



Restrictive Practices System

Guide: generate an authorisation statement



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1 Introduction

1.1 About this guide

This guide helps users to generate an authorisation statement once an authorisation decision is recorded on 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 generating authorisation statements within the RPS.

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	<p>The Account Owner is the systems administrator for the NDIS service provider who can nominate the Authorised Program Officers for their provider.</p> <p>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.</p>
Authorised Program Officers (APO)	<p>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.</p>
Behaviour Support Plan Summary (BSPS)	<p>A summary of the behaviour support plan (BSP) information for a participant and supplementary information including details of:</p> <ul style="list-style-type: none"> • 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	<p>A NDIS registered provider that has been connected to the NDIS participant's Behaviour Support Plan summary on RPS.</p>
Implementing Provider	<p>A NDIS registered provider who uses a regulated restrictive practice when providing supports and services to an NDIS participant.</p>
Officers	<p>RPS user profile that can add participants, enter behaviour support plan summaries, submit restrictive practice requests, and record and view usage logs.</p>
Participants	<p>An NDIS participant who is subject to a restrictive practice under the Restrictive Practices Authorisation Scheme in South Australia.</p>
Restrictive Practices System (RPS)	<p>The online system for managing the application, authorisation and reporting of restrictive practices by NDIS providers providing NDIS supports to NDIS participants in SA.</p>

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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: <ul style="list-style-type: none">• 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 Authorisation statements

Section 23N (2) of the Act requires Authorised Program Officers (APOs) to provide their authorisation decisions in writing, including:


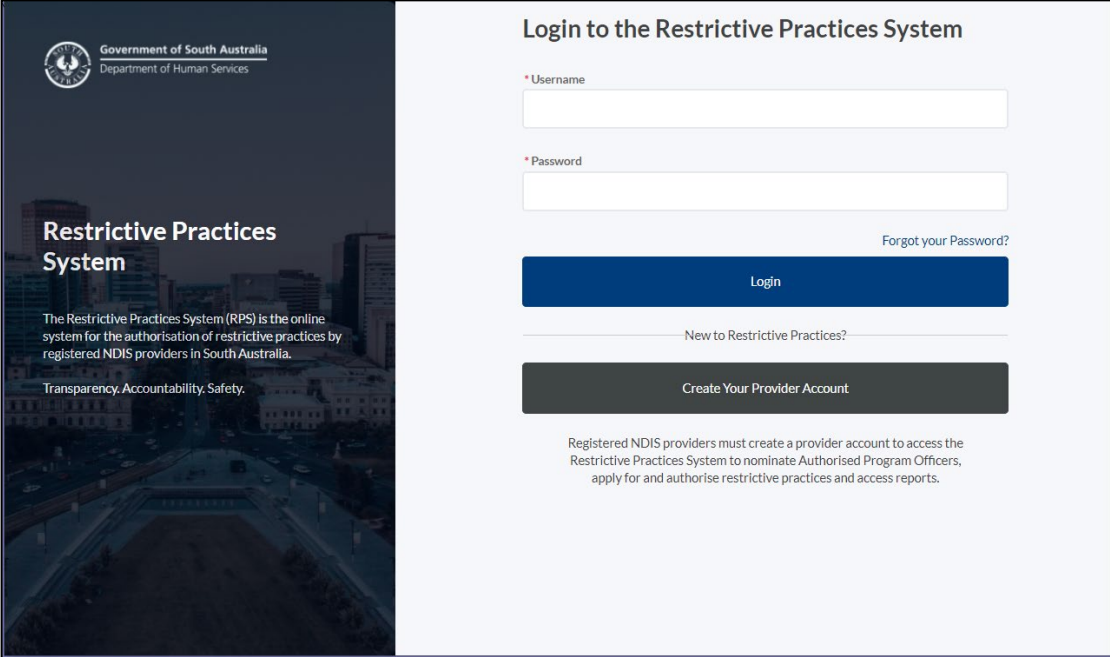

- whether the authorisation is conditional or unconditional
- the kind of restrictive practice(s) being authorised
- the date that the authorisation ceases.

The Restrictive Practices System can generate an authorisation statement once an authorisation decision is recorded.

Implementing providers should provide the authorisation statement to the participant and their legal guardian, either in its original form or in a way that the NDIS participant can understand the decision that has been made.

