



## NDIS Commission Portal

# User Guide: How to lodge a behaviour support plan

June 2020

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# Accessing the NDIS Commission Portal (the Portal)

## Step 1: Obtain a PRODA account

To access the Portal, you will need a PRODA account. For instructions, see the [Quick Reference Guide: Getting access to NDIS Commission Portal](#).

## Step 2: Are you considered suitable as an NDIS behaviour support practitioner?

Under the NDIS, a specialist behaviour support provider must engage behaviour support practitioners, who are persons that the Commissioner of the NDIS Quality and Safeguards Commission considers suitable to undertake behaviour support assessments and to develop behaviour support plans that may contain the use of restrictive practices. There is [information about this requirement](#) on our website.

If you have not been considered suitable as an NDIS behaviour support practitioner, your access request will be rejected.

## Step 3 – Self request access role for the Portal

### Behaviour Support Practitioner role

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Once you have your PRODA account and have been considered suitable as an NDIS behaviour support practitioner, log in to the Portal and request access for '**Behaviour Support Practitioner**'. This role is approved by the NDIS Commission. You will be notified via email if your access has been approved within approximately two business days.

❖ **Tip:** *if you are requesting multiple user roles, ensure the behaviour support practitioner role is requested separately from any other roles. Do not request multiple roles at the same time as this may result in your request for the behaviour support practitioner role being rejected.*

### Behaviour Support Practitioner Admin role

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An admin staff member or other non-behaviour support practitioner staff can assist in the lodging of behaviour support plans for the specialist behaviour support provider. However, a behaviour support practitioner must be added to the behaviour support plan in the Portal, and remains responsible for the information entered into the Portal and contained in the behaviour support plan. The Behaviour Support Practitioner Admin can complete all steps required for lodgement; however, the behaviour support practitioner must complete the final step of clicking the 'Send draft' button.

## When is the behaviour lodged?

The behaviour support plan is lodged when the 'send draft' button is pressed.


## General tips when lodging a behaviour support plan

- ✓ Complete mandatory fields when entering information. These are identified by a red asterisk (\*). Fields that are not marked with a red asterisk are not essential to complete the lodgement.
- ✓ When searching for providers, always use the provider's ABN only. If you mistype the provider name, the Portal may return zero results, as it looks for an exact match. Using the ABN as the only search term is the most reliable way of finding providers in the Portal quickly.
- ✓ Ensure you add the implementing providers' service location/outlet after adding the implementing provider. This is required to add the behaviours of concern and restrictive practices.

### Getting ready to lodge

Prior to lodgement, it is a good idea to have the following items easily available and accessible:

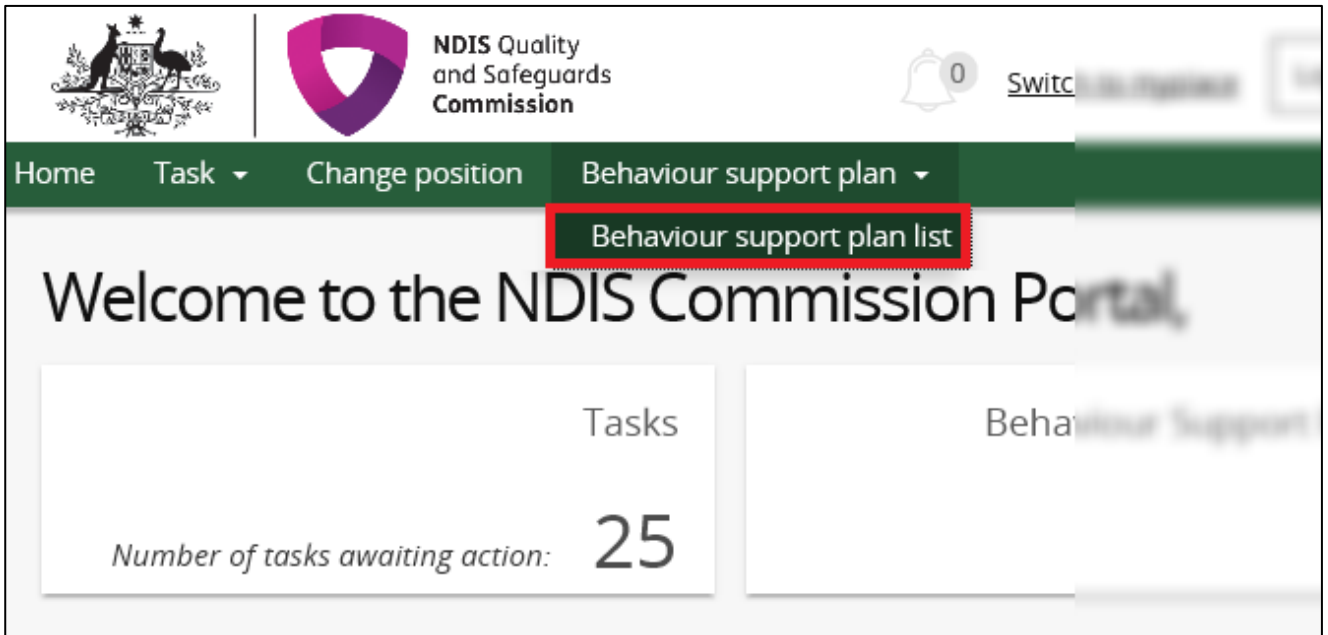
1. **A completed behaviour support plan** in a document that contains at least one regulated restrictive practice. The plan can be written on your own template or on the NDIS Commission template. Note - if there are no restrictive practices in the plan, lodgement is not required.
2. **Implementing provider details:**
  - a. Each Implementing provider's ABN
  - b. Service location outlet ID number or outlet name or outlet address
3. **Medication details** (if chemical restraint is included in the plan) e.g. medication chart with the names of the medications, dosage and frequency.
4. **A functional behaviour assessment**, if a comprehensive behaviour support plan is being lodged, as this must also be attached to the Portal.

 *Tip: Select 'Functional Behaviour Assessment' as the document type when uploading.*

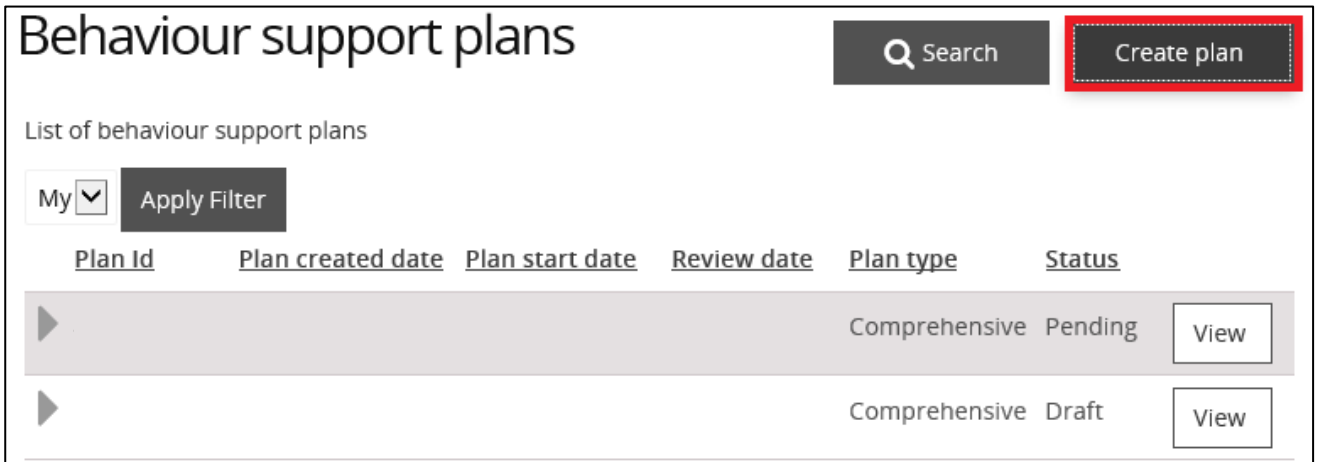
If you have multiple access roles, ensure you are logged in as behaviour support practitioner or Behaviour Support Practitioner Admin role.

