

Restrictive Practices Policy and Framework

CPSN is committed to ensuring the organisation is free from discrimination of any kind.

CPSN will ensure an environment that genuinely respects and values all people, customs, cultures, and beliefs.

All CPSN Policies and Procedures are underpinned by the United Nation Convention on the Rights of People with Disabilities (CRPD) 2006

Record of policy development	
Version	Date approved
Version 1	March 2026
	February 2028

Responsibilities and delegations	
This policy applies to:	CPSN Workers
Policy approval:	CPSN Board
Review of Policy Compliance	Chief Executive Officer and General Manager, Service Delivery
Specific responsibilities:	CPSN Workers Chief Executive Officer General Manager, Service Delivery Service Delivery Manager (s) CPSN Employees with Supervisory Responsibilities

Policy context	
Service Standards	NDIS Practice Standards and Quality Indicators, November 2021 Version 4. <i>Specific Standards</i>

Legislation	<p>National Disability Insurance Scheme Act 2013</p> <p>National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018</p> <p>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</p> <p>National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018</p> <p>Charter of Human Rights and Responsibilities Act 2006, Victoria</p> <p>NDIS Quality & Safeguards Commission Regulated Restrictive Practices Guide – Section 9 NDIS Act 2013</p>
Contractual obligations	<p>Registration compliance obligations of the NDIS (Provider Registration and Practice Standards) Rules 2018</p>
Organisation policies	<p>Human Rights Policy and Framework</p> <p>Practice and Governance Policy and Framework</p> <p><i>Other related CPSN policies procedures and forms</i></p>
Other Conventions	<p>United Nations Convention on the Rights of People with Disabilities (CRPD), 2006</p>

Definitions

Employee means a person who is employed by CPSN with wages or salary.

Staff means all the people employed by CPSN or within a specific work area.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

Restrictive Practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability (Ref: S9 NDIS Act 2013).

Regulated (or authorised) restrictive practice (RPP) is any restrictive practice which has been approved by the state or territory government and is included in the client's behaviour support plan.

Behaviour Support Plans are plans written by a Registered Behaviour Support Practitioner and uploaded to the NDIS Quality and Safeguards Commission.

Authorised Reporting Officer (ARO) is one or more of CPSN's workers who is tasked with reporting the use of restrictive practices with the relevant external body on a monthly basis.

PRN (Latin for 'as necessary', Pro re nata) **restrictive practices** include restrictive practices that are in a client's plan, which are only used when a particular behaviour is displayed, not as routine.

Evidence Based, when referring to care or practices, is an approach to care that integrates current, best available research evidence together with clinical expertise and skills, as well as the client's values and preferences. It involves ensuring that those involved in the delivery of supports (including client and family) are aware of and use research evidence to inform their health and healthcare decision making.

Reportable incident is an incident which must be reported to a relevant external body within an expected timeframe.

Chemical restriction involves the use of medication for the primary purpose of influencing a person's behaviour or movement.

Environmental restriction is the denial of free access to all parts of their environment, including items or activities.

Mechanical restriction is the use of a device to prevent, restrict, or subdue a person's movement to control their behaviour.

Physical restraint is the use of physical force to prevent, restrict, or subdue movement of a person's body or part of body to influence their behaviour.

Seclusion is the act of confining a person to a room or space which they cannot exit from or think they cannot exit from.

Policy statement

Policy Statement

The purpose of this Policy, Framework and associated Procedure is to outline how CPSN and its workers should approach restrictive practices, use the least restrictive approaches, and work with people to reduce and eliminate the use of restrictive practices.

It guides CPSN on what restrictive practices CPSN can and is willing to implement to provide quality supports to clients in the least restrictive environment.

Principles

CPSN is committed to honesty, integrity, and best practice in all aspects of its operations. The following principles underpin these processes:

CPSN will only use a restrictive practice where:

- It has been approved by an independent expert assessment within a positive behaviour support framework that includes proactive, person centred and evidence informed interventions; or
- It is necessary in order to avert the risk of immediate physical harm.

Restrictive practices will only be used:

- As a last resort, after consideration of the likely impact on the individual (client), for the least amount of time possible, and to the extent necessary;
- As the least restrictive option;
- With informed consent; and
- To prevent harm to the client or others, and in proportion to the risk of that harm occurring.

Restrictive practices will not be used:

- As a punishment; or
- For the convenience of the worker.

(Ref: NDIS Restrictive Practices & Behaviour Support Rules 2018)

Legislative guidelines

CPSN will seek departmental approval for all RRP use and will only use RRP in accordance with the applicable state/territory legislative guidelines. These RRP are strictly limited to:

- VIC Senior Practitioner - Disability – Chemical, seclusion, physical, environmental, mechanical
- NSW Department of Communities and Justice – Chemical, seclusion, mechanical, environmental, physical
- Department of Human Services SA – Chemical, seclusion, mechanical, environmental, physical
- ACT Office of the Senior Practitioner – Chemical, environmental, mechanical, physical, seclusion

Framework

CPSN uses a least restrictive framework and approach in all circumstances.

Restrictive practices will only be used in accordance with a client's approved behaviour support plan, with explicit consent attained from the client (or advocate/representative/guardian) as well as authorisation from the relevant government department and the NDIS Quality & Safeguards Commission.

