

NSW Restrictive Practices Authorisation System: User Guide – New User Account Requests

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Purpose

This User Guide outlines how to request a new user account in the NSW Restrictive Practices Authorisation (RPA) System for:

1. prospective users of the NSW RPA System to request an account for themselves, and
2. existing users of the NSW RPA System to request a new user account on behalf of another person

Please note: if you work for an implementing provider, i.e. an NDIS service provider implementing restrictive practices with an NDIS participant, your organisation must have its own profile registered in the NSW RPA System before you can request a user account. If you have not registered your organisation, please complete and submit [this online form](#).

If you have any questions regarding the NSW RPA System, please contact the Central Restrictive Practices Team (CRPT) at restrictivepracticesauthorisation@dcj.nsw.gov.au

NSW RPA System user account types

- Service Provider User – To be used to create and lodge submissions, create participants and convene panels.
- Service Provider Administrator User – A Service Provider Administrator can create branches and users in the system. They can also fulfil the Service Provider role.
- Behaviour Support Practitioner – To be used for an NDIS Q&S Commission registered practitioner who is either initiating a submission OR endorsing a submission OR has been assigned to a panel.

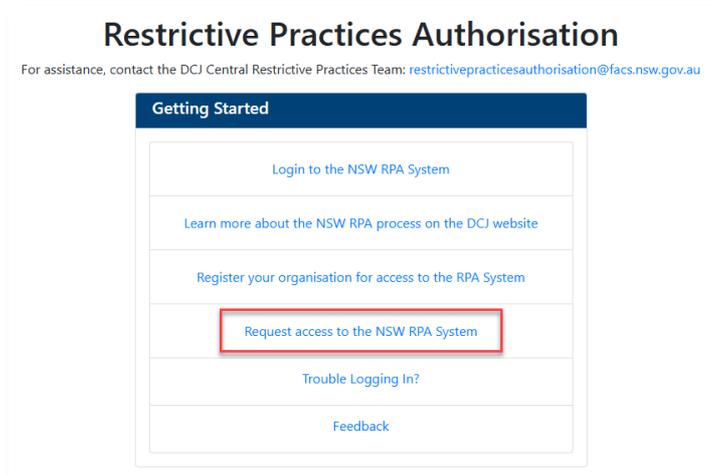
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Accessing the new user request form

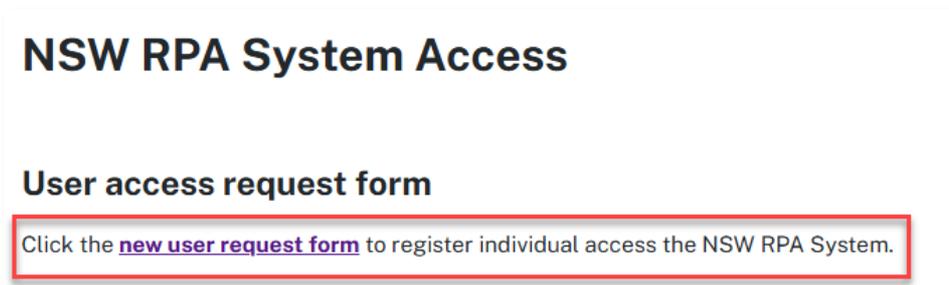
There are three ways to access the form depending on whether you are requesting access yourself or are an existing Service Provider Administrator, requesting an account on behalf of another person.

For any user

1. On the landing page of the NSW RPA System, select *Request access to the NSW RPA System*



2. From the RPA Portal website, select



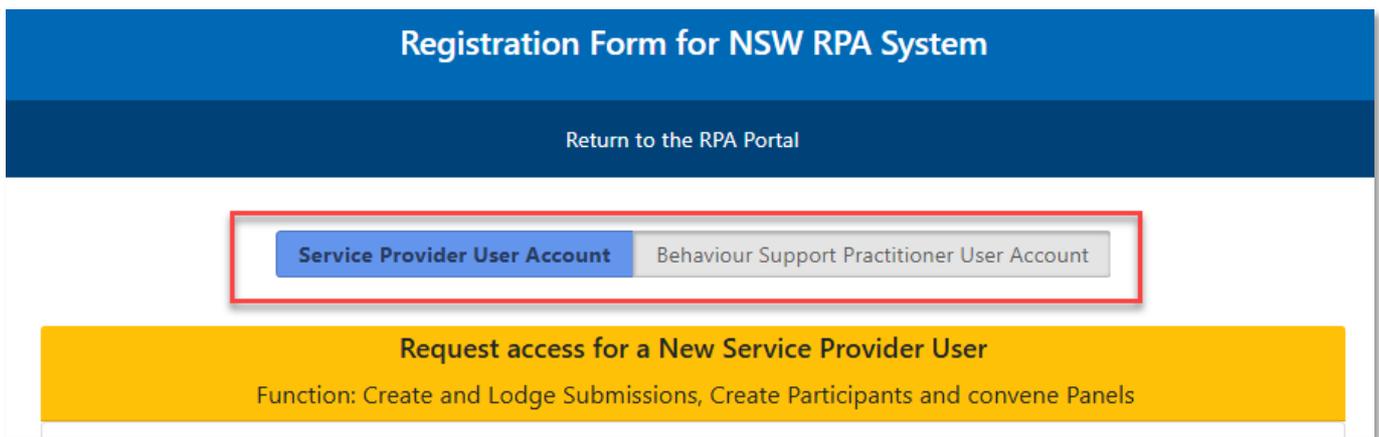
For Service Provider Administrator users

