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

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

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.

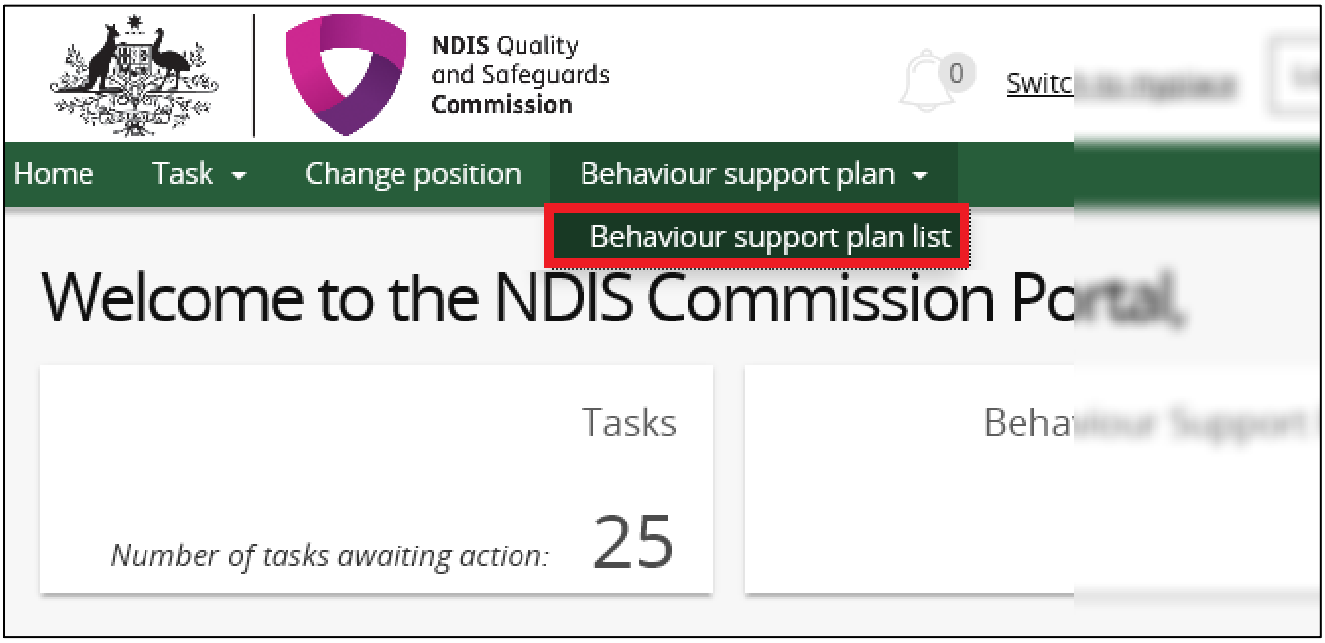
4. **A functional behaviour assessment**, if a comprehensive behaviour support plan is being lodged, as this must also be attached to the Portal.

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

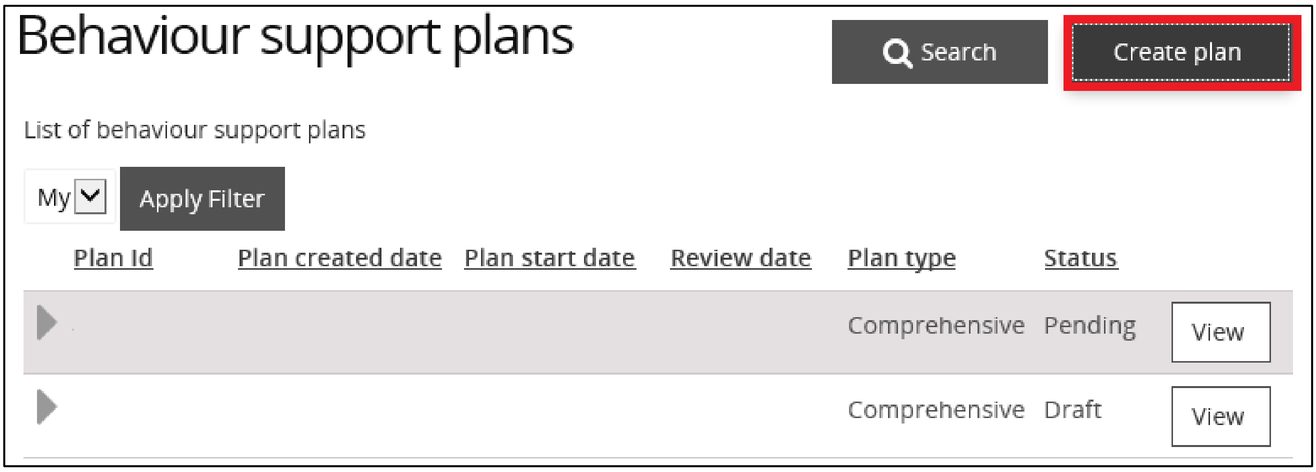
If you have multiple access roles, ensure you are logged in as behaviour support practitioner or Behaviour Support Practitioner Admin role.

1. Create behaviour support plan ID

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



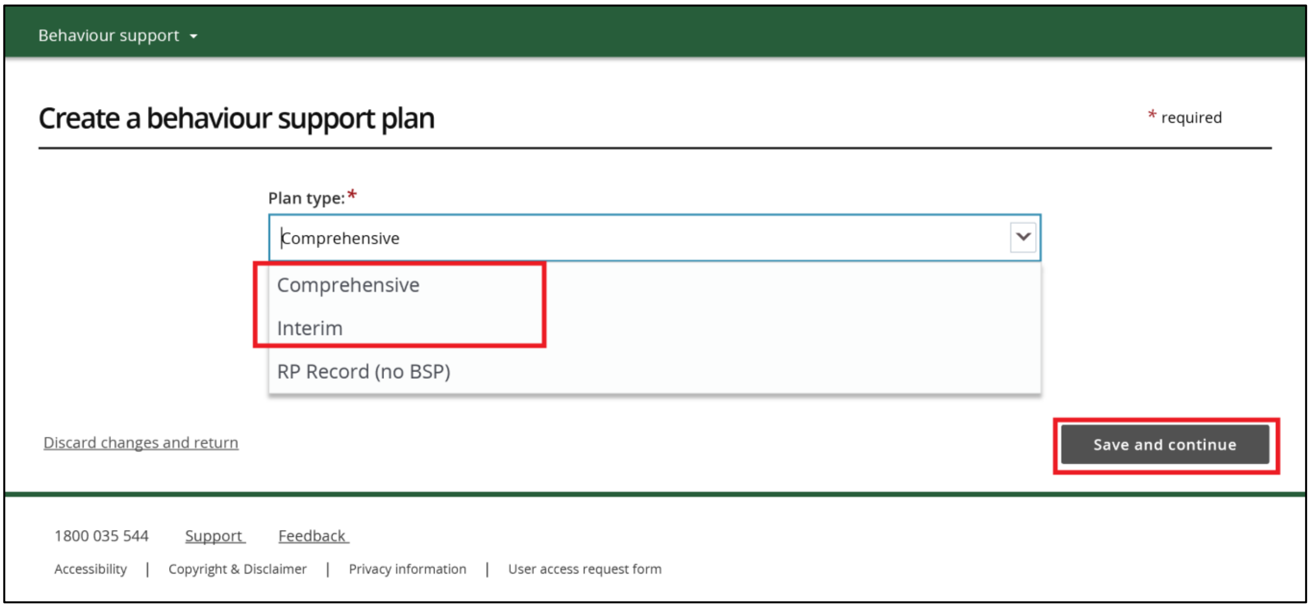
1.2. Click **Create plan**.



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

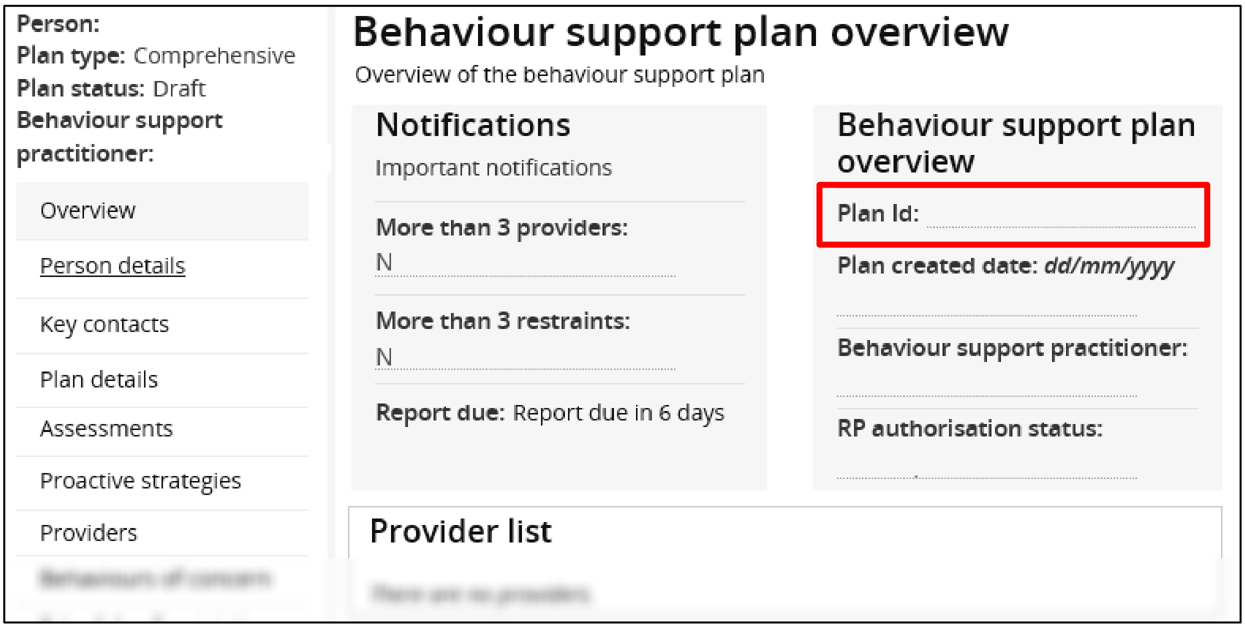
Only select *Comprehensive* if you have a completed a functional assessment ready to upload. Once you select either *Interim* or *Comprehensive*, a plan ID is created for this plan type and cannot be changed. If you select the wrong plan type, you will need to go back to step 1.2 and create another plan.