# 1. Create behaviour support plan ID

1.1. Click on the behaviour support plan drop down menu and select **Behaviour support plan list**.



1.2. Click **Create plan**.



1.3. Select *Interim* or *Comprehensive* and then select **Save and continue**.

Only select *Comprehensive* if you have a completed a functional assessment ready to upload. Once you select either *Interim* or *Comprehensive*, a plan ID is created for this plan type and cannot be changed. If you select the wrong plan type, you will need to go back to step 1.2 and create another plan.

**Tip:** Do not select 'RP record (no BSP)' plan type. This is only used by implementing providers under certain circumstances. If you are a practitioner uploading a behaviour support plan, then you should only choose between an interim plan or a comprehensive plan.

Behaviour support ▾

### Create a behaviour support plan \* required

Plan type:\*

- Comprehensive
- Interim
- RP Record (no BSP)

[Discard changes and return](#) **Save and continue**

1800 035 544 [Support](#) [Feedback](#)

Accessibility | Copyright & Disclaimer | Privacy information | User access request form

You have now created a draft behaviour support plan in the Portal.

Note: NSW/ACT practitioners need to provide the plan ID to implementing providers for the authorisation submission.

## Person:

**Plan type:** Comprehensive  
**Plan status:** Draft  
**Behaviour support practitioner:**

- Overview
- Person details
- Key contacts
- Plan details
- Assessments
- Proactive strategies
- Providers

## Behaviour support plan overview

Overview of the behaviour support plan

### Notifications

Important notifications

**More than 3 providers:** N

**More than 3 restraints:** N

**Report due:** Report due in 6 days

### Behaviour support plan overview

**Plan Id:** .....

**Plan created date:** dd/mm/yyyy

**Behaviour support practitioner:** .....

**RP authorisation status:** .....

### Provider list

There are no providers

**Tip:** The **plan ID** is located in the 'Behaviour support plan overview' section on the right hand side of the screen.

## 2. Add participant details

2.1. Click the **Person details** from the left hand side menu then click **Select person**.

Person:  
Plan type: Comprehensive  
Plan status: Draft  
Behaviour support practitioner:  
Overview  
**Person details**  
Key contacts  
Plan details  
Assessments  
Practice strategies  
Feedback

### Person details

Select person

▶ Disability details

▶ Addresses

▶ Related mainstream services

▶ About the person

2.2. On the 'Person with disability' screen, click **Select**.

### Person with disability <sup>\*</sup> required

Title:

Last name: \*

Select

First name:

[Discard changes and return](#) Save

2.3 Type the participant's details and then click **Search**.

### Search participants

Last name:

First name: John

DOB: dd/mm/yyyy

Gender: Please Select

Email address:

Mobile:

Participant Id:

Participant #:

[Discard changes and close](#) Search

2.4. Select a **Participant record** to add then click **Select and close**.

Select participant

Search again

Last name	First name	Participant Id	DOB	Mobile	Email address	Participant #
			01/01/1985			

Discard changes and close

Create

Select and close

If numerous entries appear, cross check against the DOB on the behaviour support plan and NDIS participant number.

If no participant records appear, click **Create** and go to step 2.6.

2.5. Check the participant details for accuracy. If they are incorrect, update the **person's details**. Click **Save**. Go to step 3.1.

Person details \* required

Person NQSC Id: \_\_\_\_\_

NDIS participant #: \* \_\_\_\_\_

Title: \* \_\_\_\_\_

First name: \* \_\_\_\_\_

Middle name: \_\_\_\_\_

Last name: \* \_\_\_\_\_

Gender: \* \_\_\_\_\_

Date of birth: \* \_\_\_\_\_

Country of birth: \_\_\_\_\_

Number of children: \_\_\_\_\_

Type of residence: \_\_\_\_\_

Length of time residing in Australia: \_\_\_\_\_

Consent to share information: \* \_\_\_\_\_

date: dd/mm/yyyy \_\_\_\_\_

Consent provided by: \_\_\_\_\_

Discard changes and return

Save

2.6. If no participant records appear after searching, click **Create**.

Select participant

Search again

There were no records found matching your criteria. Please refine your search and try again.

Discard changes and close

Create

Select and close

If you select an existing participant, this will auto populate their details, so you can move to the next section.

Once you have created the participant record for the first behaviour support plan, it will be available to use for any subsequent behaviour support plans for that participant.

2.7. Enter the details of the participant. Scroll down and click **Save**.

### Person details \* required

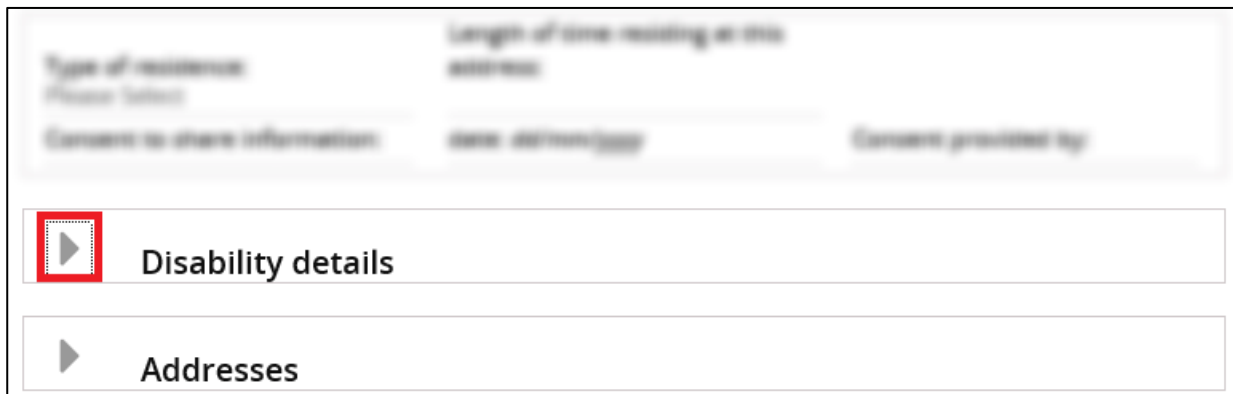
Person NQSC Id:	NDIS participant #:*	Title:*
<input type="text"/>	<input type="text"/>	<input type="text"/>
First name:*	Middle name:	Last name:*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender:*	Date of birth:*	Country of birth:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Residence location:		
<input type="text"/>		
Type of residence:	Length of time residing at this:	
<input type="text"/>	<input type="text"/>	
Consent to share informati:*	date: dd/mm/yyyy	Consent provided by:
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Discard changes and return](#) **Save**



### 3. Add disability details

3.1. Select the **Disability details** tile then click **Expand** button.



The screenshot shows a form with two main sections. The top section is titled "Disability details" and contains a play button icon (highlighted with a red box) and the text "Disability details". Below this is a section titled "Addresses" with a play button icon. The top part of the form is slightly blurred, showing fields for "Type of assistance", "Length of time residing at this address", "Consent to share information", "Date address type", and "Consent provided by".

3.2. Click **Add**.



The screenshot shows the "Disability details" section with a dropdown arrow on the left and the text "Disability details". On the right side, there is a red "Add" button (highlighted with a red box). Below the main section, there is a message that says "There are no disabilities."

3.3. Click the **Disability type** drop down field, select a disability then click **Save**.



The screenshot shows the "Disability details" form with a close button (X) in the top right corner. The "Disability type:" field is a dropdown menu with "Autism" selected. Below the dropdown, there is a "Discard" link on the left and a red "Save" button (highlighted with a red box) on the right.

