The next idea is about support that focuses on understanding what a person needs, through:

- their environment
- the people in their life
- the supports they get.



## What do external practitioners need from providers?



We asked some practitioners what helps them to get ready for a Quality Assurance Panel.



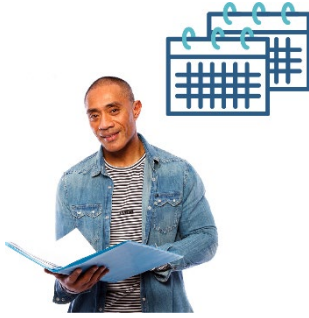
They gave us 3 tips for providers.



**1.** Contact the practitioner as soon as you know there is going to be a Quality Assurance Panel.



This gives the practitioner enough time to find a day that they will be free.



**2. Give the practitioner lots of time to get ready.**



Practitioners like to know about a Quality Assurance Panel at least 2 weeks before it happens.

If providers tell the practitioner less than 5 days before it starts, they may not be able to come.



**3. Make sure the practitioner has all the information they need before the meeting.**



And it's best if they have all the information at least 2 working days before the Quality Assurance Panel.

# Supports for families

## Information about the policy



We have fact sheets you can read to learn about:

- our policy
- restrictive practices.

You can visit the individuals and families section on our website.



[www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources](http://www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources)

## Supports for providers



If you are a provider and you need more support, you can email National Disability Services Western Australia.

[sectorreadinessWA@nds.org.au](mailto:sectorreadinessWA@nds.org.au)

## Providers who give psychosocial support



You might support someone with a **psychosocial disability**.

A psychosocial disability affects a person's mental health.



If you provide this support, you can email Western Australian Association for Mental Health.

[ready4QSC@waamh.org.au](mailto:ready4QSC@waamh.org.au)

## Quality Assurance Panels



Providers can email Development Disability WA (DDWA).

[ddwa@ddwa.org.au](mailto:ddwa@ddwa.org.au)



DDWA can help providers find an external behaviour support practitioner for a Quality Assurance Panel.

The Government pays external practitioners from DDWA to be on Quality Assurance Panels.

## Tell us what you think



We want to know what you:

- think about our bulletins
- want to learn about.



You can send us an email.

[arp@communities.wa.gov.au](mailto:arp@communities.wa.gov.au)

We might include your question or topic in our next bulletin.



You can contact the **NDIS Quality and Safeguards Commission (NDIS Commission)** if you have any questions about:

- restrictive practices
- how people support you.



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



You can send the NDIS Commission an email.

**[wabehavioursupport@ndiscommission.gov.au](mailto:wabehavioursupport@ndiscommission.gov.au)**

## Training and information sessions



We hold free information sessions for:

- providers
- families and carers
- **behaviour support practitioners.**



Behaviour support practitioners work with a person to create a behaviour support plan.

This plan might include restrictive practices.

They follow the rules in our policy about restrictive practices.



You can ask any questions you have during the sessions.





All our sessions will be online through Microsoft Teams.

You can find future sessions in our most recent bulletin.



You can find our bulletins on our website.

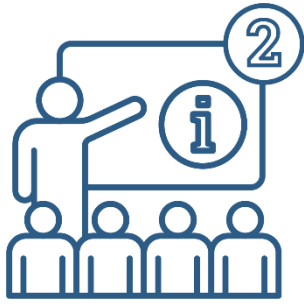
[www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources](http://www.wa.gov.au/government/document-collections/authorisation-of-restrictive-practices-resources)

## Information sessions for senior managers and delegates who are on Quality Assurance Panels

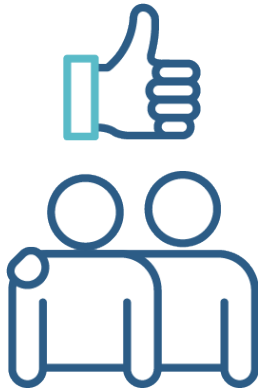


A **delegate** is a person who:

- is part of the provider's organisation
- speaks for the provider's organisation.

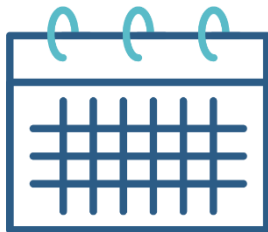


There will be 2 information sessions for senior managers and delegates who are on Quality Assurance Panels.



These information sessions are about positive behaviour support.

These information sessions will be on:



- Thursday 21 September 2023  
from 10:30 am to 12 pm
- Tuesday 10 October 2023  
from 1:30 pm to 3 pm.

You can sign up for these sessions on the Eventbrite website.

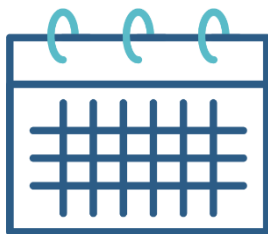


[www.eventbrite.com.au/e/intro-to-positive-behaviour-support-for-senior-managersdelegates-on-qaps-tickets-682006278137](https://www.eventbrite.com.au/e/intro-to-positive-behaviour-support-for-senior-managersdelegates-on-qaps-tickets-682006278137)

## Information session for practitioners about Quality Assurance Panels



There will be one information session for practitioners about Quality Assurance Panels.



The information session will be:

- on Thursday 7 September 2023
- from 10:30 am to 12 pm.

You can sign up for this session on the Eventbrite website.