❖ ***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.*



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.



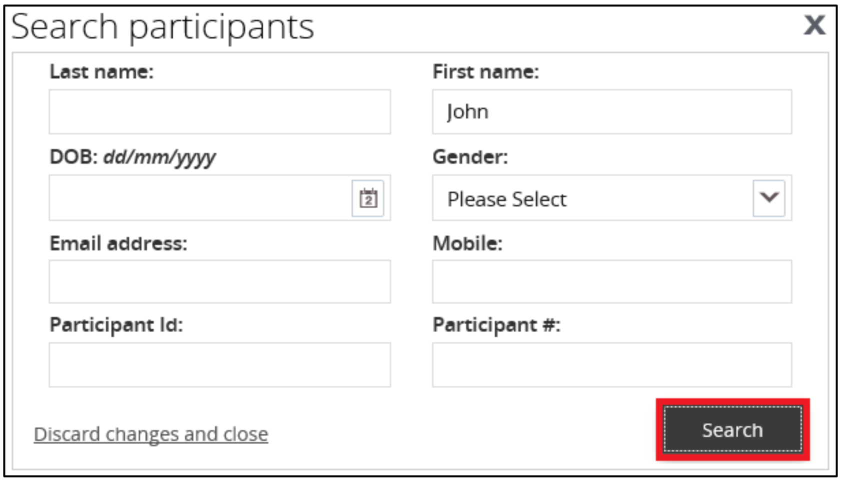
❖ ***Tip**: The **plan ID** is located in the 'Behaviour support plan overview' section on the right hand side of the screen.*

2. Add participant details

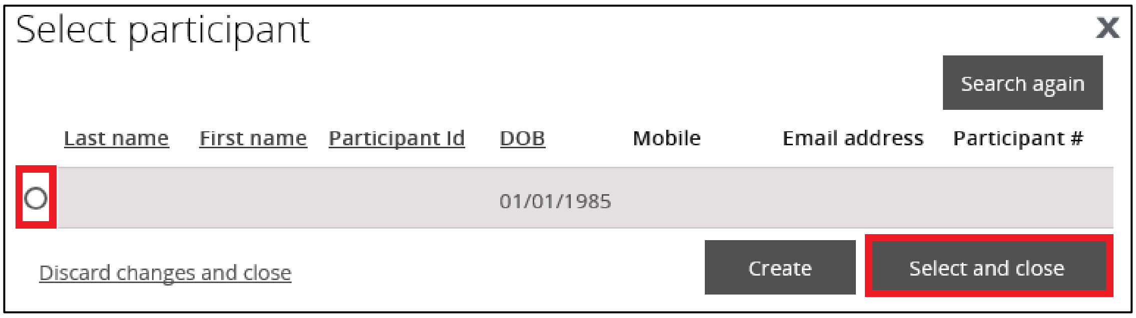
2.1. Click the **Person details** from the left hand side menu then click **Select person**.

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

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



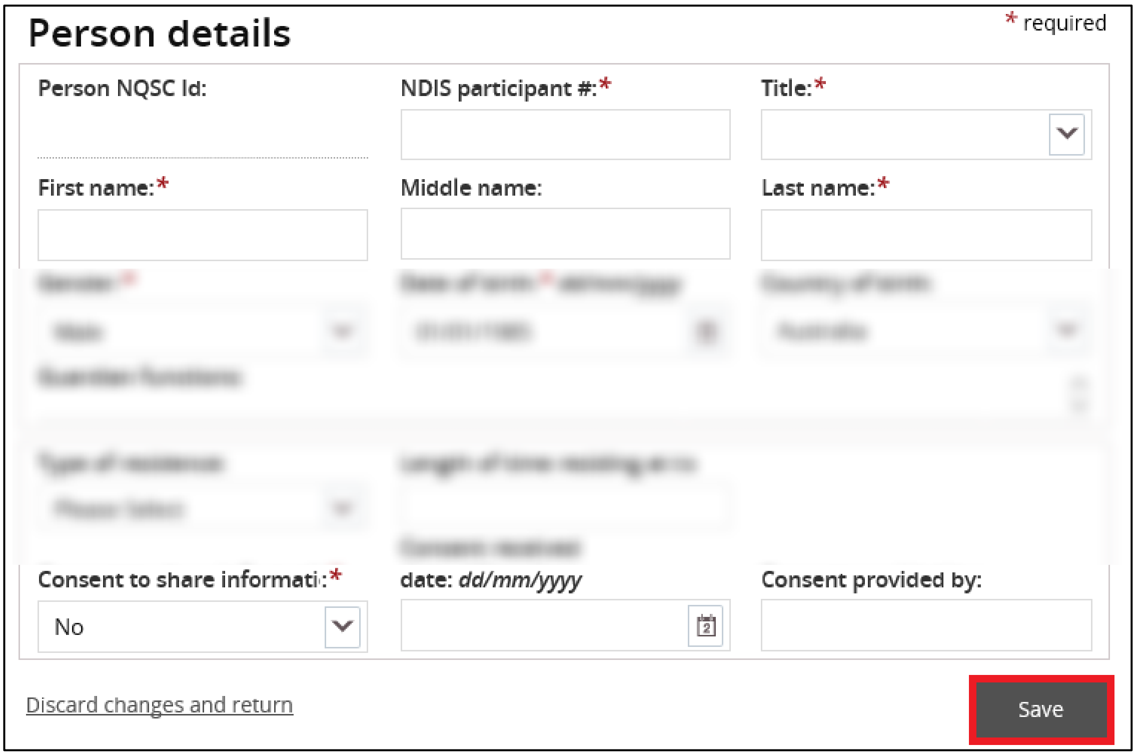
2.4. Select a **Participant record** to add then click **Select and close**.



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.

