Restrictive Practices System

Guide: reporting restrictive practice usage and viewing usage reports

Contents

1 Introduction

1.1 About this guide

This guide helps users to record restrictive practice usage for authorised restrictive practices within the South Australian Restrictive Practices System (RPS).

1.2 Introduction to the RPS

The (RPS) is the online system for managing the application, authorisation, and reporting of restrictive practices by NDIS service providers for NDIS participants in South Australia.

This guide provides information about:

- Exporting a template for recording restrictive practice usage
- Uploading restrictive practice usage
- Viewing reports

Note: Instructions for registering a provider account, nominating an APO, adding a participant and adding a behaviour support plan summary (BSPS) and adding and submitting restrictive practices are excluded from this training guide. Additional guides can be found on the website.

1.3 Icons used in this guide

Throughout this guide you will find icons representing various kinds of information to help you follow the guide effectively.

Icon	Description
	Information – provides context for the following process steps
	Note – contains important information to be aware of
	Stop – before proceeding with the next step, there may be information you need to have available, or there may be something you need to do or check

1.4 Glossary of terms

Term	Definition
Account Owner	The Account Owner is the systems administrator for the NDIS service provider who can nominate the Authorised Program Officers for their provider. Account Owners will also be able to manage the access of RPS users within their organisation. They can create additional RPS users (Account Owner, Provider Officer & Provider Viewer) and perform all the functions of these users. They will also be able to disable RPS access should a staff member change roles or leave the organisation.
Authorised Program Officers (APO)	This is a key role in the South Australian Restrictive Practices authorisation scheme. APOs can authorise Level 1 restrictive practices by their registered NDIS provider for NDIS participants. They may endorse the use of Level 2 restrictive practices for the Senior Authorising Officer's authorisation.
Behaviour Support Plan Summary (BSPS)	A summary of the behaviour support plan (BSP) information for a participant and supplementary information including details of: • The participant's formal and informal supports • Consultation that occurred in relation to the BSP • Whether the participant and/or their guardian consented to the restrictive practices
Connected Provider	A NDIS registered provider that has been connected to the NDIS participant's Behaviour Support Plan summary on RPS.
Implementing Provider	A NDIS registered provider who uses a regulated restrictive practice when providing supports and services to an NDIS participant.
Officers	RPS user profile that can add participants, enter behaviour support plan summaries, submit restrictive practice requests, and record and view usage logs.
Participants	An NDIS participant who is subject to a restrictive practice under the Restrictive Practices Authorisation Scheme in South Australia.
Restrictive Practices System (RPS)	The online system for managing the application, authorisation and reporting of restrictive practices by NDIS providers providing NDIS supports to NDIS participants in SA.

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Restrictive Practices Team	Also known as the Restrictive Practices Unit and the Restrictive Practices Authorisation Team. The team supports the SAO to undertake their statutory functions and provides support to NDIS providers using the RPS. The team can be contacted at: DHSRestrictivePracticesUnit@sa.gov.au
Senior Authorising Officer (SAO)	The SAO has statutory responsibilities to: • approve appropriate persons to be Authorised Program Officers • approve restrictive practices, including Level 2 practices • provide education, training and support to reduce and eliminate the use of restrictive practices.