3 Accessing the RPS

3.1 Logging in

Step	Action
	<p>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.</p> <p>If you do not already have a user account, please refer to the user Guide – Provider Registration.</p>
1	<p>Go to https://www.rps.sa.gov.au/login</p>
2	<p>Enter your Username and password.</p> 
	<p>The Verify Your Identity screen will be displayed.</p>

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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

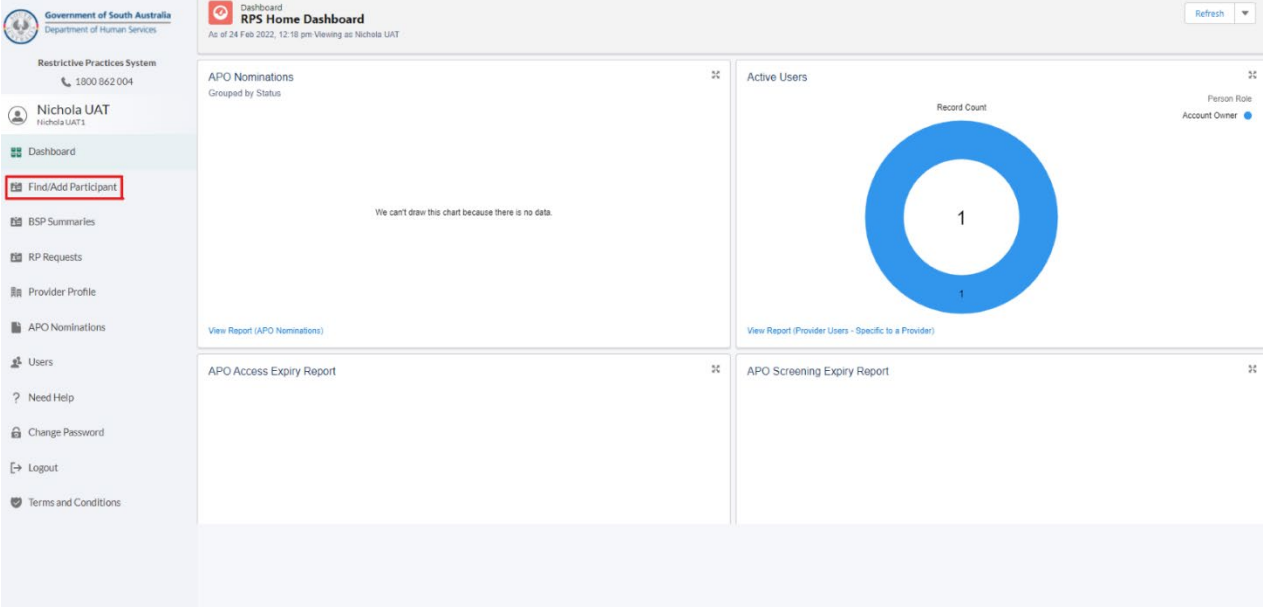
Verification Code

Verify

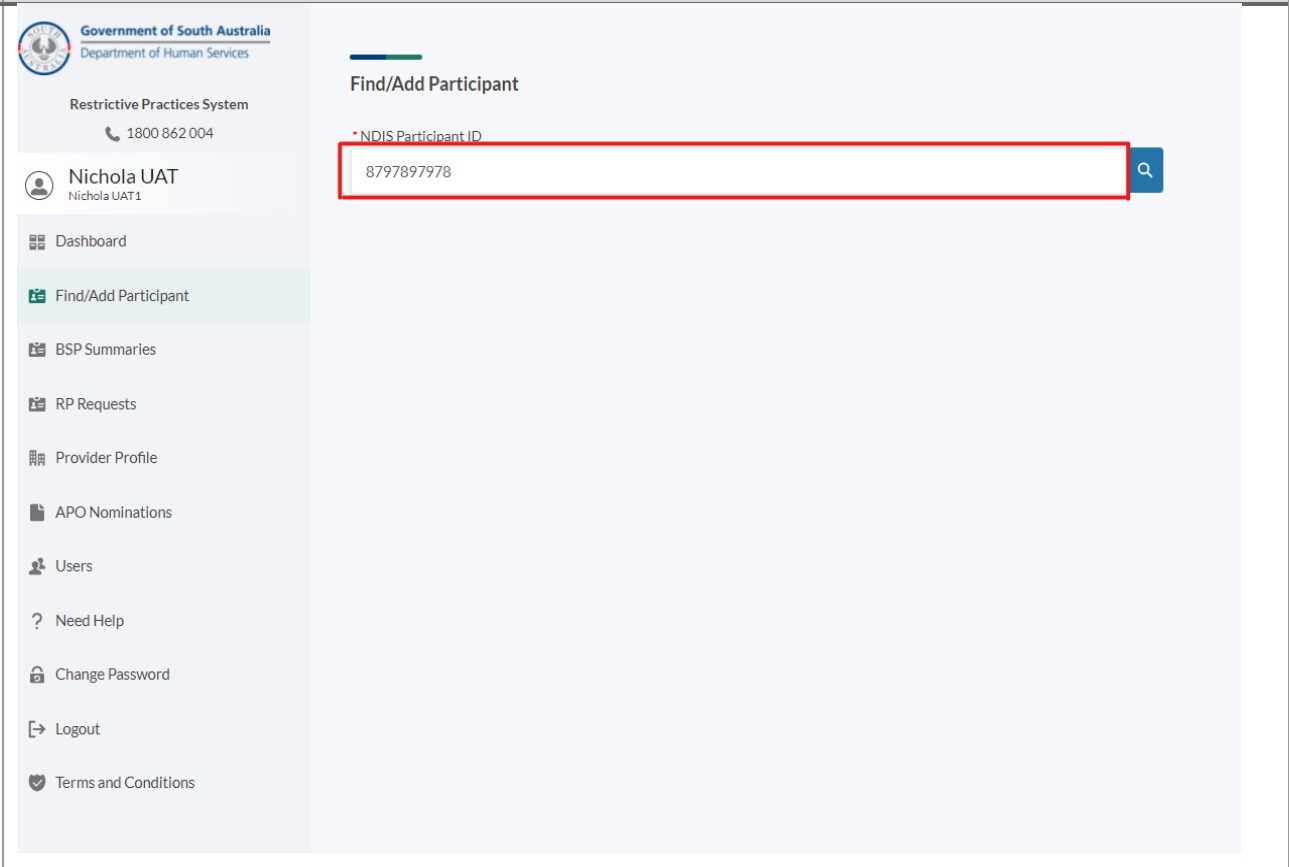


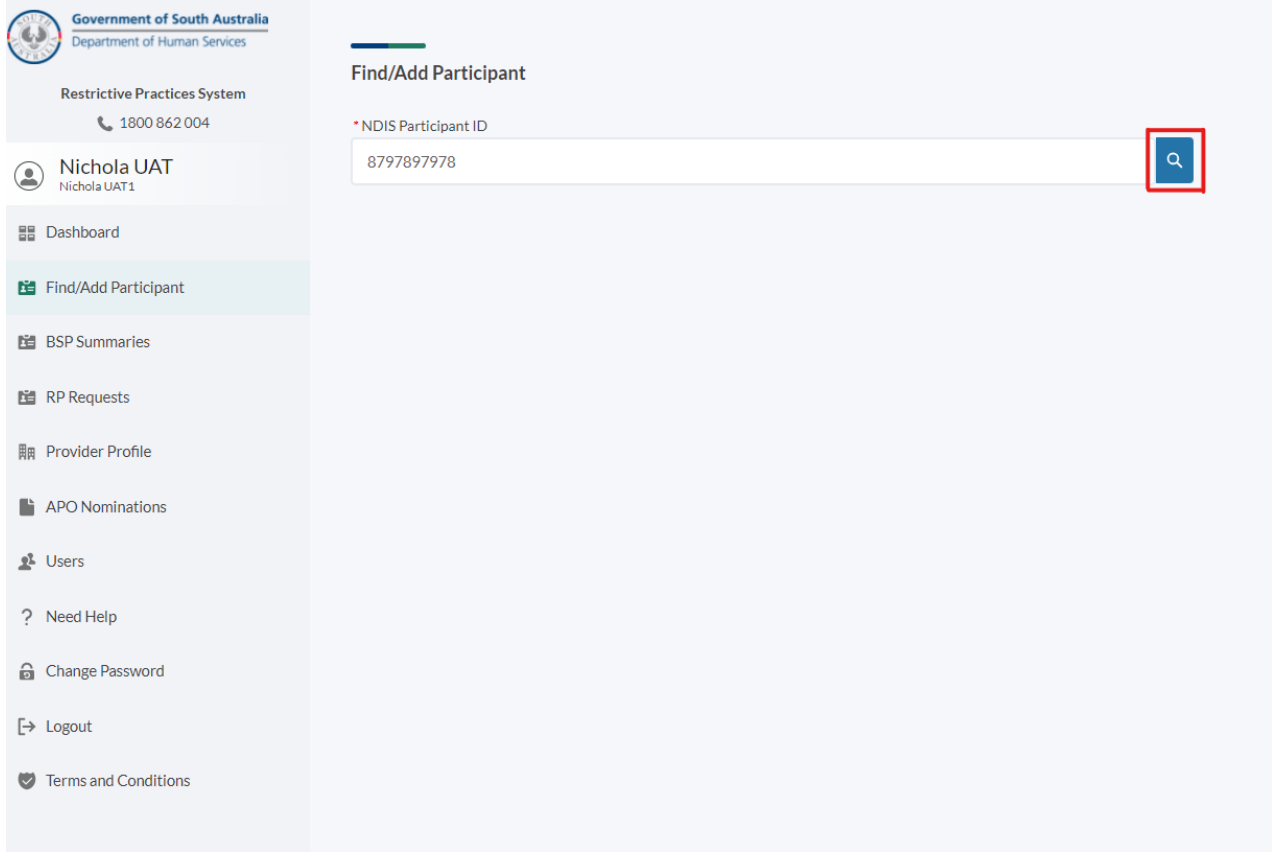

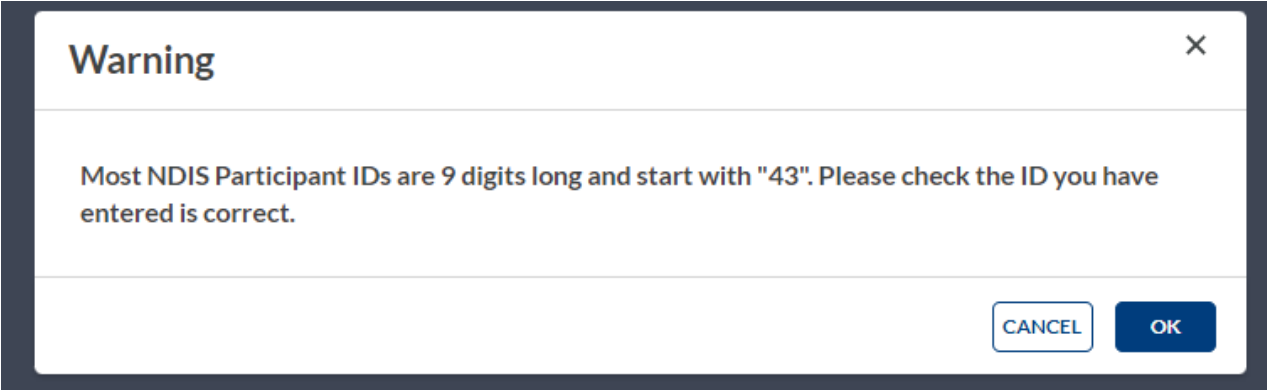
You will be logged into the RPS.