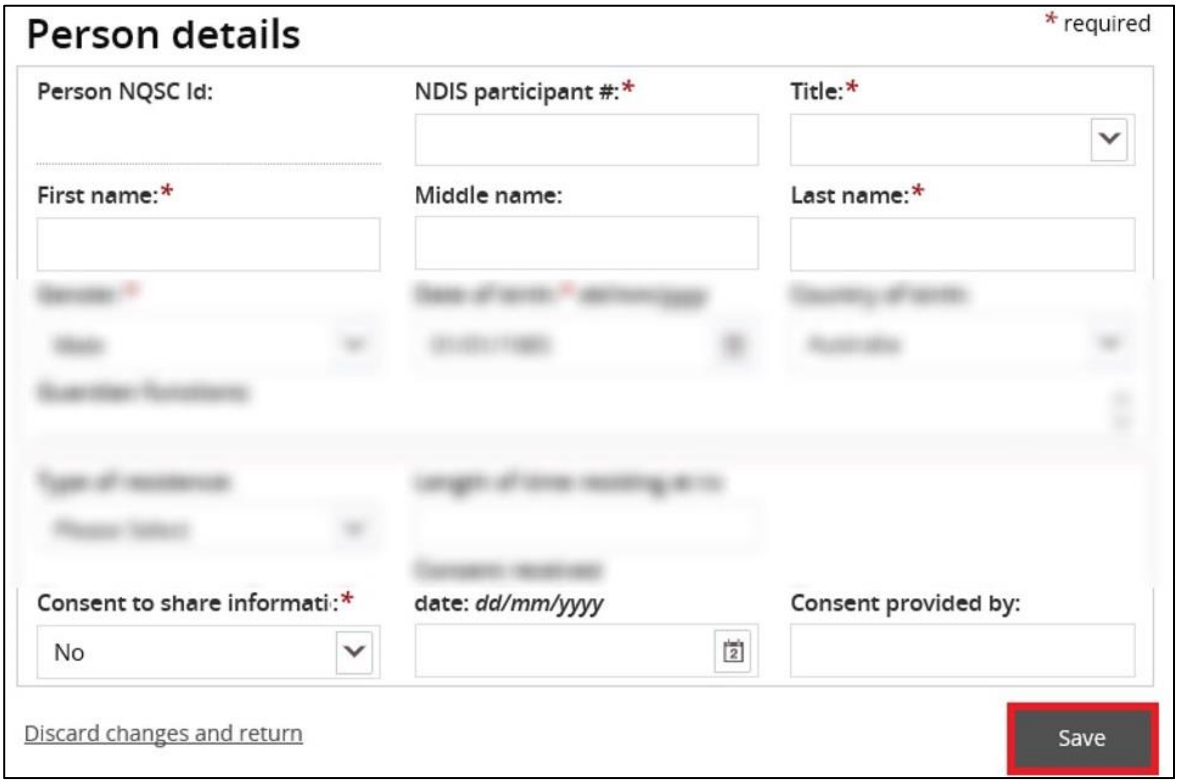


2.6. If no participant records appear after searching, click **Create.**

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

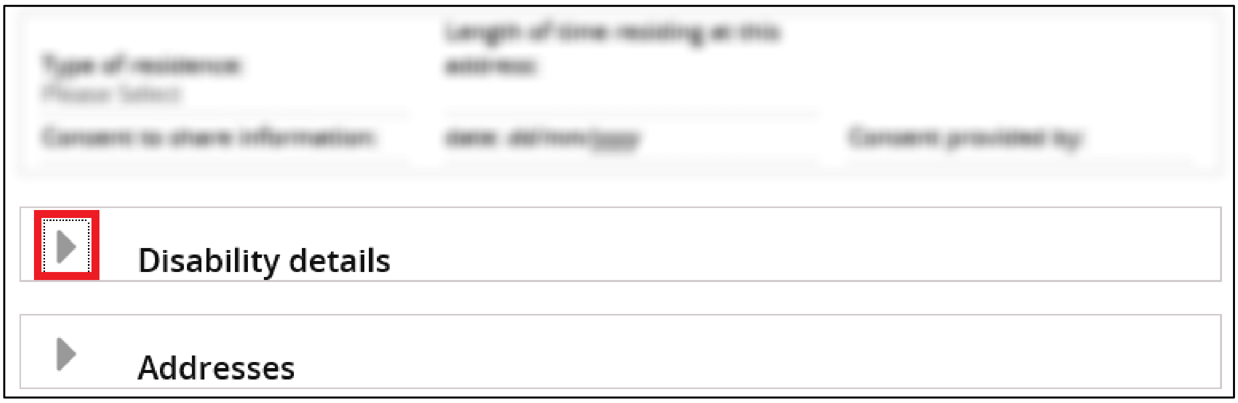
Once you have created the participant record for the first behaviour support plan, it will be available to use for any subsequent behaviour support plans for that participant.

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

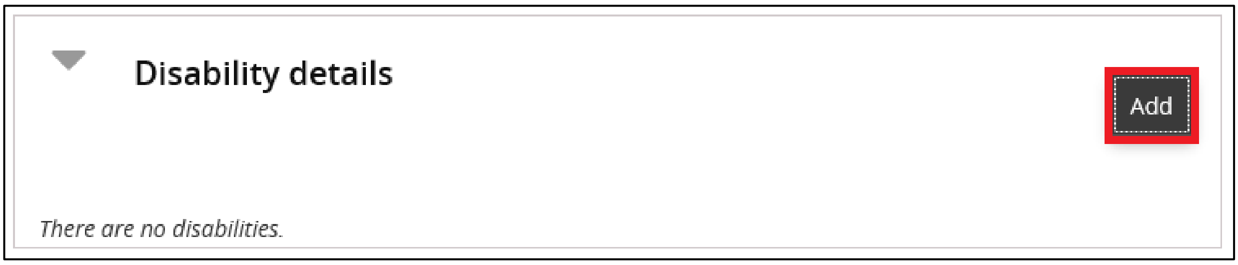


3. Add disability details

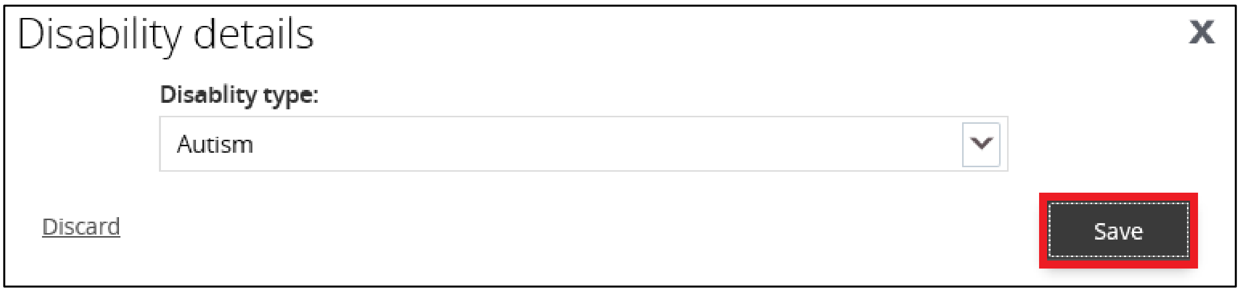
3.1. Select the **Disability details** tile then click **Expand** button.



3.2. Click **Add**.



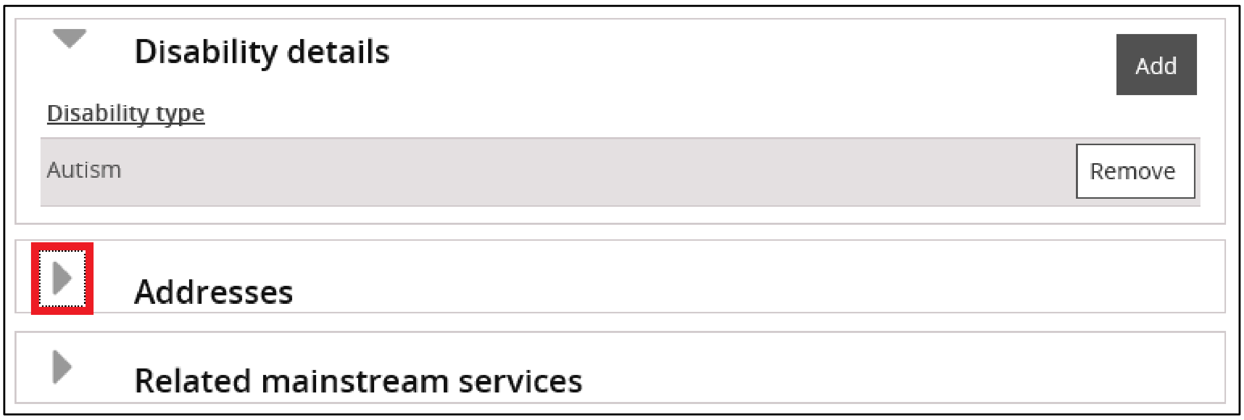
3.3. Click the **Disability type** drop down field, select a disability then click **Save.**



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

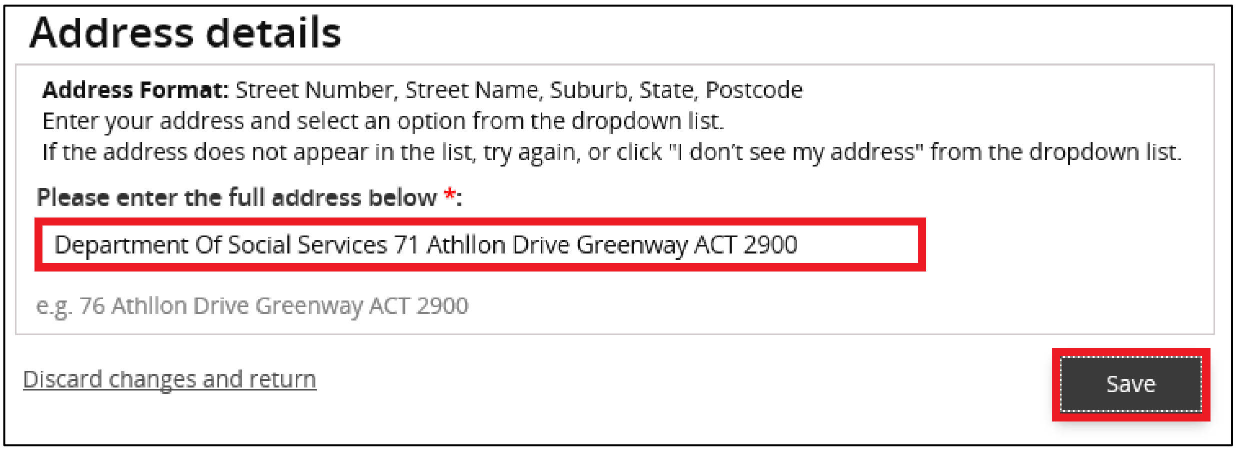
4. Add address details

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



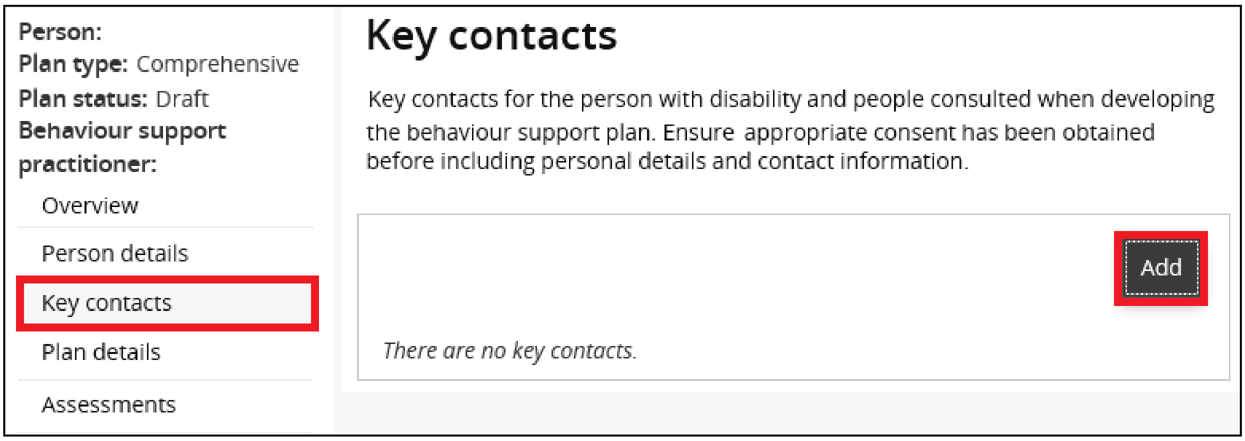
4.2. Click **Add address**.