If there are further disabilities to add, **repeat steps 3.2 – 3.3.**

## 4. Add address details

4.1. Select the **Addresses** tile then click **Expand** button.



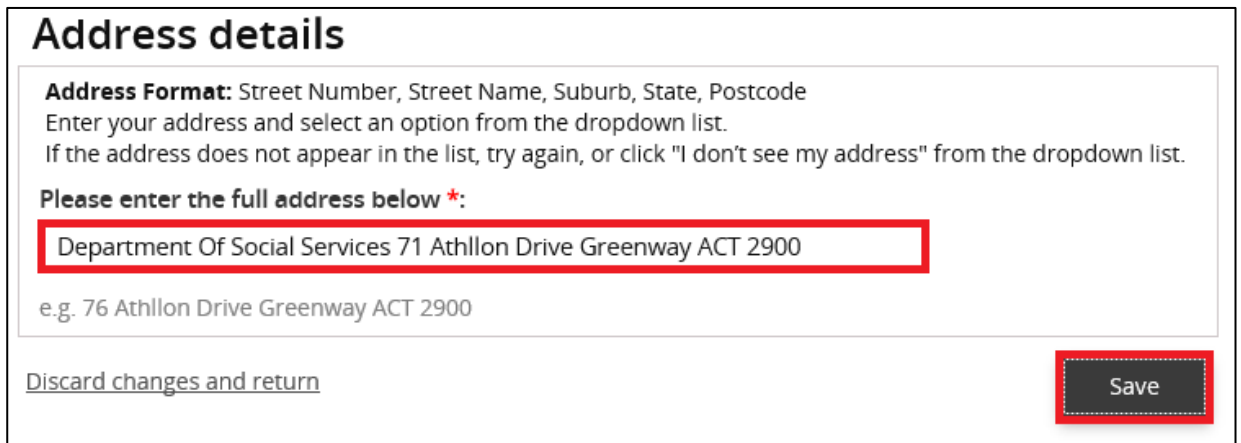
The screenshot shows a panel titled "Disability details" with a dropdown arrow on the left and an "Add" button on the right. Below the title, there is a "Disability type" section with a grey bar containing the text "Autism" and a "Remove" button. Below this, there are two expandable tiles: "Addresses" and "Related mainstream services". The "Addresses" tile has a play button icon and is highlighted with a red dashed box.

4.2. Click **Add address**.



The screenshot shows a panel titled "Addresses" with a dropdown arrow on the left. On the right side, there is a red dashed box around the "Add address" button. Below the title, the text "There are no addresses." is displayed.

4.3. Type the **Address details** using no punctuation, then click **Save**.



The screenshot shows a form titled "Address details". It includes instructions: "Address Format: Street Number, Street Name, Suburb, State, Postcode", "Enter your address and select an option from the dropdown list.", and "If the address does not appear in the list, try again, or click 'I don't see my address' from the dropdown list." Below the instructions, there is a red asterisk and the text "Please enter the full address below \*:". A text input field contains the address "Department Of Social Services 71 Athllon Drive Greenway ACT 2900" and is highlighted with a red dashed box. Below the input field, there is an example: "e.g. 76 Athllon Drive Greenway ACT 2900". At the bottom left, there is a link "Discard changes and return". At the bottom right, there is a red dashed box around the "Save" button.

## 5. Add key contacts

5.1. Click the **Key contacts** from left hand side menu then click **Add**.

**Person:**  
**Plan type:** Comprehensive  
**Plan status:** Draft  
**Behaviour support practitioner:**

- Overview
- Person details
- Key contacts**
- Plan details
- Assessments

### Key contacts

Key contacts for the person with disability and people consulted when developing the behaviour support plan. Ensure appropriate consent has been obtained before including personal details and contact information.

[Add](#)

*There are no key contacts.*

5.2. Click **Search**.

### Add key contact

[Search](#)

[Discard changes and return](#)

5.3. Type the key contact's search details then click **Search**.

### Search contact

**Last name:**

**First name:**

**DOB: dd/mm/yyyy**

**Gender:**

**Email address:**

**Mobile:**

**Contact Id:**

[Discard changes and close](#)

[Search](#)

5.4. Select a Key contact record to add then click **Select and close**.

Add contact X

Search again

<u>Last name</u>	<u>First name</u>	<u>DOB</u>	<u>Mobile</u>	<u>Email address</u>	<u>Gender</u>	<u>Contact Id</u>
<input type="radio"/>						
<input type="radio"/>						

[Discard changes and close](#) Create Select and close

5.5. If the key contact you are searching for is not there, click on the **Create** button and enter their details.

5.6. Check the **Key contact's details** for accuracy.

5.7. Update **Key contact's details** if they are incorrect.

5.8. Click **Save**.

Key contact \* required

<b>Title:*</b> <input type="text"/>	<b>First name:*</b> <input type="text"/>	<b>Last name:*</b> <input type="text"/>
<b>Person type:*</b> <input type="text"/>	<b>Person consulted, if other:</b> <input type="text"/>	<b>Consulted date:*</b> dd/mm/yyyy <input type="text"/>
<b>Email address:</b> <input type="text"/>	<b>Phone number:</b> <input type="text"/>	

[Discard changes and return](#) Save

## 6. Enter details about the behaviour support plan

6.1. Click **Update**. Click the **select** button next to the behaviour support practitioner box to select the practitioner that you are uploading the plan for.

6.2. Enter the **start date**, **end date** and **review date**. The review date should be at least one month before the end date.

The screenshot shows a web interface for editing a 'Behaviour support plan'. On the left is a sidebar with navigation options: Overview, Person details, Key contacts, Details (highlighted with a red box), Implementing providers, Assessments, Behaviours of concern, and Plan description. The main area is titled 'Details' and contains a form with several fields and buttons. At the top right of the form are three buttons: 'Copy', 'Send draft', and 'Update' (highlighted with a red box). The form fields are arranged in a grid-like structure with labels and input areas. The 'Details' section, which includes the date fields, is highlighted with a red box. The 'State' and 'Is short term approval in place?' fields are also highlighted with a red box.

Person:	Type: Comprehensive	Status: Expired	Behaviour support practitioner:	Copy Send draft Update		
Id:	Created date: dd/mm/yyyy	Type:				
Behaviour support practitioner:	Behaviour support practitioner's organisation:	RP authorisation status:				
Start date: dd/mm/yyyy	End date: dd/mm/yyyy	Review date: dd/mm/yyyy				
State:	Is short term approval in place?					
Overall status:	Reason for closure:	Status change date: dd/mm/yyyy				

6.2. Enter the **State** the participant is living in.

6.3. For Queensland only, indicate whether a short-term approval is in place.

**Tip:** After saving, check that the dates you have entered are correct. If they are incorrect, update and save again.

## 7. Add implementing provider details

### No implementing provider

When there is no implementing provider (for example only family members are implementing the behaviour support plan) you will be unable to complete behaviours of concern or restricted practices. For these behaviour support plans:

- complete [step 8](#) if it's a comprehensive plan - adding a functional behaviour assessment
- complete [step 11](#) – attach a copy of the plan
- then go to [step 14](#) and close the plan. Select the appropriate reason for closure e.g. **implemented by family** or **implemented by non-NDIS provider**.

For a behaviour support plan that is implemented by an NDIS provider(s), continue to follow each step in this guide.

#### 7.1. Select **Implementing providers** and click **Add**.

Only add in Implementing providers who are implementing the restrictive practices. Do not add other providers to this section. Any other providers involved who are not implementing any restrictive practices can be added under [Key contacts](#) (see section 5).

Note – you as the practitioner and the specialist behaviour support provider are automatically displayed on the **'details'** view and do not need to be re-added.

The screenshot displays the 'Behaviour support plan' interface. On the left is a navigation menu with options: Overview, Person details, Key contacts, Details, **Implementing providers** (highlighted with a red box), Assessments, Behaviours of concern, Schedule of restrictive practices, Monthly reporting of restrictive practices, and Authorised reporting officer report submission. The main content area is titled 'Implementing providers' and contains two sections: 'Select provider to view details.' with 'Approve' and 'Add' buttons (the 'Add' button is highlighted with a red box), and 'Service locations (outlets)' with an 'Add' button. Both sections indicate that no providers or service locations are currently selected.