4 Generating an authorisation statement

Step	Action
1	<p>Click Find/Add participant to locate the participant that requires an authorisation statement.</p>  <p>The screenshot shows the 'RPS Home Dashboard' for user 'Nichola UAT'. The left-hand navigation menu includes options like 'Dashboard', 'Find/Add Participant' (highlighted with a red box), 'BSP Summaries', 'RP Requests', 'Provider Profile', 'APO Nominations', 'Users', 'Need Help', 'Change Password', 'Logout', and 'Terms and Conditions'. The main dashboard area contains four panels: 'APO Nominations' (empty), 'Active Users' (a donut chart showing 1 record), 'APO Access Expiry Report' (empty), and 'APO Screening Expiry Report' (empty).</p>
2	<p>Type in the participant’s NDIS number.</p> <p><i>The RPS only permits searches by a participant’s NDIS number to protect the confidentiality of participant records.</i></p>

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Step	Action
	
3	Click the search icon .

Step	Action
	
	<p>NDIS participant ID numbers usually begin with the number 43 and are 9 digits long. A warning will appear if the participant ID number that has been entered does not match this rule.</p> 
<p>4</p>	<p>Review the participant’s RP requests to confirm that they have a status of:</p> <ul style="list-style-type: none"> ● Authorised ● Unauthorised ● Withdrawn ● Revoked