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

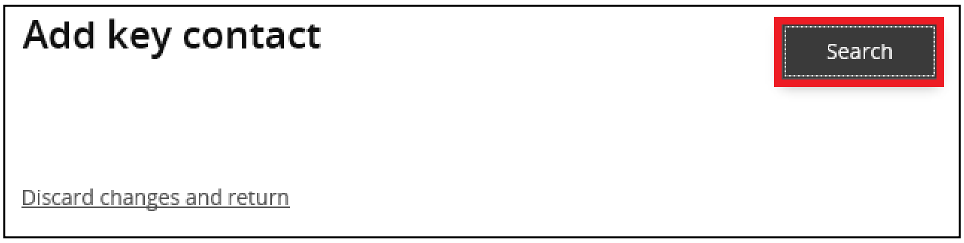


5. Add key contacts

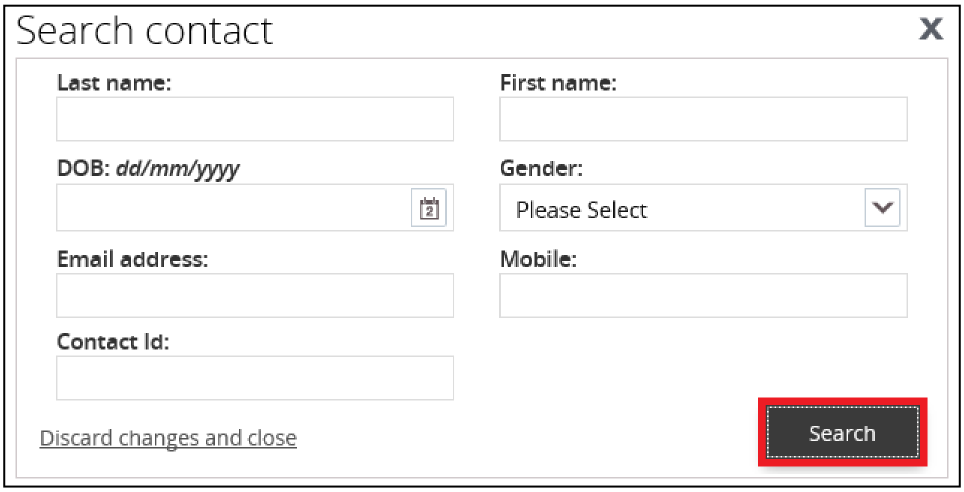
5.1. Click the **Key contacts** from left hand side menu then click **Add**.



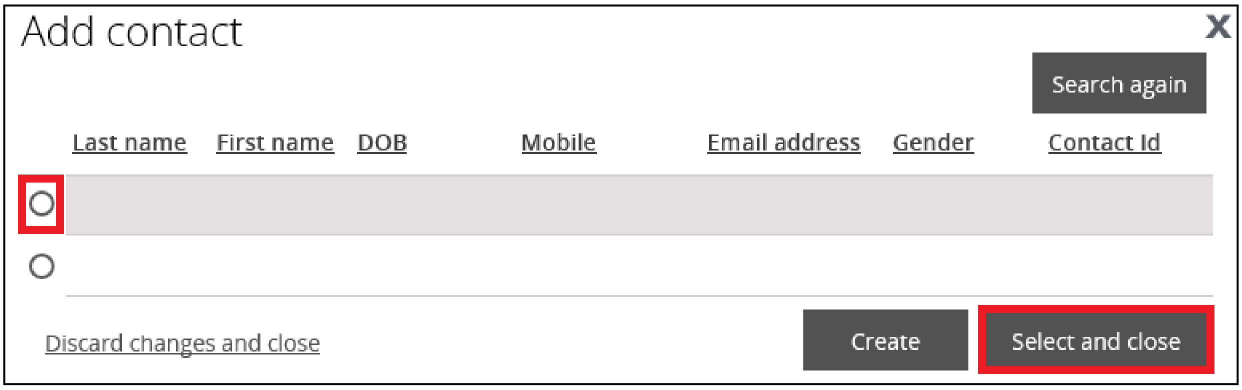
5.2. Click **Search**.



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



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

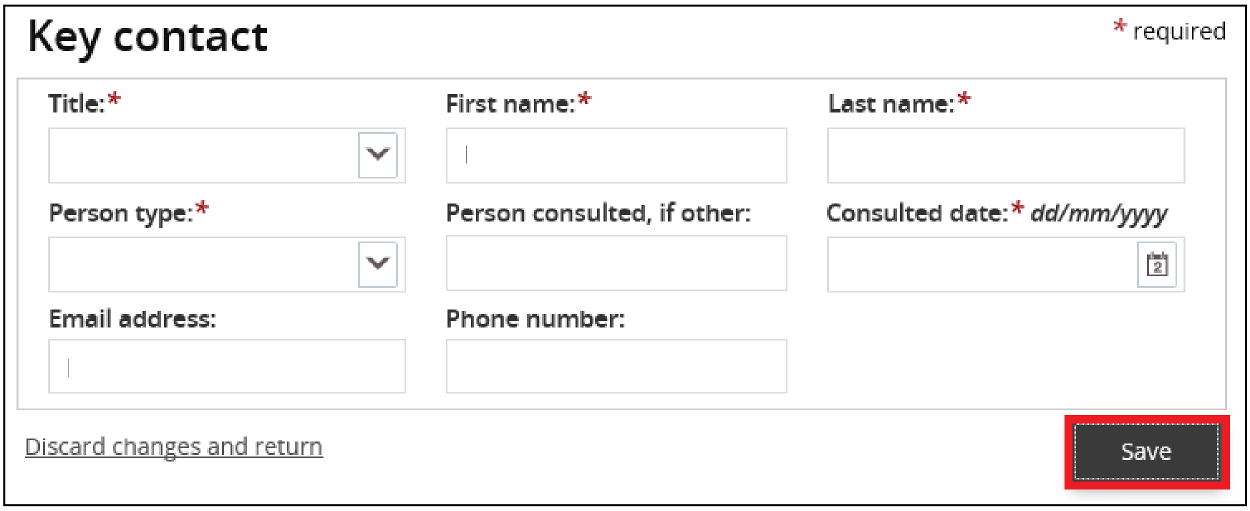


5.5. If the key contact you are searching for is not there, click on the **Create** button and enter their details.

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

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

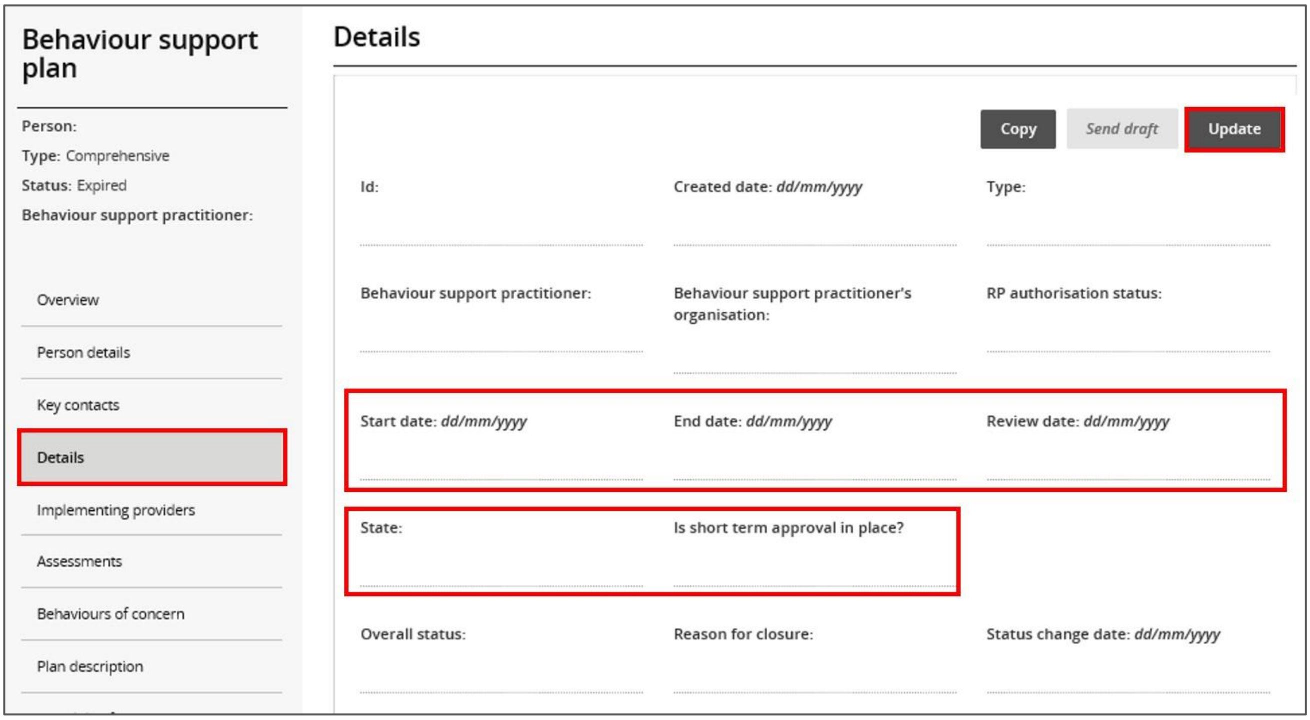
5.8. Click **Save**.



