



Participant fact sheet 6

What to expect if your NDIS provider uses restrictive practices

Restrictive practices are sometimes used to help keep people safe. Restrictive practices are used to help stop or change your behaviour. But they also take away your rights. They can stop you from going places and doing what you want.

This fact sheet explains what to expect if your NDIS provider is using restrictive practices. We sometimes call them **implementing providers**.

Number 1: NDIS providers who use restrictive practices must be registered with the NDIS Quality and Safeguards Commission

- Using restrictive practices has risks. To help keep you safe, your NDIS provider must be **registered** if they use restrictive practices.
- **Registered** means the NDIS provider has been checked by the NDIS Commission. They must have 'Module 2a'. This means they know about behaviour support plans and restrictive practices.
- Registered NDIS providers have Rules they must follow. This includes when they use restrictive practices.

Number 2: Your NDIS provider develops a service agreement with you. They provide the agreed supports.

- Your NDIS provider develops a service agreement with you.
- Your service agreement shows all the supports you have agreed to. The supports your NDIS provider will deliver are to help you achieve your goals.
- Your input is important to make sure the supports meet your needs.

Number 3: Your NDIS provider helps you get behaviour support if you need it

- All behaviour happens for a reason. Behaviour support helps to understand these reasons. It helps people meet your needs and provide the right support. It helps stop or use restrictive practices less.
- To find out more, see [Participant factsheet 1: What is positive behaviour support](#) and [Participant factsheet 4: What to expect from your specialist behaviour support provider](#).
- Your NDIS provider can help you to find a specialist behaviour support provider. See [Participant factsheet 3: Choosing a specialist behaviour support provider](#).
- Your NDIS provider will work with the behaviour support provider you choose. They will support you to get a behaviour support plan as soon as possible.
- If there are barriers in developing your behaviour support plan your NDIS provider may follow up with:
 - your Local Area Coordinator,
 - the NDIA,
 - your support network or
 - the NDIS Commission.
- Everyone works together to make things better and help you live your best life.

Number 4: You have the right to ask questions about the use of restrictive practices

- You have the right to ask why restrictive practices are used. You have the right to ask what can be used instead of restrictive practices.
- When restrictive practices are used, your NDIS provider supports actions to reduce and eliminate the use of these practices. Your NDIS provider follows your behaviour support plan about when and how to use any restrictive practices. They work with you to stop restrictive practices or use them less.

Number 5: Restrictive practices are only used as a last resort to help keep you and other people safe

- There are Rules about the use of restrictive practices. These Rules help protect your rights.
- For example, some of the Rules say, your NDIS provider must only use restrictive practices for the shortest time possible. They must try other strategies first.
- Restrictive practices must stop if there is no longer a risk of harm. For example, if your needs are met and your behaviour stops or changes.
- See the [Regulated Restrictive Practice guide](#) for information. This is also available in an [easy read version](#).

Number 6: Your NDIS provider does not use practices that are against the law or harmful to you

- There are Rules about how NDIS providers and workers must behave. This is called the [Code of Conduct](#). This is also available in an [easy read version](#).
- NDIS providers are not allowed to hurt you. You have a right to good and safe supports.
- For the NDIS Commission's view on high risk practices, see the link [Practices that present high risk of harm to NDIS Participants](#).
- There are also rules in each state and territory. Some things cannot be used at all. We call this "**prohibited**". This means your NDIS provider is not allowed to do them. Your NDIS provider can tell you more about prohibited practices in the state or territory where you live.

Number 7: Your NDIS provider gets authorisation or approval to use any restrictive practices (if needed)

- Each state or territory has different rules about the authorisation or approval of restrictive practices. Your NDIS provider follows the rules about when and how to get this.
- If your NDIS provider is authorised or approved to use a restrictive practice, they must show this to the NDIS Commission.

Number 8: Your behaviour support plan is put into action

- Your NDIS provider uses the strategies in your behaviour support plan.
- They work with your behaviour support provider to learn how to put your plan into action. For example, by attending training.
- Your NDIS provider helps make things better. They support you to live the life you want.
- Your NDIS provider makes changes to the environment. For example, they may make a quiet space for you to do activities that help you feel calm.
- Your NDIS provider helps you learn new skills to meet your needs.

Number 9: Your NDIS provider makes sure workers have the knowledge and skills they need to support you

- Your NDIS provider employs workers who have the knowledge and skills to provide safe and good supports.
- Your NDIS provider makes sure workers are trained in your behaviour support plan.
- Workers are also trained in other areas to meet your needs. For example, about your health and communication needs.

Number 10: Your NDIS provider records and reports using restrictive practices

- Your NDIS provider must tell the NDIS Commission if they use restrictive practices.
- Your NDIS provider keeps records about their use of restrictive practices. This includes who used the restrictive practice, when, where and why.

Number 11: Your NDIS provider checks how things are going

- Things can change over time. Your NDIS provider talks to you about these changes and what you need.
- If things have changed, you can ask for your plan to be reviewed and updated. You can ask for restrictive practices to be stopped if they are no longer needed.
- Your NDIS provider talks to your behaviour support provider when changes need to be made to your behaviour support plan.
- If you agree, feedback is shared. Everyone checks that things are getting better and that you are living your best life.
- If you are not happy with your NDIS provider you can tell the NDIS Commission. See [Information for Participants - Make a Complaint](#).

More information

- [Participant fact sheet 1: What is positive behaviour support](#)
- [Participant fact sheet 2: Understanding your rights](#)
- [Participant factsheet 3: Choosing a specialist behaviour support provider](#)
- [Participant fact sheet 4: What to expect from your specialist behaviour support practitioner](#)
- [Regulated Restrictive Practice Guide - Easy Read](#)
- [Regulated Restrictive Practices with Children and Young People - Easy Read](#)
- [Practices that present high risk of harm to NDIS Participants: Position Statement](#)
- Guide to the [NDIS Code of Conduct – Easy Read](#)
- [Making a Complaint – Easy Read](#)

General enquiries

Call: 1800 035 544 (free call from landlines). You can call us Monday to Friday, except public holidays. Our opening hours can change during daylight savings. Check our website for current opening **hours** and **other** ways to contact us: <https://www.ndiscommission.gov.au/contact-us>

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