2 Reporting on the use of restrictive practices

Under Section 23N and 23O of the Disability Inclusion Act 2018, implementing providers are required to provide written notice of the use of authorised restrictive practices to either the adult participant and the legal guardian (for children and those with guardianship orders).
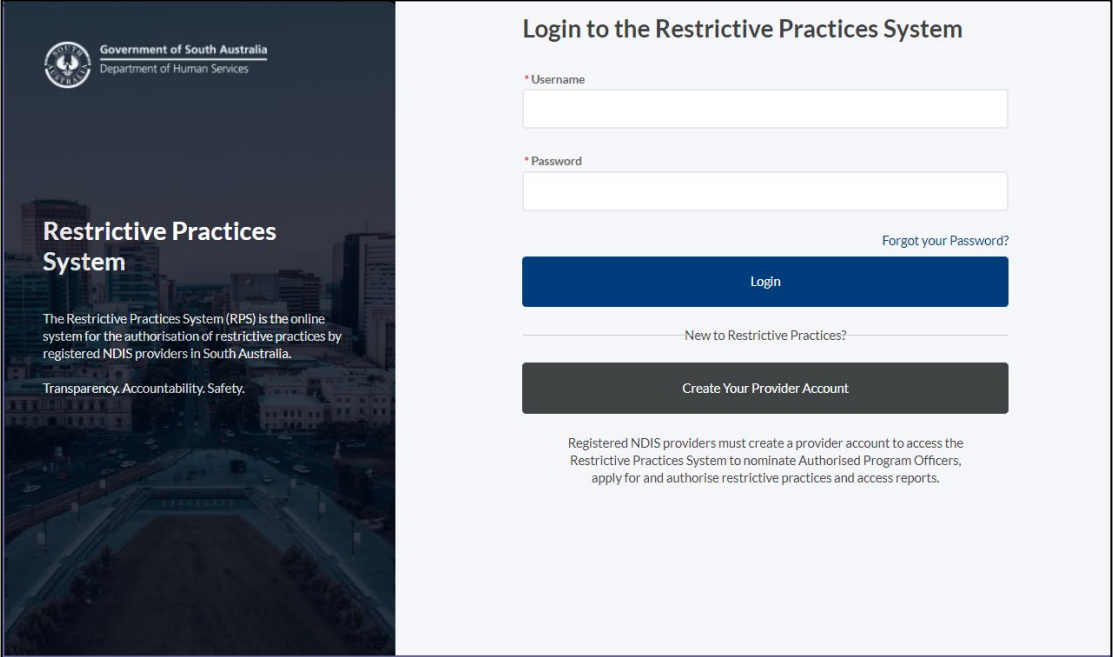
The written notice must include the following information:

- the name of the participant
- the implementing provider's name
- the time and date that the restrictive practice(s) was used (or the period during which the restrictive practice(s) was used, for a maximum of three months)
- the type of restrictive practice(s) being used
- the reason the restrictive practice(s) was used
- information regarding the dispute and review process.

The Restrictive Practices System allows implementing providers to record restrictive practices usage and generate written notices to provide to participants and their guardian.

3 Accessing the RPS

3.1 Logging in

Step	Action
i	To log in to the RPS you will need your Username (sent in the welcome email) and password. You will also need to verify your identity using the authenticator application used when you first accessed the RPS. If you do not already have a user account, please refer to the user Guide – Provider Registration.
1	Go to https://www.rps.sa.gov.au/login
2	Enter your Username and password. **Login to the Restrictive Practices System** Government of South Australia Department of Human Services **Restrictive Practices System** The Restrictive Practices System (RPS) is the online system for the authorisation of restrictive practices by registered NDIS providers in South Australia. Transparency. Accountability. Safety. * Username * Password Forgot your Password? **Login** New to Restrictive Practices? **Create Your Provider Account** Registered NDIS providers must create a provider account to access the Restrictive Practices System to nominate Authorised Program Officers, apply for and authorise restrictive practices and access reports.
i	The Verify Your Identity screen will be displayed.