3. If you have a Service Provider Administrator account, you can access the form using the *Add Practitioner* button in the Practitioner menu or using the *Add New Login Account* button in the User Management menu.

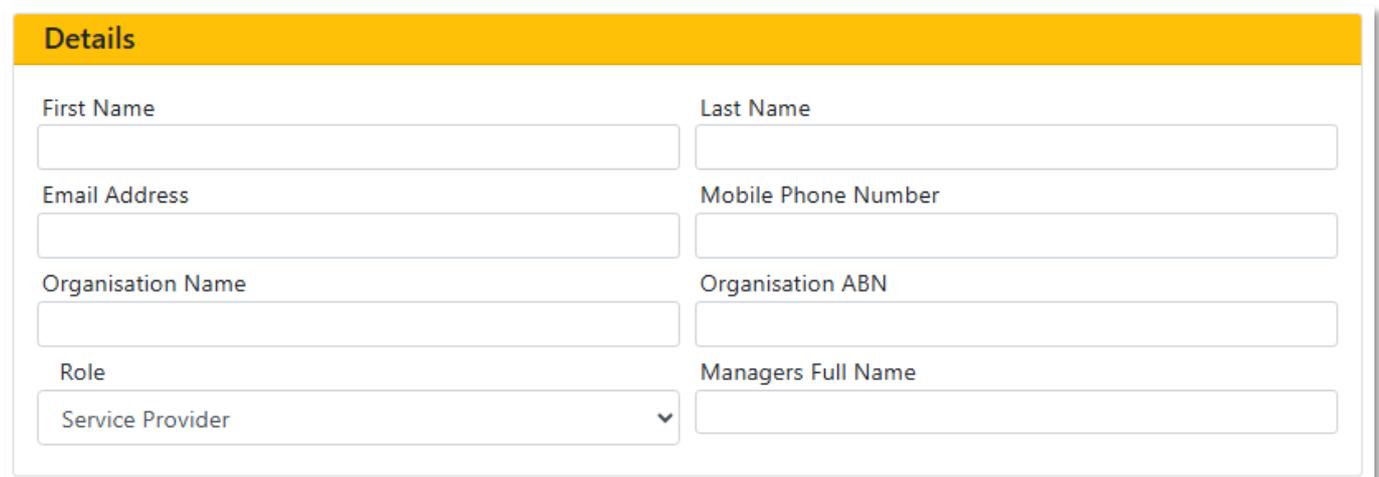
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Requesting a Service Provider User account

1. On the Registration Form for NSW RPA System screen, select the ‘Service Provider User Account’ tab.



2. Enter information in each field under Details (please note all fields are mandatory):
 - a. The email address provided must contain the user’s name, and cannot be generic (e.g. cannot include ‘info@’ or ‘admin@’)
 - b. The ABN provided must match the ABN already on record for your organisation
 - c. Under ‘Role’, only select Service Provider Administrator if you will be responsible for updating accounts for other users in your organisation
 - d. You must include the full name for the manager who is an existing user in the NSW RPA System for verification purposes



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3. Enter the Captcha code and click the Submit button.

Captcha



Refresh

Input symbols

Submit Clear

Once the request has been submitted, the below message will display at the top of the form.