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.



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:

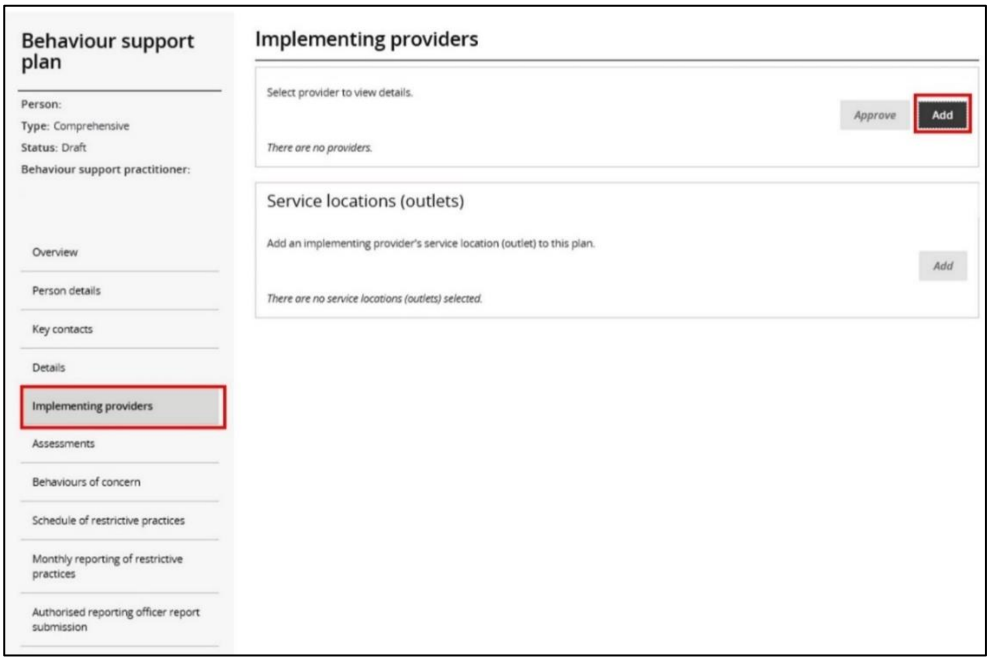
- complete step 8 if it's a comprehensive plan - adding a functional behaviour assessment
- complete step 11 – attach a copy of the plan
- then go to step 14 and close the plan. Select the appropriate reason for closure e.g. **implemented by family** or **implemented by non-NDIS provider**.

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.**

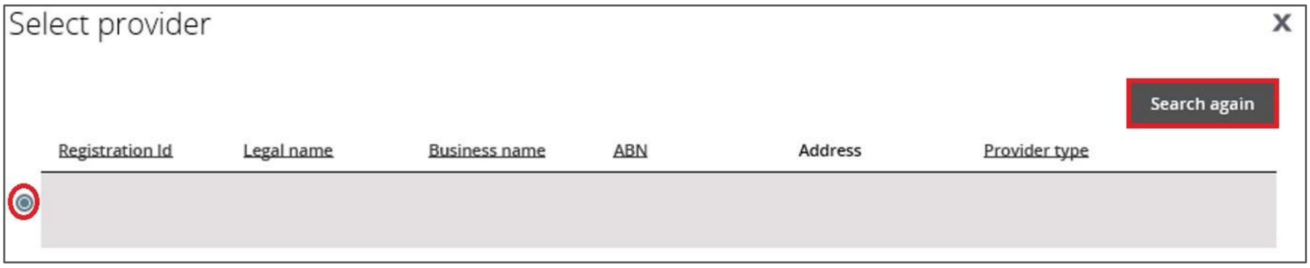
Only add in Implementing providers who are implementing the restrictive practices. Do not add other providers to this section. Any other providers involved who are not implementing any restrictive practices can be added under **Key contacts** (see section 5).

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.



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.

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

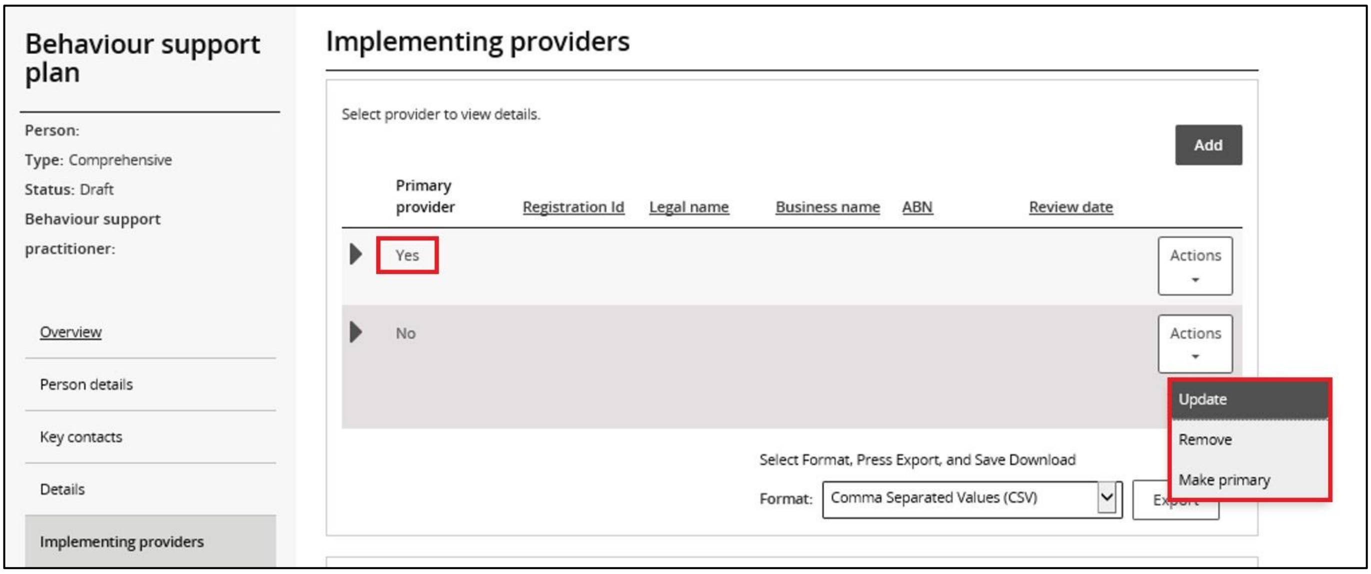


If there are more providers to add, **repeat steps 7.1 – 7.3.**

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.**

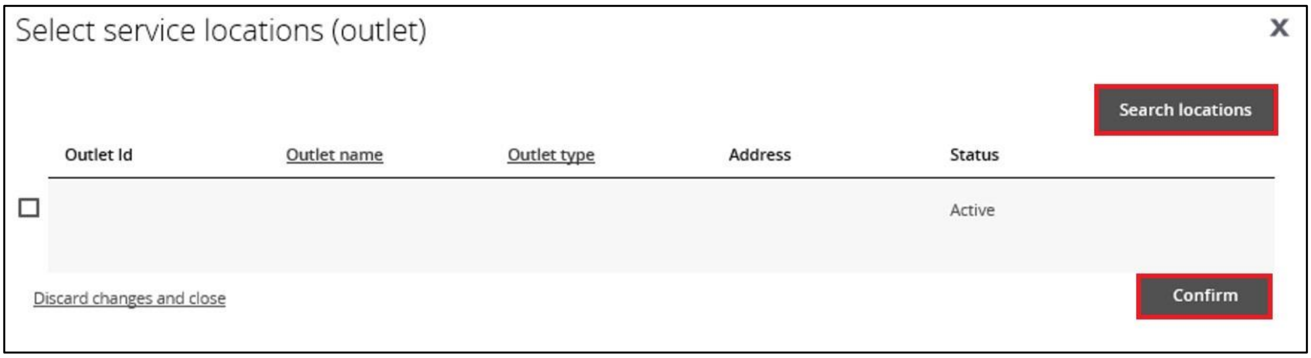
The primary provider can not be removed. Add the correct provider first, make them the primary provider by clicking the **make primary** button, and then remove the incorrect provider. Note: This will also remove any behaviours of concern or restrictive practices that have been attached to this provider.



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

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.



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.