7.2. Type the **implementing provider ABN** then click **Search**. You can also search by name, however it is easier to find the correct provider by using the ABN only. You should also verify both the ABN and provider name to ensure you have not selected another provider that is not involved with the participant.

Search provider

Name:

Phone:

Email:

ABN:

State:

[Discard changes and close](#)

7.3. Select an **Implementing provider record** to add then click **Confirm**.

Select provider

Registration Id	Legal name	Business name	ABN	Address	Provider type

If there are more providers to add, **repeat steps 7.1 – 7.3**.

7.4. Where there are multiple providers, select a **primary provider**. This is the provider likely to be using the restrictive practices the most. Click the **Actions** button to change a primary provider.

Whilst the plan status is in draft, the **Remove** button is available. If a provider is added in error, ensure it is not the primary provider, click the **Actions** button and click **Remove**.

The primary provider can not be removed. Add the correct provider first, make them the primary provider by clicking the **make primary** button, and then remove the incorrect provider. Note: This will also remove any behaviours of concern or restrictive practices that have been attached to this provider.

### Behaviour support plan

Person:

Type: Comprehensive

Status: Draft

Behaviour support practitioner:

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[Overview](#)

---

Person details

---

Key contacts

---

Details

---

Implementing providers

### Implementing providers

Select provider to view details. **Add**

Primary provider	<a href="#">Registration Id</a>	<a href="#">Legal name</a>	<a href="#">Business name</a>	<a href="#">ABN</a>	<a href="#">Review date</a>	
▶ <span style="border: 1px solid red; padding: 2px;">Yes</span>						Actions ▼
▶ No						Actions ▼

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) ▼ Export

**Update**

Remove

Make primary

7.5. Click on the Provider name and, on the 'Service locations (outlets) screen, click **Add**.

### Service locations (outlets)

Add an implementing provider's service location (outlet) to this plan.

**Add**

*There are no service locations (outlets) selected.*



7.6. Type the **Service location (outlet) name or ID** then click **Add**.

If you are unsure of what outlet address to add, confirm with the implementing provider. You can also leave the fields blank, and click on the **Search locations** button. This will bring up a list of all available service locations to select from.

Outlet Id	Outlet name	Outlet type	Address	Status
<input type="checkbox"/>				Active

7.7. Select a **Service location record** to add then click **Confirm**.

You will not be able to add any behaviours of concern or regulated restrictive practices if a service location is not added.

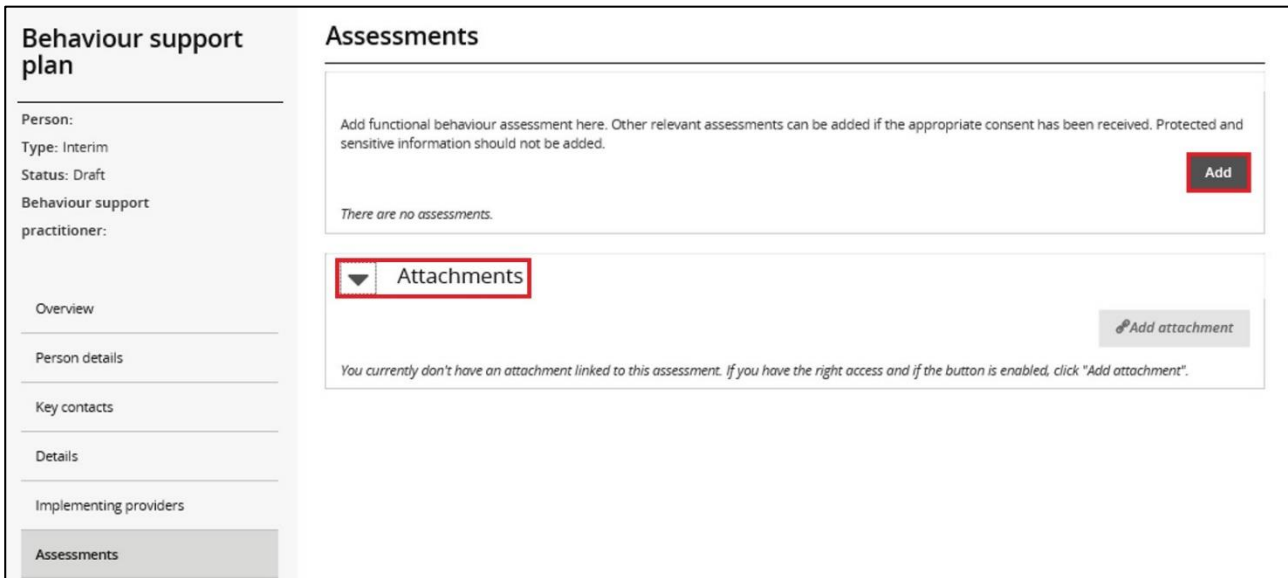
If there is more than one provider, you need to add a service location for each provider by **repeating steps 7.5 – 7.7**.

## 8. Add a functional behaviour assessment

This is a mandatory field for comprehensive behaviour support plans. It is not required for interim plans.

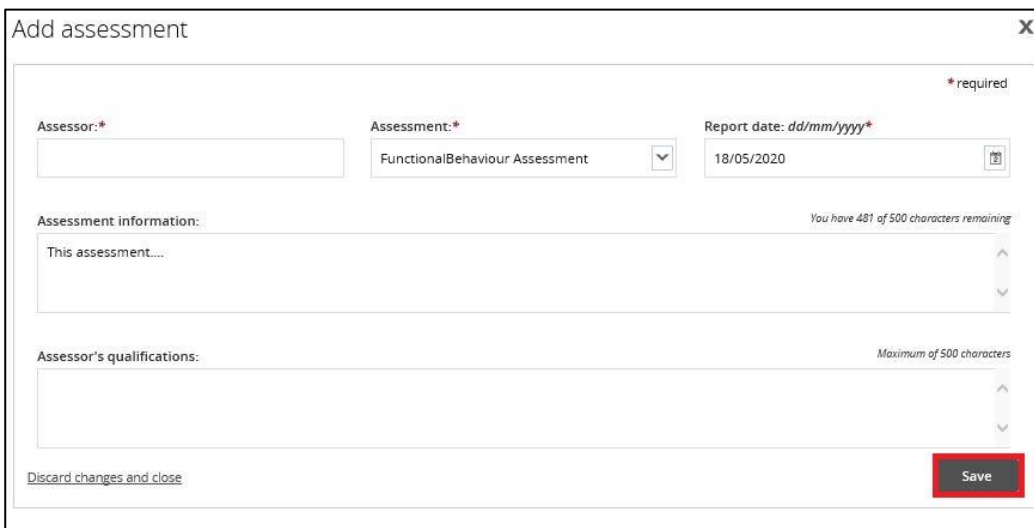
This is a two-step process – first create a record of the assessment by clicking **Add**. Then upload a copy of the assessment under **Attachments**.

### 8.1. Select **Assessments** and click **Add**.



The screenshot shows the 'Behaviour support plan' interface. On the left is a sidebar with navigation options: Overview, Person details, Key contacts, Details, Implementing providers, and Assessments (which is highlighted). The main content area is titled 'Assessments'. It contains a text box with the instruction: 'Add functional behaviour assessment here. Other relevant assessments can be added if the appropriate consent has been received. Protected and sensitive information should not be added.' Below this text is a red 'Add' button. Underneath, it says 'There are no assessments.' Below that is a section titled 'Attachments' with a dropdown arrow and a red box around it. To the right of this section is a grey 'Add attachment' button. At the bottom of the Attachments section, it says: 'You currently don't have an attachment linked to this assessment. If you have the right access and if the button is enabled, click "Add attachment".'