3	Enter the Verification Code from your authenticator application and click **Verify (or Approve).** Government of South Australia Department of Human Services Verify Your Identity You're trying to **Log In to NDIS Provider**. To make sure your Salesforce account is secure, we have to verify your identity. Use the authenticator app on your mobile device to generate a verification code. Username: lisa.martin3@sa.gov.au Verification Code Verify
i	You will be logged into the RPS.
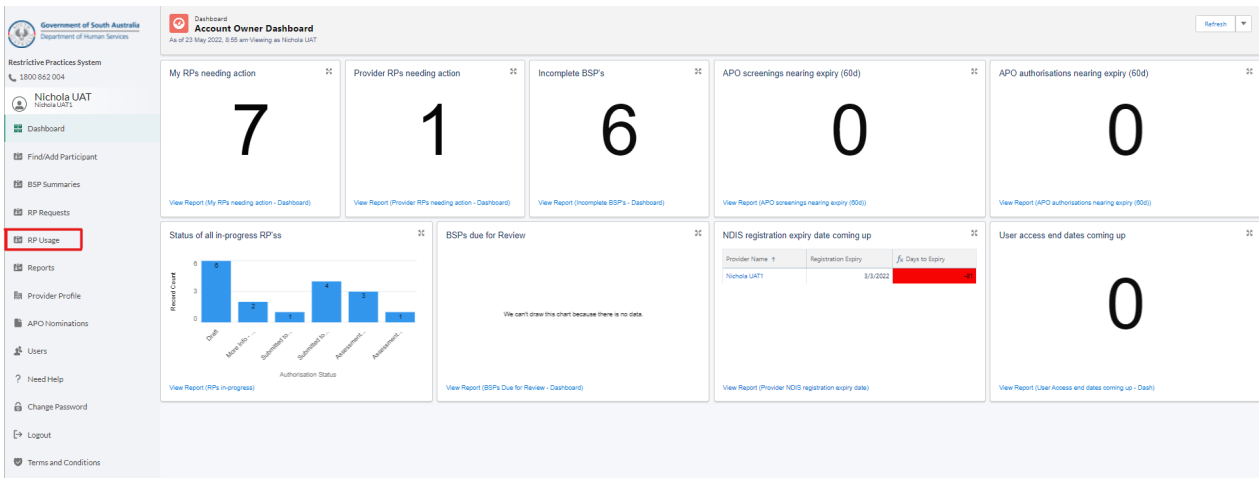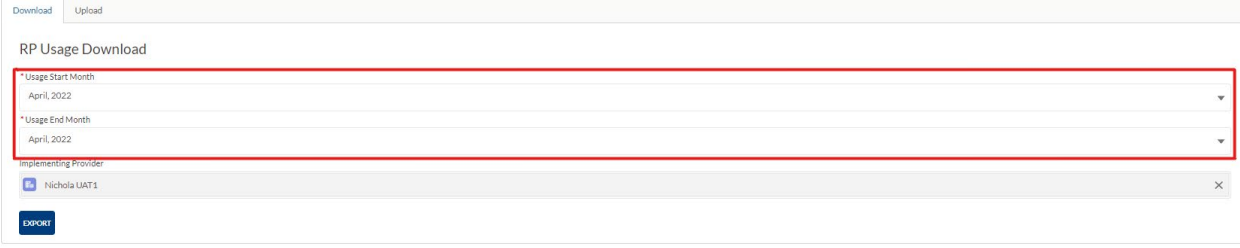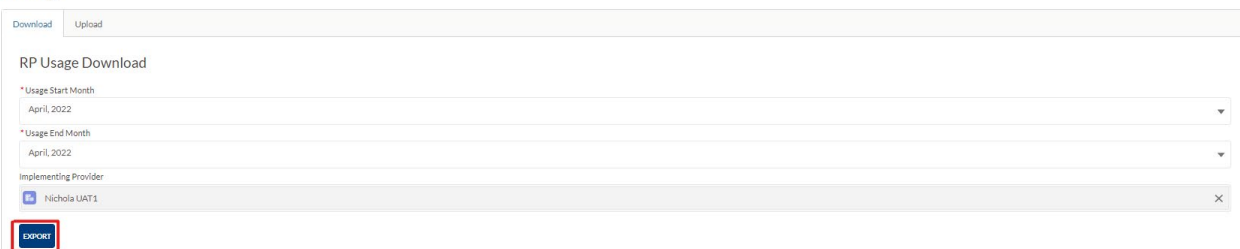
4 Reporting RP usage

Step	Action
(info icon)	The RPS will guide you through the process of reporting restrictive practice usage, through the following functions: 1. Download RP usage report templates 2. Upload RP usage reports 3. View and export usage reports
(STOP icon)	Reporting on the usage of restrictive practices that have been authorised under the Restrictive Practices Authorisation Scheme in South Australia supports implementing providers with meeting their legislative obligations under Section 23N and 23O of the Disability Inclusion Act 2018 to provide written notice of the use of authorised restrictive practices to participants and their guardians. This does not change any obligations that implementing providers may have to report information to the NDIS Commission.