Restrictive Practices can only be considered when other reasonable alternative options have been explored (unless used in an emergency situation) following a comprehensive assessment in consultation with relevant stakeholders and then part of the implementation of an authorised behaviour support plan.

Consistent with a positive behaviour support framework and the NDIS Act 2013 regulated restricted practices should only be used as a last resort in response to risk of harm. They should only be used for the shortest time possible. Requires the need for clear plans to reduce and eliminate the use of regulated restrictive practices over time, replacing them with proactive and less restrictive alternatives based on an understanding of the person's needs and the function of the behaviour.

CPSN recognises the serious nature of restrictive practices and will agree to deliver authorised restrictive practices on a case-by-case basis

CPSN will use an internal Restrictive Practices Panel to identify, assess, and evaluate whether the use of restrictive practices for CPSN clients can be undertaken in a safe and least restrictive manner. The Panel will convene when a new behaviour support plan and regulated restrictive practice is recommended for a current client of CPSN, when a new client seeks CPSN's services and has regulated restrictive practices in their plan and to facilitate yearly or as required reviews of client's existing regulated restrictive practices.

The Panel will take into account the specific needs and circumstances of the client and the skills and responsibilities of the support workers and supervisory staff of CPSN to safely undertake the restrictive practice in the least restrictive manner. The advice of a Registered Behaviour Support Practitioner may be sought by the Panel to assist their decision making. The decision of the Panel whether supportive or to decline the use of a restrictive practice will be documented and provided to the CEO for endorsement.

The Restrictive Practices Panel would consist of:

- General Manager Service Delivery
- General Managers
- Manager/s Service Delivery
- Registered Behaviour Support Practitioner as determined by the Panel

Implementing this policy

Within CPSN the following roles communicate and operationalise this policy:

Roles and Responsibilities

The Board

The Board are responsible for the overall risk to CPSN in the delivery and use of restrictive practices. The Board are responsible for delegating to the CEO the decisions about which restrictive practices CPSN agrees to implement and the operational management of restrictive practices.

The CEO

The CEO is responsible for overseeing the Restrictive Practices Framework and how CPSN is delivering and using restrictive practices. The CEO delegates responsibility for the day-to-day management of service delivery and the use of authorised restrictive practices to the General Manager, Service Delivery. The CEO is responsible for reporting serious and reportable incidents to the NDIS Quality and Safeguards Commission, including breaches of the NDIS Restrictive Practice Rules.

General Manager, Service Delivery

General Manager, Service Delivery is responsible for:

- ensuring CPSN utilises registered and approved behaviour support plans won authorised restrictive practices before any CPSN worker implements or delivers restrictive practices
- ensuring all staff who work within the restrictive practice and behaviour support framework have received adequate training and support from a registered behaviour support practitioner.
- ensuring all uses of restrictive practices are reported monthly to the NDIS Quality & Safeguards Commission
- acting as one of CPSN's Authorised Reporting Officers
- ensuring the review of policy and procedure compliance and supporting the overall integrity of this policy and its implementation
- ensuring any reportable incidents are reported to the NDIS Quality & Safeguards Commission.

The General Manager, Service Delivery may also have responsibilities as listed below for CPSN General Managers where any direct reports are included in this policy.

CPSN General Managers and their specific responsibilities under this policy:

CPSN General Managers are responsible for:

- leading and demonstrating respect and understanding of the Principles and five domains of the Practice and Governance Framework
- maintaining respectful service delivery and working environments that promote and value rights based and inclusive practices
- monitoring services to ensure appropriate and inclusive standards of practice
- responding to and reporting any breaches of this policy as soon as practicable
- promoting flexible environments for all persons and ensuring that flexible and equitable practices are in place.

Service Delivery Manager(s)

The Service Delivery Manager(s) is responsible for:

- acting as one of CPSN's Authorised Reporting Officers
- ensuring all staff who work within the restrictive practice and behaviour support framework have received training and support to implement restrictive practices from a registered behaviour support practitioner.

- ensuring, in conjunction with the registered behaviour support practitioner, a regular review of behaviour support plans
- notifying GM Service Delivery of any Reportable Incidents via CPSN critical incident reporting procedure
- communicating with supervisory employees about their responsibilities in supporting staff to deliver regulated restrictive practices.

CPSN Employees with supervisory responsibilities

Supervising employees are responsible for the following:

- communicating and supporting staff in understanding their responsibilities under this policy, framework and associated procedure
- ensuring procedures and work instructions are clear to staff
- ensuring frontline workers who deliver restrictive practices have completed the requisite training
- reporting to management where the use of an unauthorised restrictive practice has taken place or is suspected to have taken place
- monitoring implementation and contributing to review of policy.

CPSN Workers

CPSN Workers are responsible for:

- understanding this policy
- upholding their employee obligations
- completing the requisite restrictive practices or other relevant training, including refresher training, as directed
- upholding client safeguarding practices
- upholding work health and safety practices
- reporting any concerns with the implementation or use of restrictive practices or potential restrictive practices
- documenting use of restrictive practices as guided and directed by CPSN
- at all times acting in accordance with the NDIS Code of Conduct.

Maintaining appropriate records

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

Procedures that apply to this policy

Restrictive Practices Procedure

Document Revision History. This document is only valid on the day it was printed.

Who	Version	Date	Description of Review
GMSD	V1	February 2026	New policy