### 8.2. Enter the assessor's name and report date, and select *Functional Behaviour Assessment* then click **Save**.



The screenshot shows the 'Add assessment' form. It has a title bar with 'Add assessment' and a close button (X). The form contains three required fields: 'Assessor:\*' (text input), 'Assessment:\*' (dropdown menu with 'FunctionalBehaviour Assessment' selected), and 'Report date: dd/mm/yyyy\*' (date picker with '18/05/2020' selected). Below these are two text areas: 'Assessment information:' with a character count 'You have 481 of 500 characters remaining' and 'Assessor's qualifications:' with a character count 'Maximum of 500 characters'. At the bottom left is a link 'Discard changes and close' and at the bottom right is a red 'Save' button.

Note: **Assessment information** and **Assessor's qualifications** are not mandatory fields.

Only the functional behaviour assessment is required to be attached. Other assessments do not need to be lodged with the NDIS Commission, but practitioners can attach other reports if useful.

8.3. Click on the name of the assessment, then select the **Attachments** tile and click **Expand**.

## Assessments \* required


Add functional behaviour assessment here. Other relevant assessments can be added if the appropriate consent has been received. Protected and sensitive information should not be added.

**Add**

<u>Assessor</u>	<u>Assessment</u>	<u>Report date</u>	<u>Assessment information</u>	<u>Assessor's qualifications</u>

**Update**

---

 **Attachments**

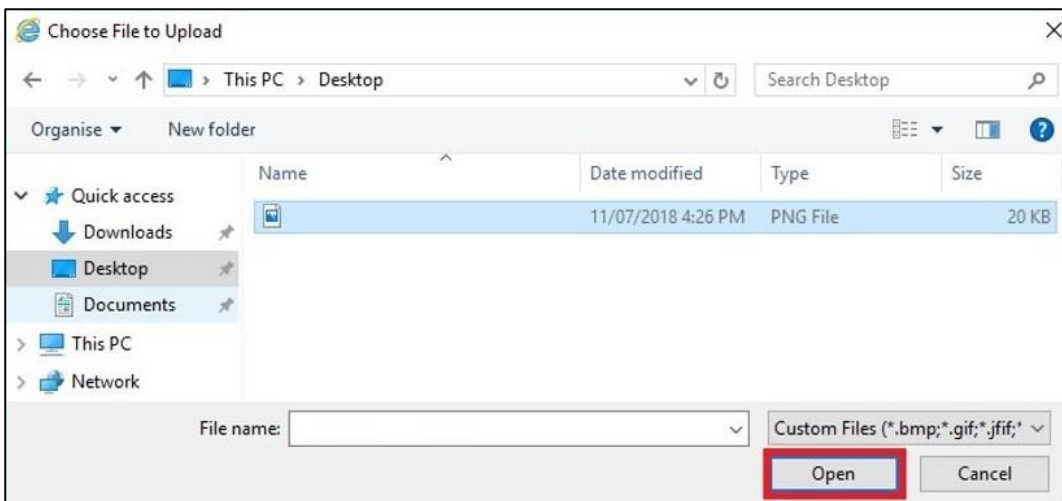
8.4. Click **Add attachment**.

### ▼ Attachments

**Add attachment**

*You currently don't have an attachment linked to this assessment. If you have the right access and if the button is enabled, click "Add attachment".*


8.5. Choose a **File to Upload (attach)** then click **Open**.



Choose File to Upload

This PC > Desktop

Organise New folder

Name	Date modified	Type	Size
 11/07/2018 4:26 PM	11/07/2018 4:26 PM	PNG File	20 KB

File name:  Custom Files (\*.bmp;\*.gif;\*.jfif;\*)

**Open** Cancel

8.6. Select *Functional Behaviour Assessment* as the **Document type** then click **Save and close**.

### Add attachment details X

**Name:** \* \* required

**Document type:** \*

FunctionalBehaviour Assessment ▼

**Description:** You have 218 of 250 characters remaining

This assessment will provide....

[Discard changes and close](#) Save and close

Note – If the functional behaviour assessment is contained within the behaviour support plan, attach the behaviour support plan here as well as attaching it under **attachments**.

❖ *Tip – ensure that you have Functional Behaviour Assessment showing on the screen in two places, both at the top and underneath **Attachments**.*

#### Behaviour support plan

Person:  
Type: Comprehensive  
Status: Draft  
Behaviour support practitioner: User1 BVT

Overview

Person details

Key contacts

Details

Implementing providers

**Assessments**

Behaviours of concern

Schedule of restrictive practices

Monthly reporting of restrictive practices

### Assessments \* required

Add functional behaviour assessment here. Other relevant assessments can be added if the appropriate consent has been received. Protected and sensitive information should not be added. Add

Assessor	Assessment	Report date	Assessment information	Assessor's qualifications
John Smith	FunctionalBehaviour Assessment	02/06/2020		

Update

---

#### Attachments Add attachment

Name	Type	Document type	Size	Date uploaded	Uploaded by
Participant Functional behaviour assessment	docx	FunctionalBehaviour Assessment	73	02/06/2020	User1 BVT

Actions-

## 9. Add behaviours of concern

9.1. Click **Behaviours of concern** from left hand side menu and click **Add**.

**Person:**  
Plan type: Comprehensive  
Plan status: Draft  
Behaviour support practitioner:  
Overview  
Person details  
Providers  
**Behaviours of concern**

### Behaviours of concern

Below is a list of behaviours of concern for all providers. Click view to see full details.

Find: Please Select  
Search: Run Search  
Add

*There are no behaviour of concern records.*

9.2. Select a Behaviour of concern from the **Behaviour of concern** drop down field then click **Next**.

### Add behaviour of concern \* required

Id: \_\_\_\_\_

Behaviour of concern:\*  
Harm to self - physical

Provider business name:\* Select  
Service location:\*  
Quenbeyan Select

[Discard changes and return](#) Next

If there are more behaviours of concern to add, **repeat steps 9.1 – 9.2.**

9.3. If there are multiple providers, the behaviour of concern must be added against each provider where the behaviour occurs. To do this, select the behaviour of concern and click on the **copy** button. Then change the **Provider business name** and **Service location** to reflect the different provider.

### Behaviours of concern

Below is a list of behaviours of concern for all providers. Click view to see full details.

Find: Please Select  
Search: Run Search  
Add

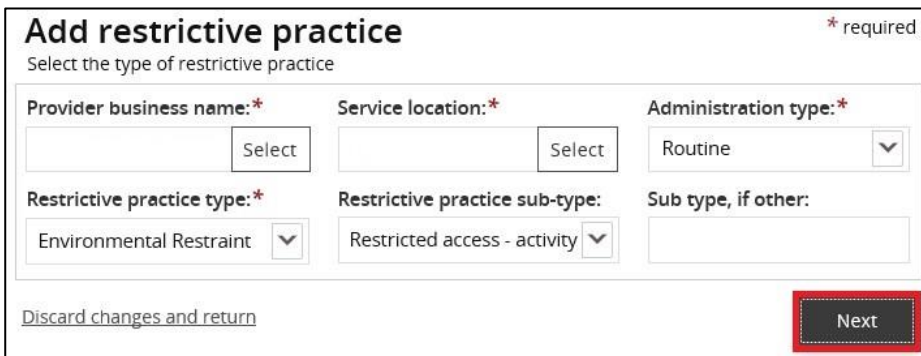
<u>Id</u>	<u>Behaviour of concern</u>	<u>Provider business name</u>	<u>Service location</u>	
	Physical aggression-property			Actions
	Physical aggression - people			View Update
	Verbal aggression - people			Copy