4.1 Download RP usage report templates

Step	Action
1	Click **RP Usage**.
2	Select the period you want to report usage for by selecting the: 1. usage start month

Step	Action
	2. usage end month **RP Usage** Download Upload RP Usage Download *Usage Start Month April, 2022 ▼ *Usage End Month April, 2022 ▼ Implementing Provider Nichola UAT1 × EXPORT
(i)	It is recommended that providers report monthly on usage and download the spreadsheet as close as possible to when you intend to report on the usage. This will ensure that the data extract is accurate. The RPS will only allow for reporting for the previous four-month period. This is to ensure that providers meet their obligations under the Act, which requires providers to provide written notice every three months at maximum.
3	Click **Export**. **RP Usage** Download Upload RP Usage Download *Usage Start Month April, 2022 ▼ *Usage End Month April, 2022 ▼ Implementing Provider Nichola UAT1 × EXPORT
(i)	An excel spreadsheet will then be downloaded to your computer. This will contain all the restrictive practices that have a current authorisation during the selected period.

4.2 Record RP usage on the spreadsheet

Step	Action
1	Locate and open the template excel spreadsheet downloaded in Step 4.1 on your computer.
2	Add the total number of times each restrictive practice was used for the participant each month in the usage count column.

Step	Action
	IF your organisation has already recorded usage for the period this will be shown on the downloaded spreadsheet and can be updated if required.
	If you added an external ID to the restrictive practice authorisation request these will be shown in the highlighted column. This will allow organisations to merge and match up data across multiple excel spreadsheets.
3	Save the edited excel spreadsheet to your computer.
	The file must be saved in a CSV format to be uploaded back onto the RPS.
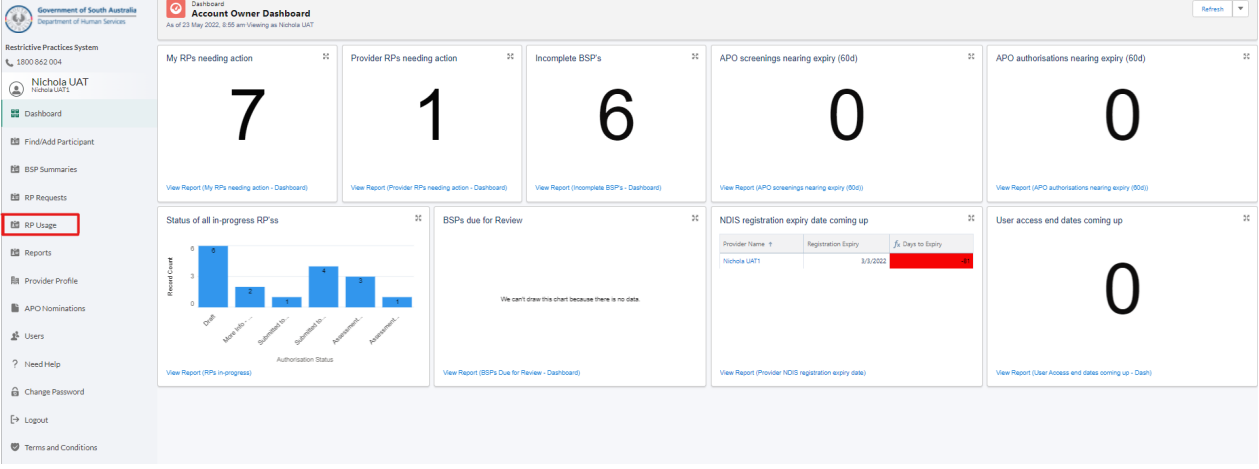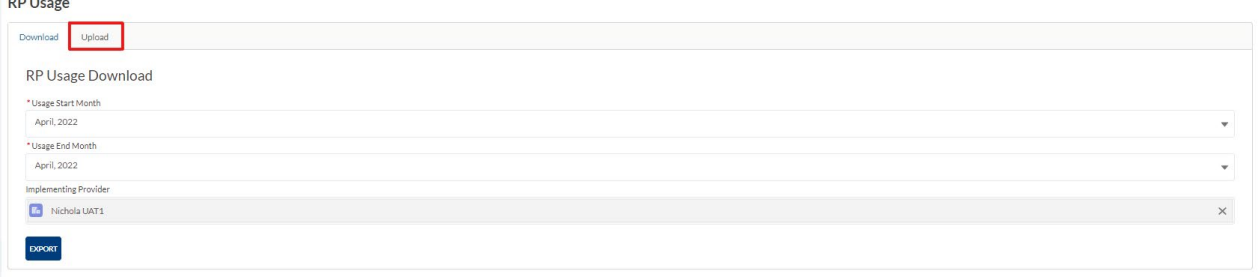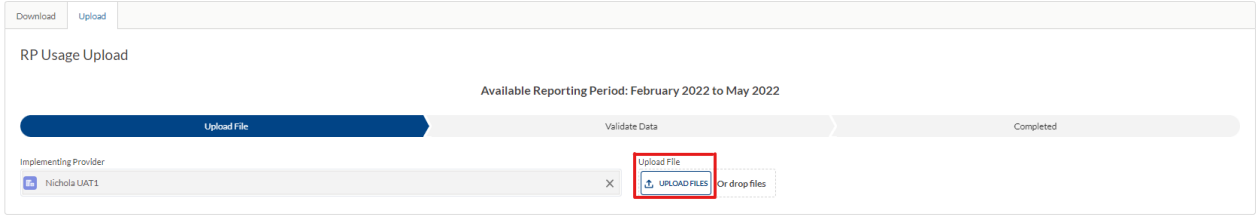
4.3 Upload RP usage reports