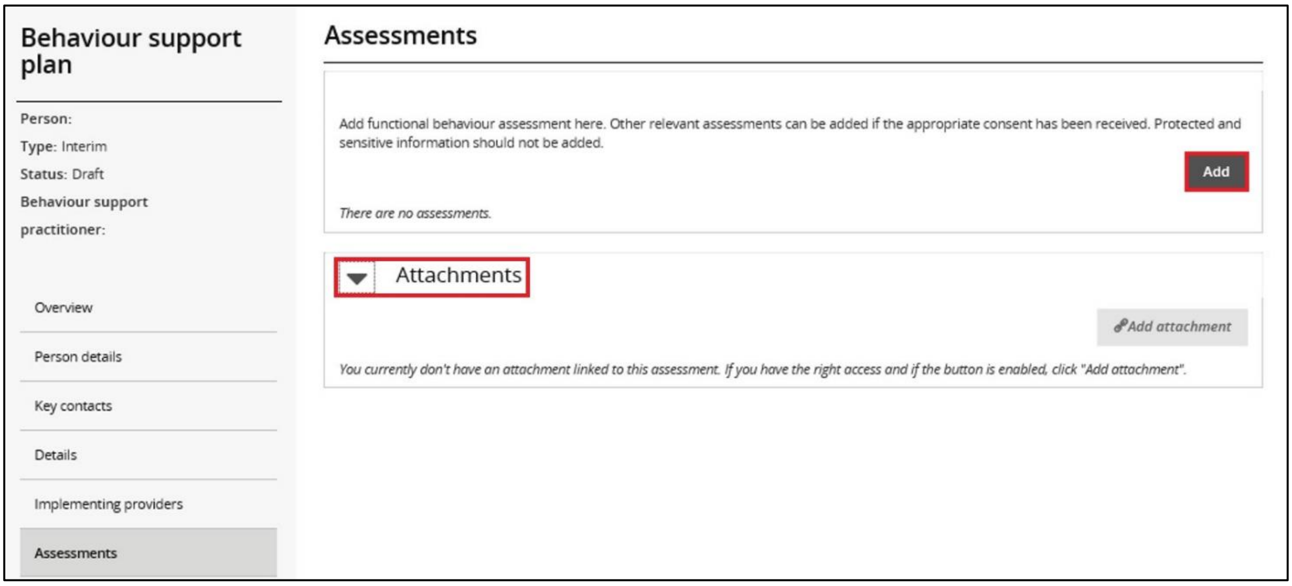
If there is more than one provider, you need to add a service location for each provider by **repeating steps 7.5 – 7.7.**

8. Add a functional behaviour assessment

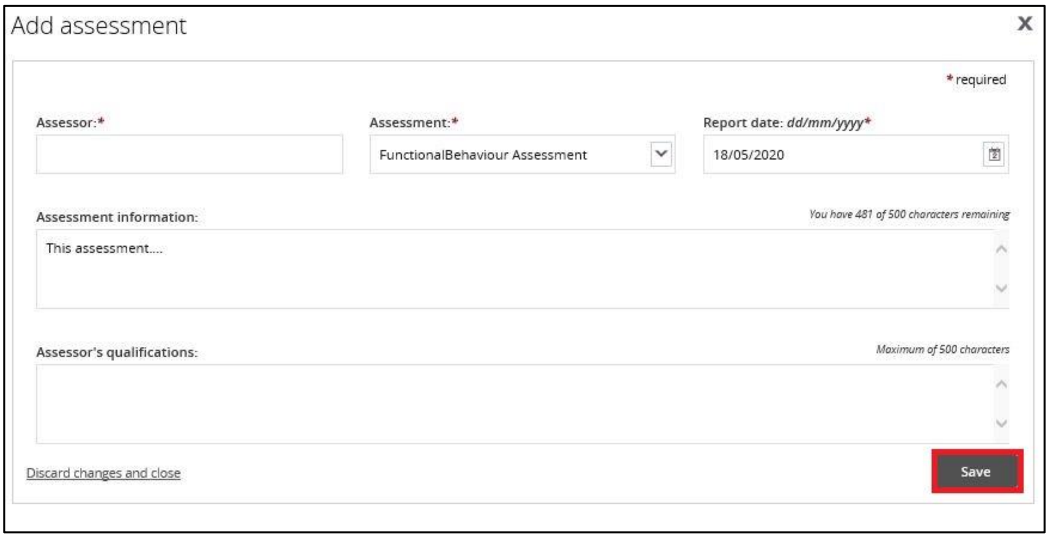
This is a mandatory field for comprehensive behaviour support plans. It is not required for interim plans.

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.**



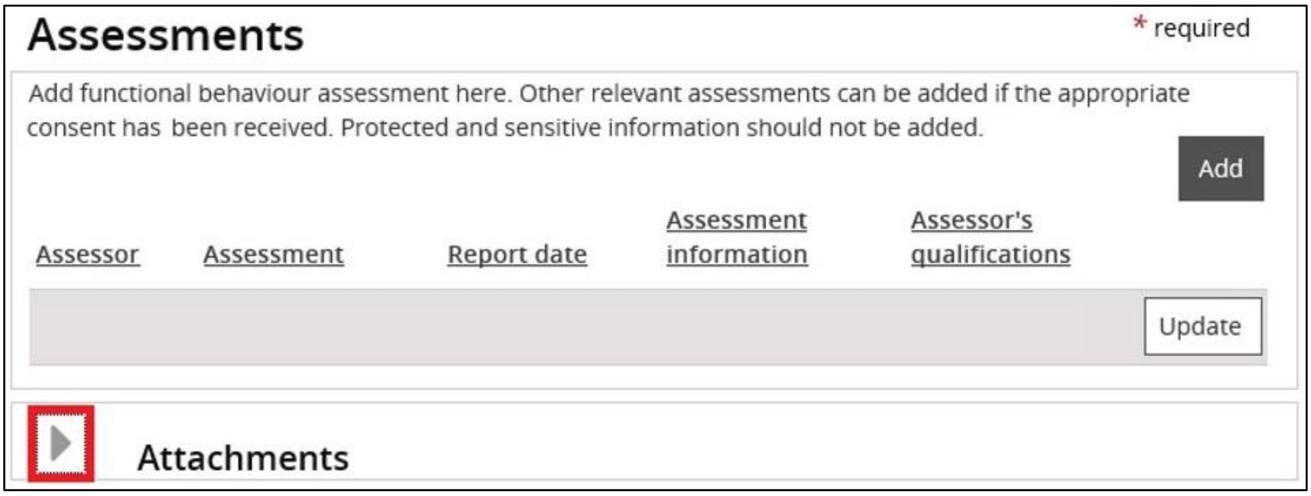
8.2. Enter the assessor's name and report date, and select *Functional Behaviour Assessment* then click **Save**.



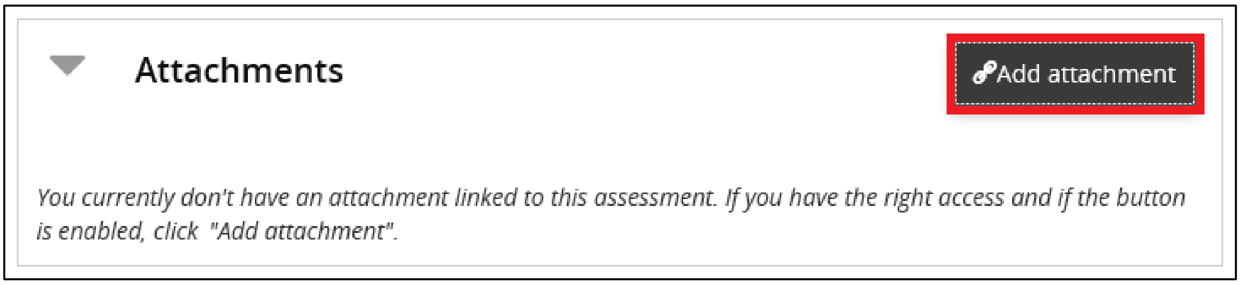
Note: **Assessment information** and **Assessor's qualifications** are not mandatory fields.

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.

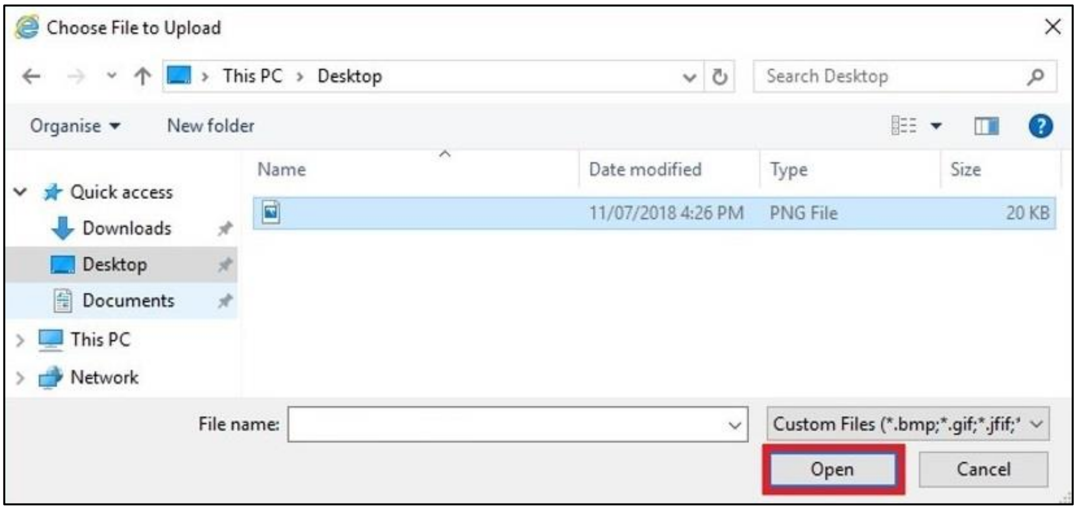
8.3. Click on the name of the assessment, then select the **Attachments** tile and click **Expand.**