## 10. Add restrictive practices

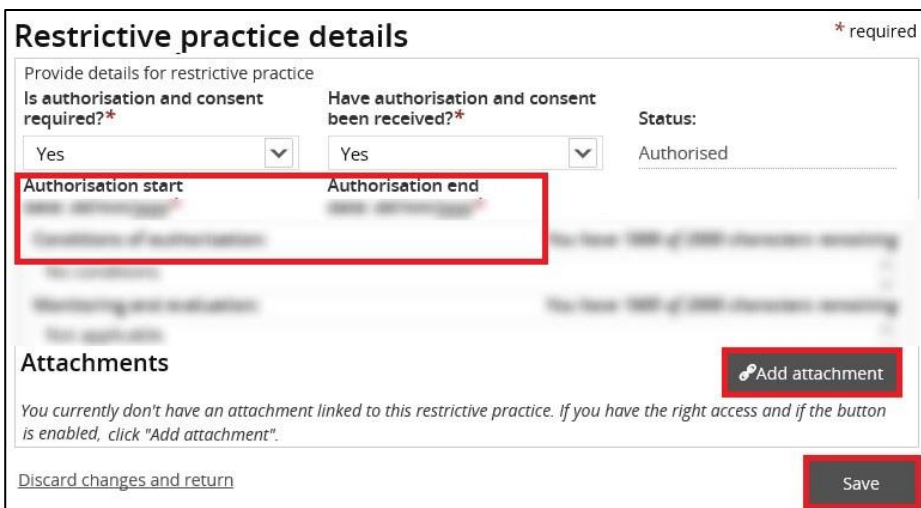
10.1. Click **Schedule of restrictive practices** from the left hand side menu, and then click **Add**.



10.2. Complete the **restrictive practice** information from drop down fields then click **Next**.



10.3. Enter the **restrictive practice authorisation details** then click **Save**.



**Note – the implementing provider (Authorised Reporting Officer role) can now edit these fields when the behaviour support plan is active.** Therefore, if authorisation is not yet obtained, the implementing provider can update this information when they accept the plan and upload the evidence of authorisation (see [user guide for implementing providers](#) for additional information).

10.4. For chemical restraint, different dosages or frequencies of the same medication can be combined and entered as a total daily dose. For example, 5mg in the morning and 10mg in the evening of the same medication can be entered in a total daily dose of 15mg. Where the frequency is less than daily, the frequency can be selected from the drop down options.

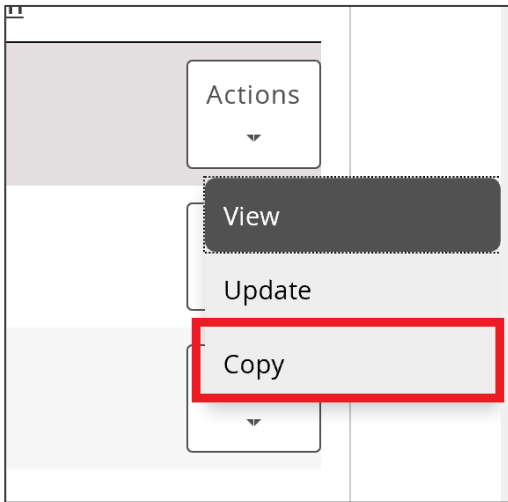
10.5. If you have received evidence of authorisation, record these details under the authorisation section and attach this evidence at the bottom of the restrictive practice details page.

**Tip:** NSW, ACT, VIC, TAS, NT, QLD and WA should use 'Authorising Body' in the drop-down list. SA should use 'Guardian'.

**Note – the implementing provider (Authorised Reporting Officer role) can now edit the authorisation section when the behaviour support plan is active.** Therefore, if authorisation is not yet obtained, the implementing provider can update this information when they accept the plan and upload the evidence of authorisation (see user guide for implementing providers for additional support).

10.6. To enter additional restrictive practices, **repeat steps 10.1 – 10.5.**

10.7. If there are multiple providers, the regulated restrictive practice must be added against each provider that will be using the practice. To do this, select the restrictive practice and click **Copy**. Then change the **Provider business name** and **Service location** to reflect the different provider.

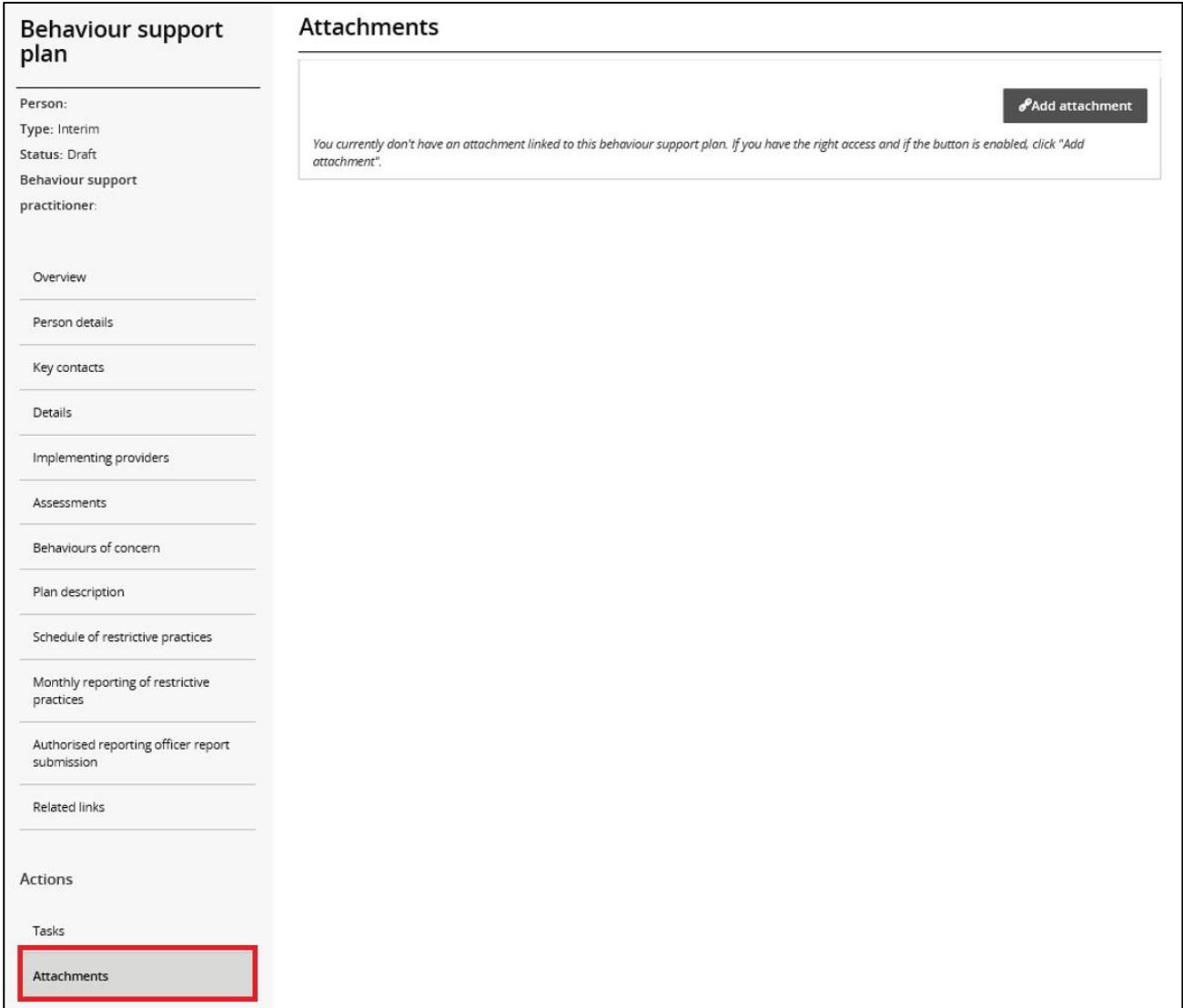


Note: Each implementing provider listed must have at least one restrictive practice listed.