Step	Action
1	Click **RP Usage**.

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Step	Action
2	Click on the **Upload** tab.
3	Upload a copy of the excel spreadsheet you created in step 4.2 by clicking **upload files**.
4	Locate the file on your computer and click open. Once the RPS has finished uploading it will validate the data within the RPS and display any errors.
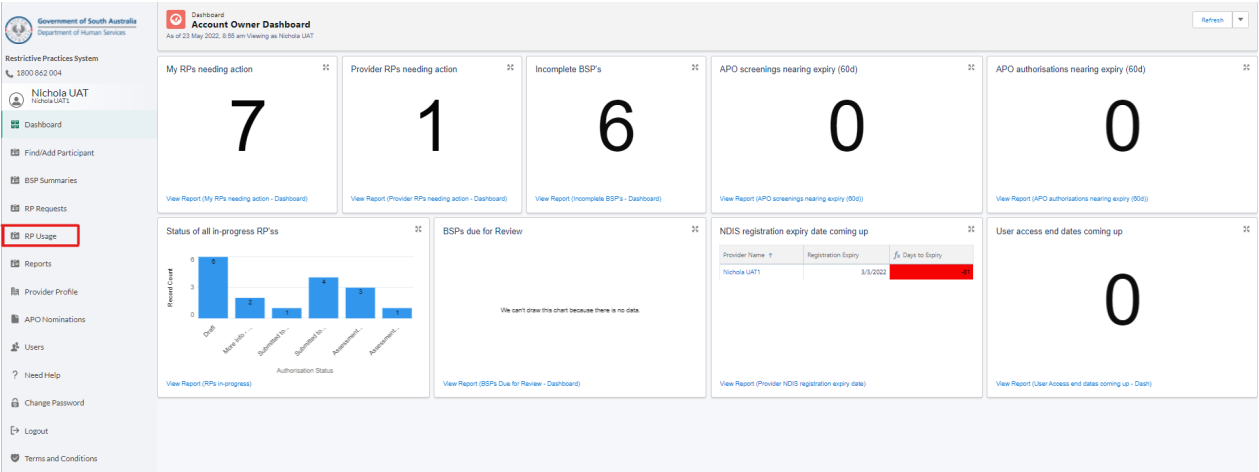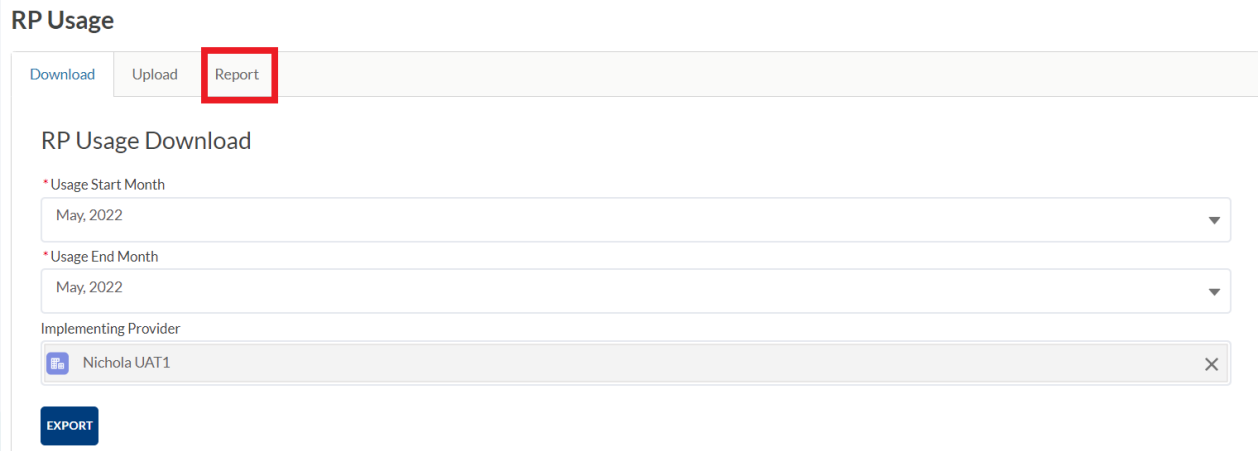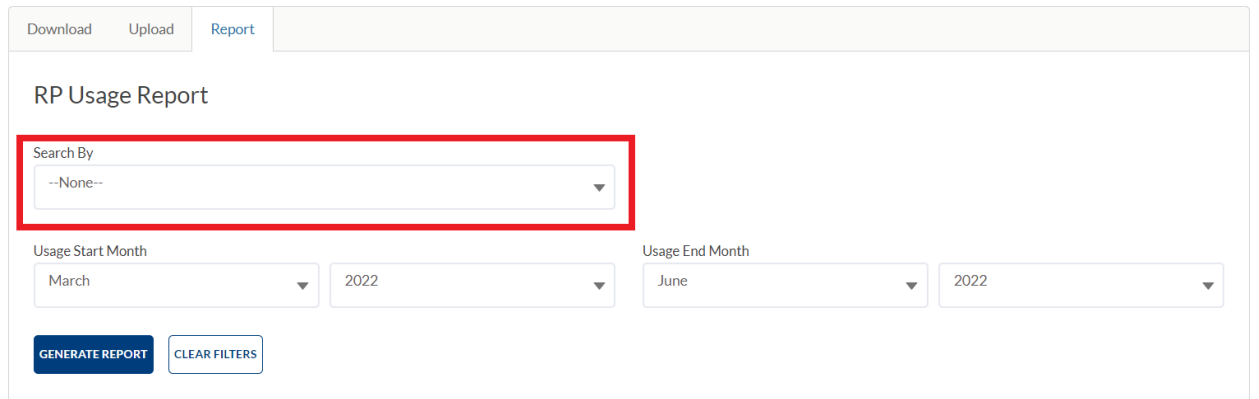
Step	Action
5	Correct any validation errors shown on the right-hand column.
6	Click **Import Usage**.