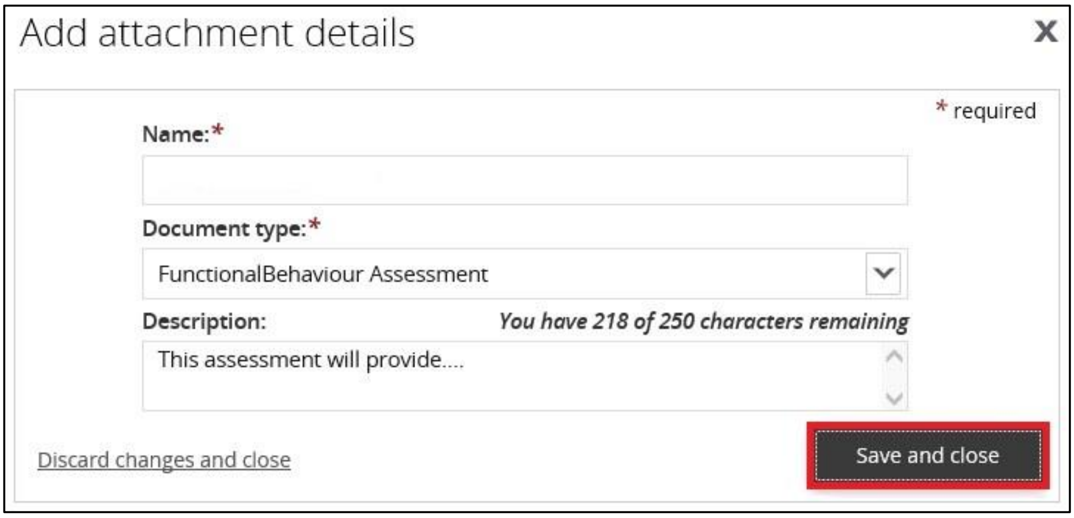
8.4. Click **Add attachment**.



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

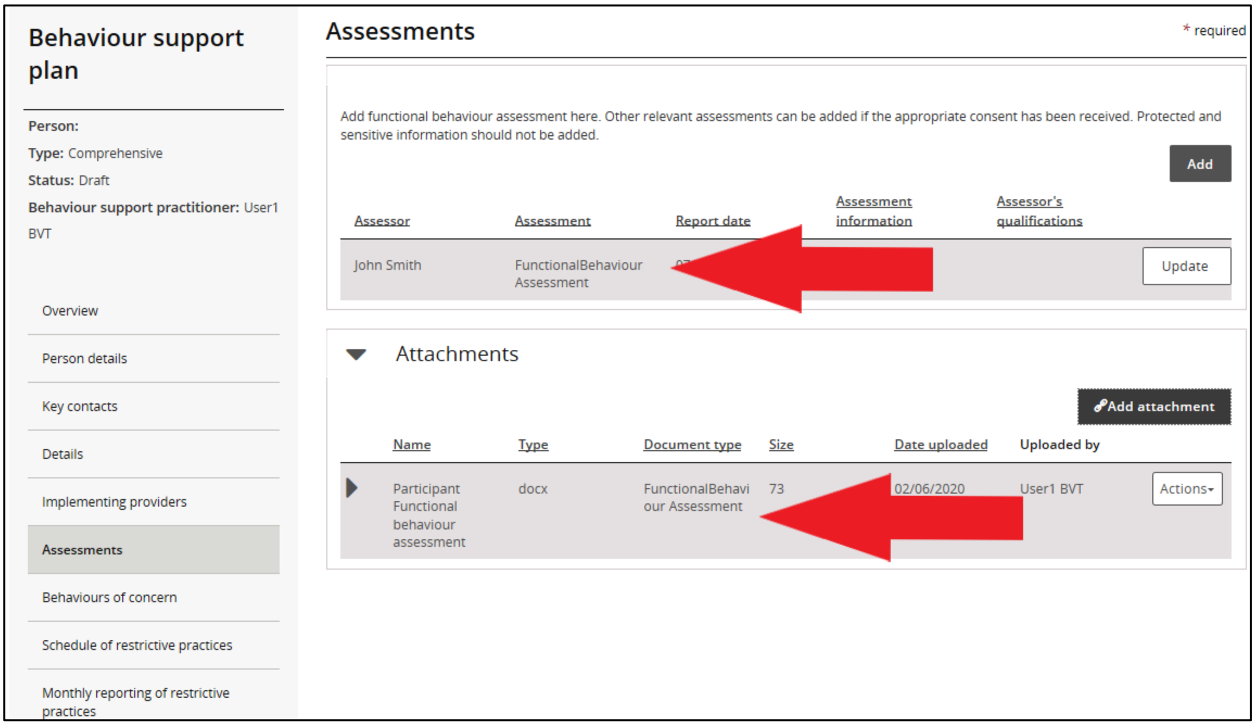


8.6. Select *Functional Behaviour Assessment* as the **Document type** then click **Save and close**.



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**.*



9. Add behaviours of concern

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

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

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

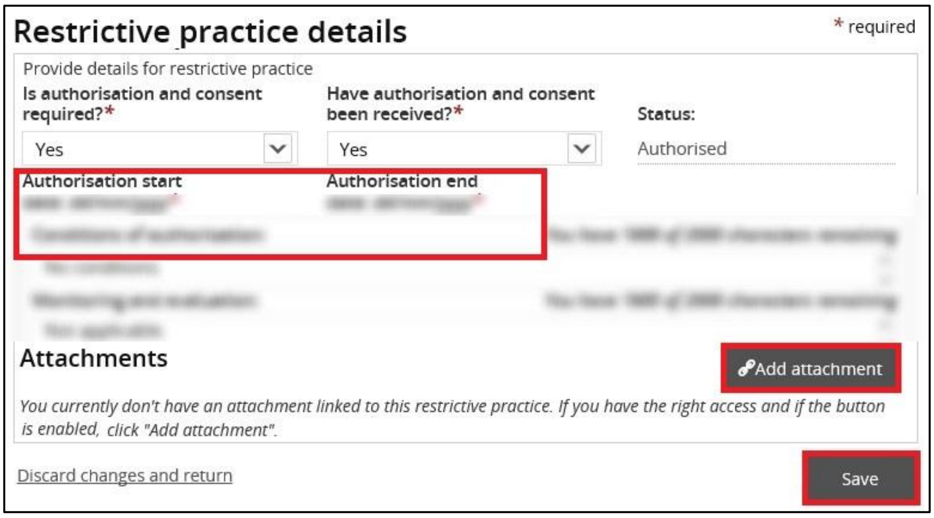
9.3. If there are multiple providers, the behaviour of concern must be added against each provider where the behaviour occurs. To do this, select the behaviour of concern and click on the **copy** button. Then change the **Provider business name** and **Service location** to reflect the different provider.

10. Add restrictive practices

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

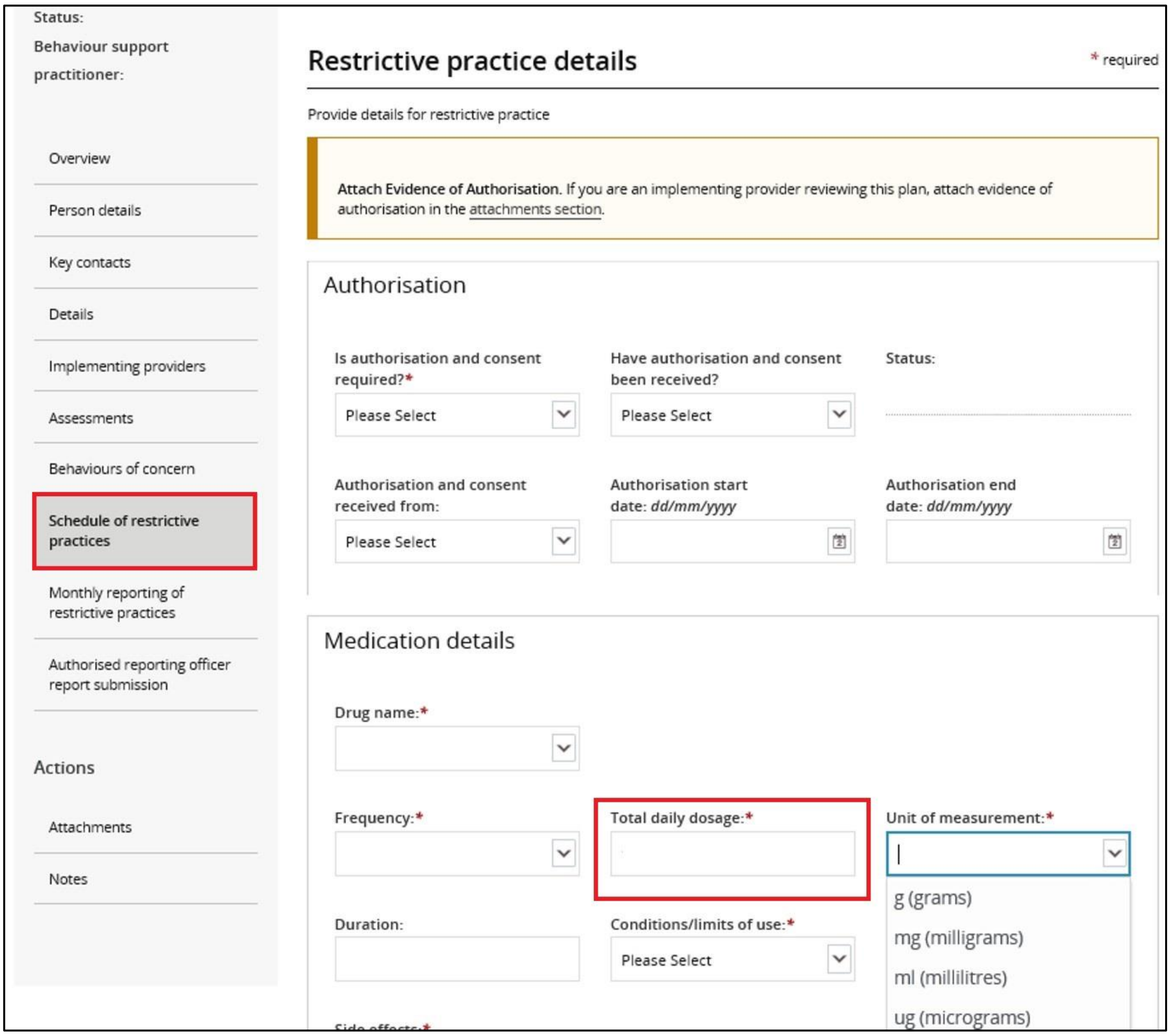
10.2. Complete the **restrictive practice** information from drop down fields then click **Next**.