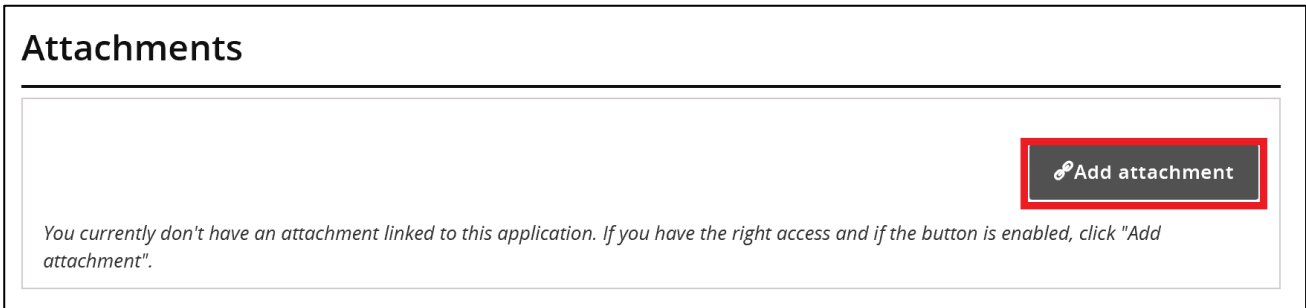
# 11. Attach the behaviour support plan

11.1. Scroll down the left hand side navigation menu and select **Attachments**.



The screenshot shows a web interface for a 'Behaviour support plan'. On the left is a navigation menu with the following items: Person, Type: Interim, Status: Draft, Behaviour support practitioner, Overview, Person details, Key contacts, Details, Implementing providers, Assessments, Behaviours of concern, Plan description, Schedule of restrictive practices, Monthly reporting of restrictive practices, Authorised reporting officer report submission, Related links, Actions, Tasks, and Attachments. The 'Attachments' item is highlighted with a red rectangular box. The main content area is titled 'Attachments' and contains a message: 'You currently don't have an attachment linked to this behaviour support plan. If you have the right access and if the button is enabled, click "Add attachment".' In the top right corner of this area is a button labeled 'Add attachment' with a plus icon.

11.2. Click on **Add attachment**.



This is a close-up view of the 'Attachments' section from the previous screenshot. The title 'Attachments' is at the top left. Below it is a message: 'You currently don't have an attachment linked to this application. If you have the right access and if the button is enabled, click "Add attachment".' In the top right corner, the 'Add attachment' button is highlighted with a red rectangular box.

11.3. Once you have selected the file to attach, select *Behaviour support plan* from the document type drop-down list.

11.5. Click **Save and close**.

Add/update attachment details ✕


\*required

Name:\*

Document type:\*

Description: *Maximum of 250 characters*

[Discard changes and close](#) **Save and close**

 *Tip – Description is not a mandatory field*

## 12. Send draft behaviour support plan to implementing provider(s)

Check all sections listed down the left hand side menu to ensure that you have completed all the details required.

### Behaviour Support Practitioner Admin role

12.1. Ensure that a behaviour support practitioner has been linked to the plan. Go to the **Details** view, click **update** and then click **select** to add a behaviour support practitioner.

**Behaviour support plan**

Person:  
Type: Comprehensive  
Status: Draft  
Behaviour support practitioner: .

Overview

Person details

Key contacts

Details

Implementing providers

**Details** \* required

**Id:** \_\_\_\_\_ **Created date:** dd/mm/yyyy 06/05/2020 **Type:** Comprehensive

**Behaviour support practitioner:** \_\_\_\_\_ **Behaviour support practitioner's organisation:** \_\_\_\_\_ **RP authorisation status:** \_\_\_\_\_

**Start date:** \* dd/mm/yyyy \_\_\_\_\_ **End date:** \* dd/mm/yyyy \_\_\_\_\_ **Review date:** \* dd/mm/yyyy \_\_\_\_\_

**State:** \* \_\_\_\_\_ **Is short term approval in place?** No

12.2. Click **Validate**. This will check that all mandatory fields have been completed. An error message will display to identify any missing information.

**Behaviour support plan**

Person:  
Type: Comprehensive  
Status: Draft  
Behaviour support practitioner:

Overview

Person details

Key contacts

**Details**

Implementing providers

Assessments

Behaviours of concern

Schedule of restrictive practices

Monthly reporting of restrictive practices

**Details** Validate Copy Update

**Id:** \_\_\_\_\_ **Created date:** dd/mm/yyyy \_\_\_\_\_ **Type:** \_\_\_\_\_

**Behaviour support practitioner:** \_\_\_\_\_ **Behaviour support practitioner's organisation:** \_\_\_\_\_ **RP authorisation status:** Fully Authorised

**Start date:** dd/mm/yyyy \_\_\_\_\_ **End date:** dd/mm/yyyy \_\_\_\_\_ **Review date:** dd/mm/yyyy \_\_\_\_\_

**State:** \_\_\_\_\_ **Is short term approval in place?** \_\_\_\_\_

**Overall status:** \_\_\_\_\_ **Reason for closure:** \_\_\_\_\_ **Status change date:** dd/mm/yyyy \_\_\_\_\_

**Closure description:** \_\_\_\_\_

## Behaviour Support Practitioner role

Only this role can send the plan to the implementing provider by clicking the **Send draft** button. This sends the plan to the implementing providers to activate it and commence monthly reporting.

The behaviour support practitioner is responsible for the information contained in the behaviour support plan and entered into the Portal. The practitioner should verify that the information has been entered correctly.

12.3. From the menu, select **Details**. Click **Send draft**. Please note, after you have clicked **Send draft**, the **Overall status** of the plan changes from **Draft** to **Pending**.

The screenshot shows the 'Details' page for a behaviour support plan. On the left is a navigation menu with 'Details' highlighted. The main content area has a header with 'Copy', 'Send draft', and 'Update' buttons. Below this are several rows of information:

<b>ID:</b>	Created date: dd/mm/yyyy 13/06/2019	<b>Type:</b> Comprehensive
<b>Behaviour support practitioner:</b>	Behaviour support practitioner's organisation:	<b>RP authorisation status:</b> Fully Authorised
<b>Start date: dd/mm/yyyy</b> 13/06/2019	<b>End date: dd/mm/yyyy</b> 07/06/2020	<b>Review date: dd/mm/yyyy</b> 08/05/2020
<b>State:</b> NSW	<b>Is short term approval in place?</b> No	
<b>Overall status:</b> Draft	<b>Reason for closure:</b>	<b>Status change date: dd/mm/yyyy</b>

When the status changes to **pending**, a **task** is allocated to the primary authorised reporting officer (ARO) for the implementing provider. The primary ARO is the first person that became the ARO for the implementing provider. To find out who the primary ARO is, or to change the primary ARO, the provider can email [Tier1Support@ndiscommission.gov.au](mailto:Tier1Support@ndiscommission.gov.au) with their ABN.

The screenshot shows the NDIS Commission Portal dashboard. At the top, there are navigation links for 'Change role / Manage access', 'Notifications', 'Switch to myplace', and 'Logout'. Below this is a green header with 'Home', 'Tasks', and 'Behaviour support plan'. The main content area has a welcome message and three cards: 'Tasks' (highlighted with a red box, showing 'Number of tasks awaiting action: 5'), 'My Behaviour Support Plans', and 'Behaviour Support Plans'. The footer contains contact information (1800 035 544) and links for 'Support', 'Feedback', 'Accessibility', 'Copyright & Disclaimer', and 'Privacy information'.

**Tip:** Any ARO can still accept the plan by locating the plan through search, navigating to the implementing provider view, and clicking the **Approve** button (see [user guide for implementing providers](#)).

Once the implementing provider has accepted the plan, the status of the plan will change to 'active'.

Once the end date has passed, the status of the plan will automatically change to 'expired'.