Step	Action
	RP Usage Download Upload Report RP Usage Upload **Available Reporting Period: March 2022 to June 2022** Upload File → Validate Data → Completed CANCEL **IMPORT USAGE**
7	Confirm you want to import the data by clicking **Confirm Import**. Confirm Upload Are you sure? **COMPLETE IMPORT** CANCEL
i	The system will then confirm the data has been successfully updated. You can then upload further data if required. **RP Usage** Download Upload Report RP Usage Upload **Available Reporting Period: March 2022 to June 2022** Upload File → ✓ → Completed Data Uploaded Successful. UPLOAD ANOTHER

4.4 View and export usage reports for written notices

Step	Action
1	Click on **RP Usage**.
2	Click on the **Report** tab.
3	Select **NDIS participant ID** from the "Search By" drop down list.

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Step	Action
4	Type in the participant's NDIS number into the **NDIS participant ID** box. **RP Usage** Download Upload Report RP Usage Report Search By NDIS Participant ID ▼ * NDIS Participant ID [ ] Complete this field. Usage Start Month March ▼ 2022 ▼ Usage End Month June ▼ 2022 ▼ GENERATE REPORT CLEAR FILTERS
ⓘ	You may also search by the participant's name, however this field will only work if you provide the participant's full name.
5	Select the **Usage Start Month**. **RP Usage** Download Upload Report RP Usage Report Search By --None-- ▼ Usage Start Month March ▼ 2022 ▼ Usage End Month June ▼ 2022 ▼ GENERATE REPORT CLEAR FILTERS
6	Select the **Usage End Month**.
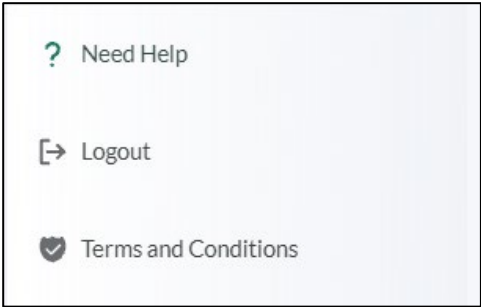
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Step	Action
	RP Usage Download Upload **Report** RP Usage Report Search By --None-- Usage Start Month March 2022 **Usage End Month June 2022** **GENERATE REPORT** CLEAR FILTERS
7	Click **Generate Report**. **RP Usage** Download Upload **Report** RP Usage Report Search By NDIS Participant ID *NDIS Participant ID 0000 Usage Start Month March 2022 Usage End Month June 2022 **GENERATE REPORT** CLEAR FILTERS
8	The report will open in a new tab. Click the **Export** button. Report: RP Usage **Usage Log Extract** Add Chart Export Detailed full report of all usage logging recorded for a nominated period, for all participants or a single participant. May be used to export to another system. Total Records 3 Participant: Full Name ↑ (3) NDIS Participant ID RP Request ID External ID RP Category RP Sub Category RP Description RP Rationale Authorisation Status Authorisation Star... Abcd H Me (3) 0000 RPR-00000236 - Seclusion Other room osp osadjoaj Authorised 0000 RPR-00000018 - Seclusion Own room no nono Authorised 0000 RPR-00000018 - Seclusion Own room no nono Authorised
ℹ	An excel spreadsheet will then be downloaded to your computer. This will contain the restrictive practice usage for the participant during the selected period. This spreadsheet can then be attached to the written notice template that is located on the Restrictive Practices Website.

5 Logging out

5.1 Logging out of the RPS

Step	Action
i	To ensure security of the RPS you must logout of the RPS when not in use. This prevents unauthorised and maintains confidentiality of all system records.
1	Navigate to the **Logout** option on the left side of the screen. ? Need Help [→ Logout 🛡 Terms and Conditions
2	Click **Logout**.
i	You are now logged out of the RPS