Success! Your request has been submitted for approval. Once this request is approved the user will receive an e-mail with the steps required to finalise registration. ✕

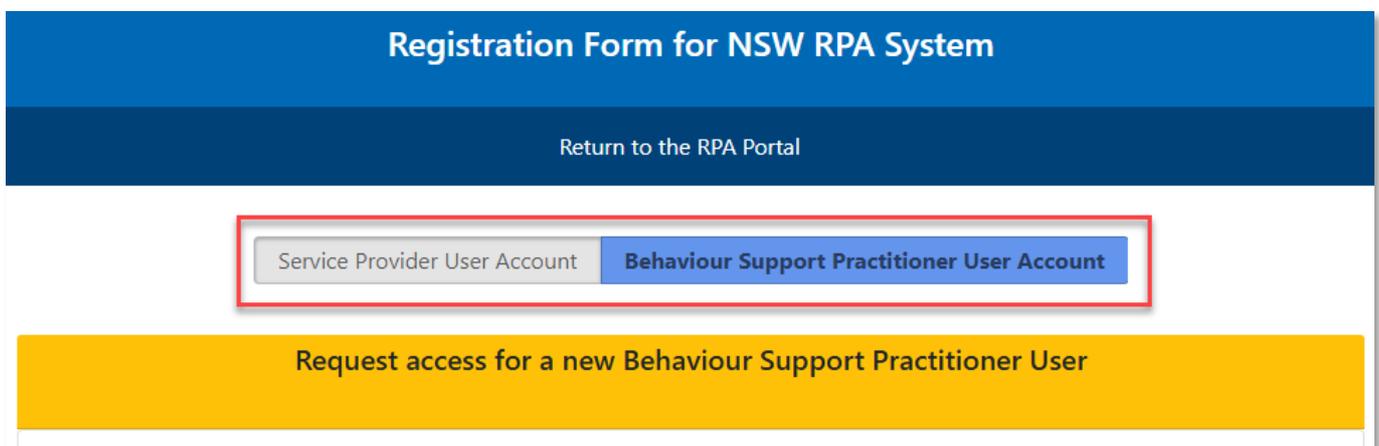
CRPT will review the request for approval:

- If the request is approved, CRPT will email the new user with next steps to confirm their account.
- If the request contains issues or errors, CRPT will contact the person nominated in the form.

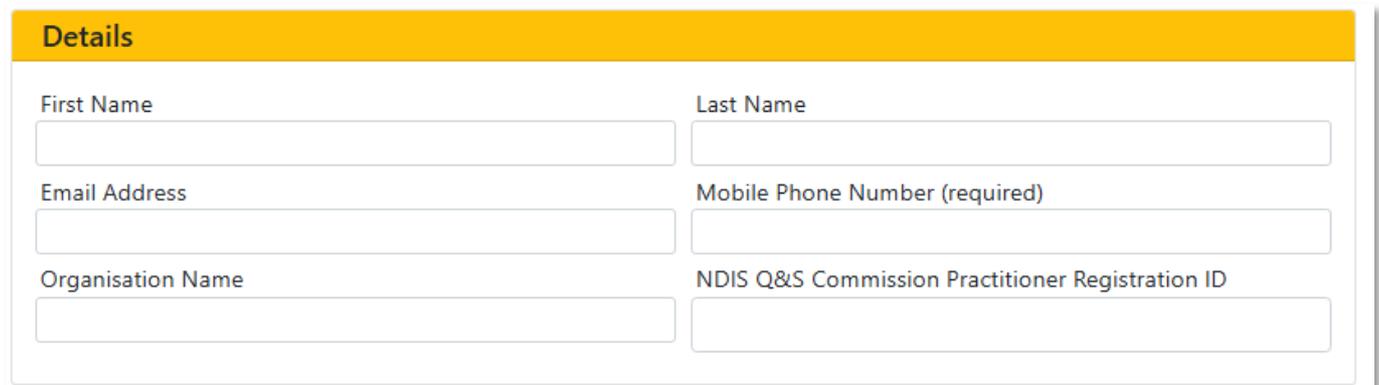
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Requesting a Behaviour Support Practitioner User account

1. On the Registration Form for NSW RPA System screen, select the 'Behaviour Support Practitioner User Account' tab.



2. Enter information in each field under Details (please note all fields are mandatory):
 - a. The email address provided must contain the user's name, and cannot be generic (e.g. cannot include 'info@' or 'admin@')
 - b. The NDIS Q&S Commission Practitioner Registration ID provided must match the NDIS Practitioner ID number supplied to the person by the NDIS Quality and Safeguards Commission



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3. Enter the Captcha code and click the Submit button.

Captcha



Refresh

Input symbols

Submit Clear

Once the request has been submitted, the below message will display at the top of the form.

Success! Your request has been submitted for approval. Once this request is approved the user will receive an e-mail with the steps required to finalise registration. ✕

CRPT will review the request for approval:

- If the request is approved, CRPT will email the new user with next steps to confirm their account.
- If the request contains issues or errors, CRPT will contact the person nominated in the form.