[www.eventbrite.com.au/e/behaviour-support-practitioner-refresher-for-quality-assurance-panels-tickets-682037732217?aff=oddtcreator](https://www.eventbrite.com.au/e/behaviour-support-practitioner-refresher-for-quality-assurance-panels-tickets-682037732217?aff=oddtcreator)

## Information sessions for senior managers, delegates and practitioners

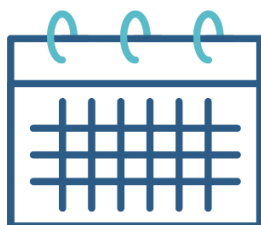


There will be one information session for:

- senior managers
- delegates
- practitioners.



This information session is about Quality Assurance Panels.



The information session will be:

- on Tuesday 5 September 2023
- from 1:30 pm to 4:30 pm.

You can sign up for this session on the Eventbrite website.



[www.eventbrite.com.au/e/quality-assurance-panels-introductory-session-tickets-682040991967?aff=oddtcreator](https://www.eventbrite.com.au/e/quality-assurance-panels-introductory-session-tickets-682040991967?aff=oddtcreator)

## Quality Assurance Panels Practice Group 1



There will be 3 practice group sessions for:

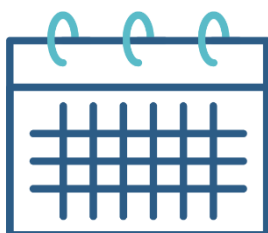
- senior managers
- delegates
- practitioners.

These sessions are part of Group 1.



If you want to take part, you'll need to go to all the sessions for Group 1.

All 3 sessions will be from 1:30 pm to 3:30 pm.



These sessions will be on:

- Tuesday 19 September 2023
- Tuesday 17 October 2023
- Tuesday 14 November 2023.

You can sign up to be a part of Group 1 on the Eventbrite website.



[www.eventbrite.com.au/e/quality-assurance-panels-practice-group-tickets-682065685827?aff=odtdtcreator](http://www.eventbrite.com.au/e/quality-assurance-panels-practice-group-tickets-682065685827?aff=odtdtcreator)

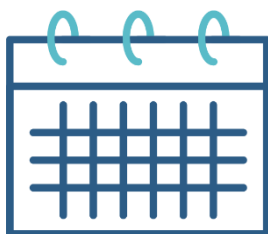
## Information sessions for providers and practitioners



There will be 2 information sessions for providers and practitioners about:

- our policy
- restrictive practices.

These sessions will be on:



- Wednesday 6 September 2023  
from 10:30 am to 12 pm
- Wednesday 11 October 2023  
from 10:30 am to 12 pm.

You can sign up for these sessions on the Eventbrite website.

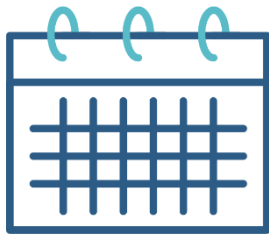


[www.eventbrite.com.au/e/authorisation-of-restrictive-practices-arp-policy-overview-session-tickets-531745032707](https://www.eventbrite.com.au/e/authorisation-of-restrictive-practices-arp-policy-overview-session-tickets-531745032707)



There will also be 2 information sessions about practices that our policy doesn't cover.

These sessions will be on:



- Wednesday 20 September 2023  
from 10:30 am to 12 pm
- Tuesday 24 October 2023  
from 1:30 pm to 3 pm.

You can sign up for these sessions on the Eventbrite website.



[www.eventbrite.com.au/e/arp-policy-deep-dive-out-of-scope-practices-tickets-682050831397](https://www.eventbrite.com.au/e/arp-policy-deep-dive-out-of-scope-practices-tickets-682050831397)

## Word list

This list explains what the **bold** words in this document mean.



### **Behaviour support plan**

A behaviour support plan is a document that explains what support a person with disability needs.

It can include restrictive practices.

### **Behaviour support practitioners**



Behaviour support practitioners work with a person to create a behaviour support plan.

This plan might include restrictive practices.

They follow the rules in our policy about restrictive practices.



### **Bulletin**

A bulletin is important news we share with the community.





## **Conflict of interest**

A conflict of interest is when someone makes a decision so they get a better result.



## **Delegate**

A delegate is a person who:

- is part of a provider's organisation
- speaks for a provider's organisation.



## **External behaviour support practitioners**

External behaviour support practitioners are people that:

- need to be on all Quality Assurance Panels
- help decide if a restrictive practice can happen.

In this bulletin, we just call them external practitioners.

## **NDIS Quality and Safeguards Commission (NDIS Commission)**



The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

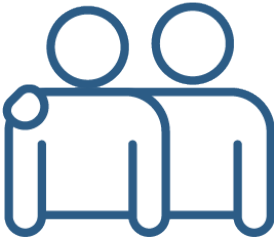


### **Policy**

A policy is a government plan for how to do things.



### **Positive behaviour support**



Positive behaviour support is about supporting a person with disability to live a good life.



### **Providers**

Providers support people with disability by delivering a service.



## **Psychosocial disability**

A psychosocial disability affects a person's mental health.



## **Quality**

Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



## **Quality Assurance Panel**

A Quality Assurance Panel is a group of people who check behaviour support plans.

They decide if the restrictive practice can happen.

They follow the rules in our policy about restrictive practices.



## Restrictive practices

Restrictive practices are actions that stop people from:

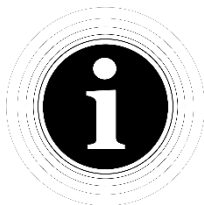
- moving
- doing what they want.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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