MANA HEALTH SERVICES

Easy Read

What are restrictive practices?



Easy Read information about restrictive practices and your rights.

How to use this document



Mana Health Services wrote this document.

When you see **we**, it means Mana Health Services.



We wrote it in an easy to read way.

We use pictures to help explain our ideas.



Some words are in **bold**.

We explain what these words mean.

There is a list of these words at the end.



You can ask someone you trust to help you read this.

Take your time. You do not have to read it all at once.

What is this about?



This document is about **restrictive practices**.



A restrictive practice is something that stops you doing what you want.

Or stops you going where you want.



They are sometimes used to keep you or other people safe.

Types of restrictive practices



Seclusion

Being kept alone in a room or place you cannot leave.



Chemical restraint

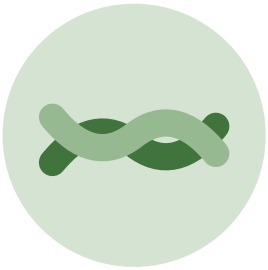
Medicine used mainly to change your behaviour.



Mechanical restraint

Using a device or equipment to stop you moving.

Types of restrictive practices



Physical restraint

Someone using their body to stop you moving.



Environmental restraint

Stopping you getting to things or places.

Like a locked fridge, cupboard or gate.

There are rules



There are strict **rules** about restrictive practices.

The NDIS and the government make these rules.



A restrictive practice should only be used if it is really needed.

It should be the **last thing** people try.



It must be written in your **Behaviour Support Plan**.



It should be used for the shortest time.

And in the least restrictive way.

There are rules



If you have a restrictive practice, you must have a **Behaviour Support Practitioner**.

They write it in your Behaviour Support Plan.



A restrictive practice must **never** be used as a punishment.



If one is used, it must be **reported**.

This helps keep you safe.

Your say



A restrictive practice can only be used if you give **consent**.

Consent means you understand it and say yes.



If you cannot give consent, your **decision maker** gives consent for you.

This might be a parent, guardian or an appointed person.



We explain the restrictive practice in a way you understand.

You can ask questions before anyone says yes.



You can change your mind.

Tell us if you are not happy with it.

Checking and saying yes



Restrictive practices also need to be **authorised**.

This means people outside your team check it and say yes.



We work in **NSW** and **Victoria**.

Each state has its own way of authorising.



In NSW, a **Restrictive Practices Authorisation panel** checks it.



In Victoria, an **Authorised Program Officer** checks it.

Sometimes the **Victorian Senior Practitioner** must say yes too.

How Mana helps



We work to understand **why** a behaviour happens.

This helps us find other ways to keep you safe.



Our goal is to use restrictive practices less.

And stop using them when it is safe to.



We want you to have more **choice** and **freedom**.

While still staying safe.



We check your plan often.

We work with you and your team to make changes.

Your rights



You have the right to know about any restrictive practice in your plan.

You can ask why it is there.



You can have someone you trust help you.

This could be a family member, friend or **advocate**.



If you are worried or not happy, you can tell us.

You can also tell the **NDIS Quality and Safeguards Commission**.

Call them on **1800 035 544**.

Word list

This list tells you what the **bold** words in this document mean.

Advocate	Someone who speaks up for you.
Authorised	When people outside your team check a restrictive practice and say yes.
Authorised Program Officer	A person in Victoria who checks and authorises restrictive practices.
Consent	When you understand something and say yes to it.
Decision maker	Someone who gives consent for you if you cannot, like a parent, guardian or appointed person.
Behaviour Support Practitioner	A person trained to understand behaviour and write Behaviour Support Plans.

Word list (continued)

Behaviour Support Plan	A plan with ideas to help you have a good life and stay safe.
Chemical restraint	Medicine used mainly to change your behaviour.
Environmental restraint	Stopping you getting to things or places.
Mechanical restraint	Using a device or equipment to stop you moving.
Physical restraint	Someone using their body to stop you moving.
Reported	Telling the right people that something happened.

Word list (continued)

Restrictive practice	Something that stops you doing what you want or going where you want.
Restrictive Practices Authorisation panel	A group of people in NSW who check and authorise restrictive practices.
Seclusion	Being kept alone in a room or place you cannot leave.
Victorian Senior Practitioner	A person in Victoria who checks that restrictive practices are safe and fair.

Contact us



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You can visit our website.

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Mana Health Services acknowledges the **Wiradjuri people**, the Traditional Custodians of the land where we live and work.

This Easy Read document was written by Mana Health Services, October 2026. It gives general information only. Talk to us about what this means for you.