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Step	Action																																															
	<p>If there are RP requests that have an authorisation state of:</p> <ul style="list-style-type: none"> • Draft • Submitted to APO or SAO • In progress by APO or SAO • Returned to requestor <p>Then the RP decision has not been finalised and these should be followed up prior to the generation of the authorisation statement.</p> <div data-bbox="231 683 1484 1512" style="border: 1px solid #ccc; padding: 10px;"> <p>Participant RP Requests Record Status: Complete</p> <p>Abcd Me #0000 03/01/2022 (0yrs)</p> <p>Behaviour Support Plan Summaries VIEW/EDIT PARTICIPANT ADD NEW BSP SUMMARY</p> <p>Total number of BSPs : 4</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Plan Type</th> <th>Start Date</th> <th>Review Date</th> <th>BS Practitioner</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Comprehensive</td> <td>31/03/2022</td> <td>31/03/2023</td> <td>Abc 123</td> <td>VIEW/EDIT VIEW PLAN DOCUMENTS</td> </tr> <tr> <td>Comprehensive</td> <td>18/05/2022</td> <td>18/05/2023</td> <td>Mel Ingham</td> <td>VIEW/EDIT VIEW PLAN DOCUMENTS</td> </tr> </tbody> </table> <hr/> <p>"Comprehensive 31/03/2022"</p> <p>Provider <input checked="" type="radio"/> Own <input type="radio"/> All</p> <p>RP Category <input type="text" value="Select an Option"/></p> <p>Authorisation Status <input type="text" value="Select an Option"/></p> <p style="text-align: right;">APPLY FILTER ADD RP REQUEST GENERATE STATEMENT</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>RP Category</th> <th>RP Sub Category</th> <th>RP Description</th> <th>Authorising Path</th> <th>Provider</th> <th>Authorisation Status</th> <th>Currently Assigned To</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Chemical</td> <td>Other</td> <td>no soup for you</td> <td>APO</td> <td>Nichola UAT1</td> <td>Withdrawn</td> <td></td> <td>VIEW/EDIT</td> </tr> <tr> <td>Seclusion</td> <td>Other room</td> <td>osp</td> <td>APO</td> <td>Nichola UAT1</td> <td>Authorised</td> <td>APO Hunt</td> <td>VIEW</td> </tr> <tr> <td>Seclusion</td> <td>Own room</td> <td>no</td> <td>SAO</td> <td>Nichola UAT1</td> <td>Authorised</td> <td></td> <td>VIEW</td> </tr> </tbody> </table> </div>	Plan Type	Start Date	Review Date	BS Practitioner	Action	Comprehensive	31/03/2022	31/03/2023	Abc 123	VIEW/EDIT VIEW PLAN DOCUMENTS	Comprehensive	18/05/2022	18/05/2023	Mel Ingham	VIEW/EDIT VIEW PLAN DOCUMENTS	RP Category	RP Sub Category	RP Description	Authorising Path	Provider	Authorisation Status	Currently Assigned To	Action	Chemical	Other	no soup for you	APO	Nichola UAT1	Withdrawn		VIEW/EDIT	Seclusion	Other room	osp	APO	Nichola UAT1	Authorised	APO Hunt	VIEW	Seclusion	Own room	no	SAO	Nichola UAT1	Authorised		VIEW
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	<p>The authorisation statement will appear in a pop-up window.</p> <p>Please ensure that your browser settings allow pop-up windows, otherwise you will receive an error message indicating that the window has been blocked.</p>																																															

A copy of the authorisation statement will be downloaded to your computer.

OFFICIAL

Restrictive Practice Authorisation Statement

Abcd Me
0000

An application has been submitted by Nichola UAT1 (456677888) for the authorisation of restrictive practice(s) for Participant Abcd Me.

The application has been assessed and the outcomes are listed below:

--- AUTHORISED ---

RP Description: osp
Authorised by: APO
RP Category: Seclusion
RP Sub Category: Other room
Authorisation Conditions: None



Authorisation Dates: Start 02/05/2022 **End** 02/05/2023

RP Description: no
Authorised by: SAO
RP Category: Seclusion
RP Sub Category: Own room
Authorisation Conditions: None



Authorisation Dates: Start 11/04/2022 **End** 10/04/2023


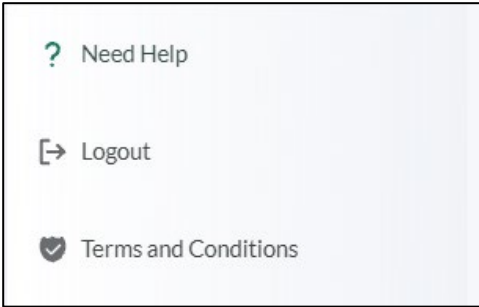

The authoriser for these restrictive practices is RPAT Auth3 is contactable on 1800 862 004 or DHSRestrictivePracticesUnit@sa.gov.au.

This statement was generated at 14/06/2022 09:07



5 Logging out

5.1 Logging out of the RPS

Step	Action
	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	<p>Navigate to the Logout option on the left side of the screen.</p> 
2	Click Logout .
	You are now logged out of the RPS