



Quality Assurance Panels: Senior Manager or delegate role

March 2026

A Senior Manager or their delegate is an employee of the provider implementing the restrictive practice. They must have sound operational knowledge and relevant experience in contemporary Positive Behaviour Support (PBS) and restrictive practices consistent with the Authorisation of Restrictive Practices in Funded Disability Services Policy (Policy) and Procedure Guidelines for the Authorisation of Restrictive Practices in NDIS Funded Disability Services (Procedure Guidelines).

Alongside the Independent External Behaviour Support Practitioner, Senior Managers or their delegates on a Quality Assurance (QA) Panel have an essential role to safeguard the human rights of the person with disability.

Senior Managers and their delegates must stay up to date with current requirements under the Policy and Procedure Guidelines.

Conflict of interest

Senior Managers or their delegate must identify and manage perceived, potential, and actual conflicts of interest related to authorisation of restrictive practices prior to the QA Panel. This helps to ensure they assess the evidence and information presented to the QA Panel in an impartial way. A conflict of interest may impact on the ability of a decision-making member to act in an impartial manner on a QA Panel.

Preparation for Quality Assurance Panel

The Senior Manager or delegate should have access to the person's Behaviour Support Plan (BSP) and any other supporting documentation, including previous QA Panel Outcome Summary Reports, before the QA Panel.

Prior to convening a QA Panel, Senior Managers or delegates should ensure that the BSP meets the following requirements:

- The BSP shows evidence it was developed in consultation with the person with disability and all key stakeholders.



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- All restrictive practices are clearly defined in the BSP and only used in response to behaviours of concern.
- The BSP contains information to address each of the five principles for the use of each restrictive practice, namely the principles of Last Resort, the Least Restrictive Approach, Reduce Risk of Harm, Proportionality, and Shortest Possible Time.
- The BSP includes or refer to a Reduction and Elimination plan for each restrictive practice included. A Reduction and Elimination plan should detail a systematic approach to safely reduce the use of a restrictive practice over time. If at the interim plan stage, it should state the steps that will be taken to develop a Reduction and Elimination plan.

The QA Panel should not be convened if any of the above requirements have not been met. Follow-up should occur with the BSP author to address any gaps prior to the QA Panel being convened.

QA Panel discussion and decision

During the QA Panel discussion, the proposed restrictive practice(s) must be assessed against all five principles for the use of each restrictive practice in the BSP.

A restrictive practice must only be approved (authorised) if all five principles are considered met by all decision-making members. Authorisation decisions must be in line with requirements detailed in the Procedure Guidelines.

Senior Managers or delegates, in consultation with other decision-makers at the QA Panel, are encouraged to use the Prompt Guide (Appendix 5 of the Procedure Guidelines) to support their assessment about whether each of the principles for the use of restrictive practices are met or not met.

QA Panel Outcome Summary report

The QA Panel reviews the recommended restrictive practices in the BSP against the principles for the use of restrictive practices and decides to either approve or not approve the use of each of the restrictive practice in the BSP.

The reasons for the decision and the recommendations made by the QA Panel should be linked with the principles for the use of restrictive practices and be recorded in the QA Panel Outcome Summary Report.

The Senior Manager or delegate contributes to the development of the QA Panel Outcome Summary Report, including ensuring there is a clear link between the assessment of each principle for the use of restrictive practices, the reasons whether the principles for the use of restrictive practices are met or not, based on evidence presented in the BSP, and



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recommendations made in the QA Panel Outcome Summary Report, including the length of time a restrictive practice may be approved.

Once satisfied that the QA Panel Outcome Summary Report accurately reflects the decisions made and recommendations, it should be signed by each decision-making member.

The signed QA Panel Outcome Summary Report provides the evidence of authorisation that needs to be submitted by all Implementing Providers to the NDIS Commission.

Contact information

For more information, please contact the Department of Communities Behaviour Support Consultancy Team:

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