## 13. Fix an error in a plan

### Draft plans

13.1. When the plan status is 'draft', a **Remove** button is available under the **Actions** button.

The screenshot displays the 'Behaviour support plan' interface. On the left, the 'Person' details are shown, with 'Status: Draft' circled in green. The main area is titled 'Implementing providers' and contains a table with columns: 'Primary provider', 'Registration Id', 'Legal name', 'Business name', 'ABN', and 'Review date'. The 'Primary provider' column has two entries: 'Yes' (highlighted with a red box) and 'No'. To the right of each entry is an 'Actions' dropdown menu. The 'Actions' menu for the 'Yes' entry is open, showing options: 'Update', 'Remove', and 'Make primary'. The 'Remove' option is highlighted with a red box. Below the table, there is a 'Format' dropdown menu set to 'Comma Separated Values (CSV)' and an 'Export' button.

To remove an implementing provider added in error, click **Remove**. This will also remove all associated behaviours of concern and restrictive practices.

Note: The primary provider can not be removed. Add the correct provider first, make them primary by clicking the **make primary** button, and then remove the incorrect provider. For more information, see paragraph 7.4.

The **remove** button is also available under **Behaviours of concern** and **Schedule of restrictive practices**, allowing individual behaviours of concern and restrictive practices to be removed.

## Pending plans

13.2. An error identified when the plan status is 'pending' can be fixed by changing the status back to 'draft'.

In draft, edits can be made – see step 13.1 for how to remove providers, behaviours of concern or restrictive practices added in error.

To change the status back to 'draft', go to the **Details** view, click **Update** and then click the **Status** drop-down box and select *Draft*.

**Behaviour support plan**

Person:  
Type: Comprehensive  
Status: Pending  
Behaviour support practitioner:

Overview  
Person details  
Key contacts  
**Details**  
Implementing providers  
Assessments  
Behaviours of concern  
Schedule of restrictive practices  
Monthly reporting of restrictive practices

**Details** \* require

**Id:**  **Created date:** *dd/mm/yyyy*  
20/04/2020 **Type:** Comprehensive

**Behaviour support practitioner:**   **Behaviour support practitioner's organisation:**  **RP authorisation status:** Not Authorised

**Start date:** \* *dd/mm/yyyy*  20/04/2020  **End date:** \* *dd/mm/yyyy*  15/04/2021  **Review date:** \* *dd/mm/yyyy*  16/03/2021

**State:**  NSW  **Is short term approval in place?**  No

**Status:**  Pending   
Active  
**Draft**  
Partially Active

**Reason for closure:**  Please Select  **Status changed date:** *dd/mm/yyyy*  
20/04/2020

Maximum of 1500 characters

## Active Plans

13.3. When the plan status is active, no changes can be made to the plan.

A new plan will have to be lodged. To save time, a copy of the plan can be made by going to the **Details** page and clicking the **Copy** button.

This will create a new plan in draft with a new plan ID, but contain the existing information in the original plan. The required changes can now be made.

**Behaviour support plan**

Person:  
Type: Comprehensive  
Status:  
Behaviour support practitioner:

Overview  
Person details  
Key contacts  
**Details**  
Implementing providers  
Assessments  
Behaviours of concern  
Schedule of restrictive practices

**Details**

**Copy** **Send draft** **Update**

**Id:** \_\_\_\_\_ **Created date:** *dd/mm/yyyy* **Type:** \_\_\_\_\_  
01/06/2020 Comprehensive

**Behaviour support practitioner:** \_\_\_\_\_ **Behaviour support practitioner's organisation:** \_\_\_\_\_ **RP authorisation status:** \_\_\_\_\_

**Start date:** *dd/mm/yyyy* **End date:** *dd/mm/yyyy* **Review date:** *dd/mm/yyyy*  
01/06/2020 27/05/2021 27/04/2021

**State:** \_\_\_\_\_ **Is short term approval in place?** \_\_\_\_\_  
No

**Overall status:** \_\_\_\_\_ **Reason for closure:** \_\_\_\_\_ **Status change date:** *dd/mm/yyyy*

Before clicking the 'send draft' button and making the new plan 'pending', you will need to close the original active plan. See section 14 for [how to close a plan](#).

Note – if there is a small variation in way a restrictive practice is being used, for example a change in dosage of a medication or change in the way an environmental restraint is being used, the implementing provider can report this variation monthly by selecting **report variation** when they complete the monthly report. The amendments can be made when the behaviour support plan is reviewed.

If there is a major change in the participant's circumstances, an NDIS behaviour support practitioner is required to review the behaviour support plan.

# 14. Close a plan

## 14.1. In the Details view, click Update

The screenshot shows the 'Behaviour support plan' details page. On the left is a sidebar with navigation options: Overview, Person details, Key contacts, Details (highlighted), Implementing providers, Assessments, Behaviours of concern, Plan description, Schedule of restrictive practices, Monthly reporting of restrictive practices, and Authorised reporting officer report. The main content area is titled 'Details' and contains the following information:

- Buttons: Copy, Send draft, Update (highlighted in red)
- Id: \_\_\_\_\_ Created date: dd/mm/yyyy 26/05/2020 Type: Comprehensive
- Behaviour support practitioner: \_\_\_\_\_ Behaviour support practitioner's organisation: \_\_\_\_\_ RP authorisation status: Fully Authorised
- Start date: dd/mm/yyyy 27/05/2020 End date: dd/mm/yyyy 21/05/2021 Review date: dd/mm/yyyy 21/04/2021
- State: \_\_\_\_\_ Is short term approval in place? Yes
- Overall status: Active Reason for closure: \_\_\_\_\_ Status change date: dd/mm/yyyy 27/05/2020 (This row is highlighted in red)
- QA clinician: \_\_\_\_\_ QA status: \_\_\_\_\_
- Closure description: \_\_\_\_\_

## 14.2. Select Closed from the Status drop down box

The screenshot shows the 'Behaviour support plan' details page with the 'Status' dropdown menu open. The dropdown menu is highlighted in red and shows three options: Active, Closed, and Expired. The main content area is titled 'Details' and contains the following information:

- Buttons: Copy, Send draft, Update
- Id: \_\_\_\_\_ Created date: dd/mm/yyyy 26/05/2020 Type: Comprehensive
- Behaviour support practitioner: \_\_\_\_\_ (with a 'Select' button) Behaviour support practitioner's organisation: \_\_\_\_\_ RP authorisation status: Fully Authorised
- Start date: \* dd/mm/yyyy 27/05/2020 End date: \* dd/mm/yyyy 21/05/2021 Review date: \* dd/mm/yyyy 21/04/2021
- State: \* SA Is short term approval in place? Yes
- Status: Closed (highlighted in red) Reason for closure: Please Select Status changed date: dd/mm/yyyy 27/05/2020
- QA clinician: \_\_\_\_\_ QA status: \_\_\_\_\_
- Closure description: \_\_\_\_\_ (Maximum of 1500 characters)



Select reason for closure from the **Reason for closure** drop-down menu and then click **Save**.

The screenshot shows a web form with a sidebar on the left containing sections for 'Details', 'Implementing providers', 'Assessments', 'Behaviours of concern', 'Plan description', 'Schedule of restrictive practices', 'Monthly reporting of restrictive practices', 'Authorised reporting officer report submission', 'Related links', 'Actions', 'Tasks', and 'Attachments'. The main form area includes fields for 'State' (VIC), 'Is short term approval in place?' (No), 'Status' (Closed), 'Reason for closure' (a dropdown menu with options: Created in Error, Deceased, Duplicate, Expired while Pending, Goals achieved, Implemented by family, Legacy Plan, Merged Duplicate, No Longer at Service Setting, Non-NDIS provider, Other), and 'Status changed date' (15/10/2019). There is also a 'Closure description' text area with a 'Maximum of 1500 characters' limit and a 'QA clinician' field. A 'Discard changes and return' link is at the bottom left, and a 'Save' button is at the bottom right, both highlighted with red boxes.

If *Other* is selected as a reason for closure, additional information is required in the **Closure description** box.

## Contact us

**Call: 1800 035 544** (free call from landlines). Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

**Email:** [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)