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



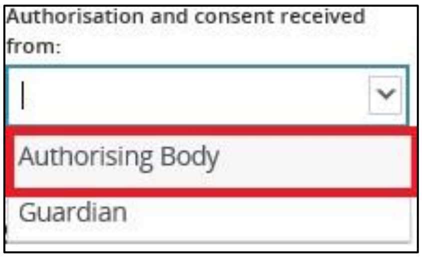
Note – the implementing provider (Authorised Reporting Officer role) can now edit these fields when the behaviour support plan is active. Therefore, if authorisation is not yet obtained, the implementing provider can update this information when they accept the plan and upload the evidence of authorisation (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.

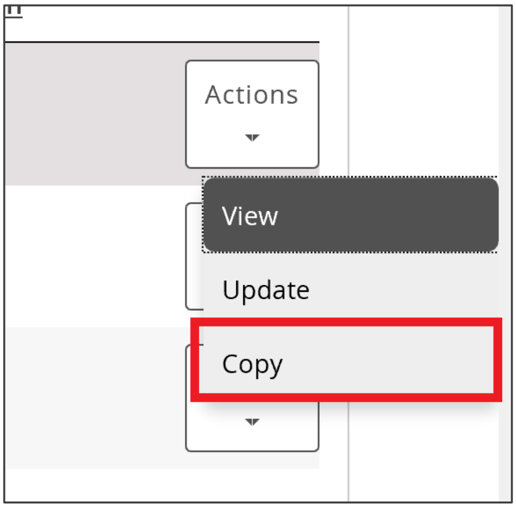
❖ ***Tip***: *NSW, ACT, VIC, TAS, NT, QLD and WA should use 'Authorising Body' in the drop-down list. SA should use 'Guardian'.*



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.**

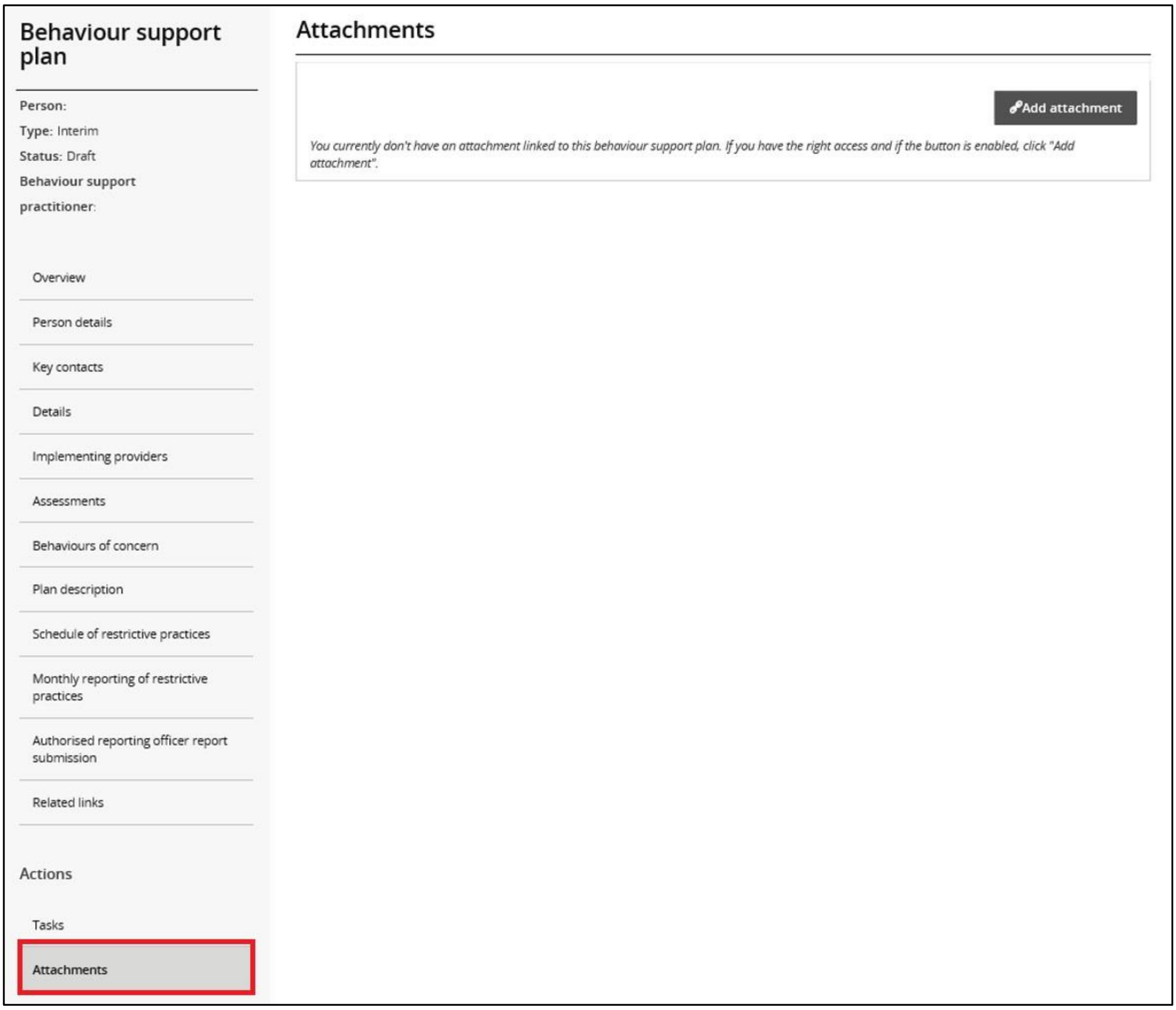
10.7. If there are multiple providers, the regulated restrictive practice must be added against each provider that will be using the practice. To do this, select the restrictive practice and click **Copy**. Then change the **Provider business name** and **Service location** to reflect the different provider.



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

11. Attach the behaviour support plan

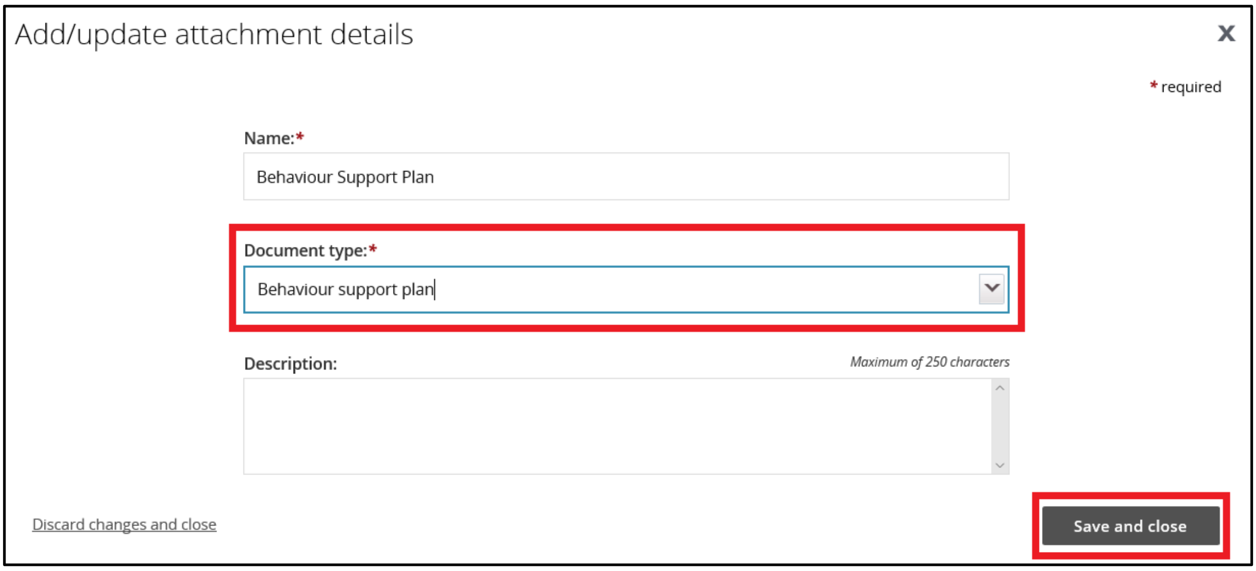
11.1. Scroll down the left hand side navigation menu and select **Attachments.**



11.2. Click on **Add attachment.**

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.**



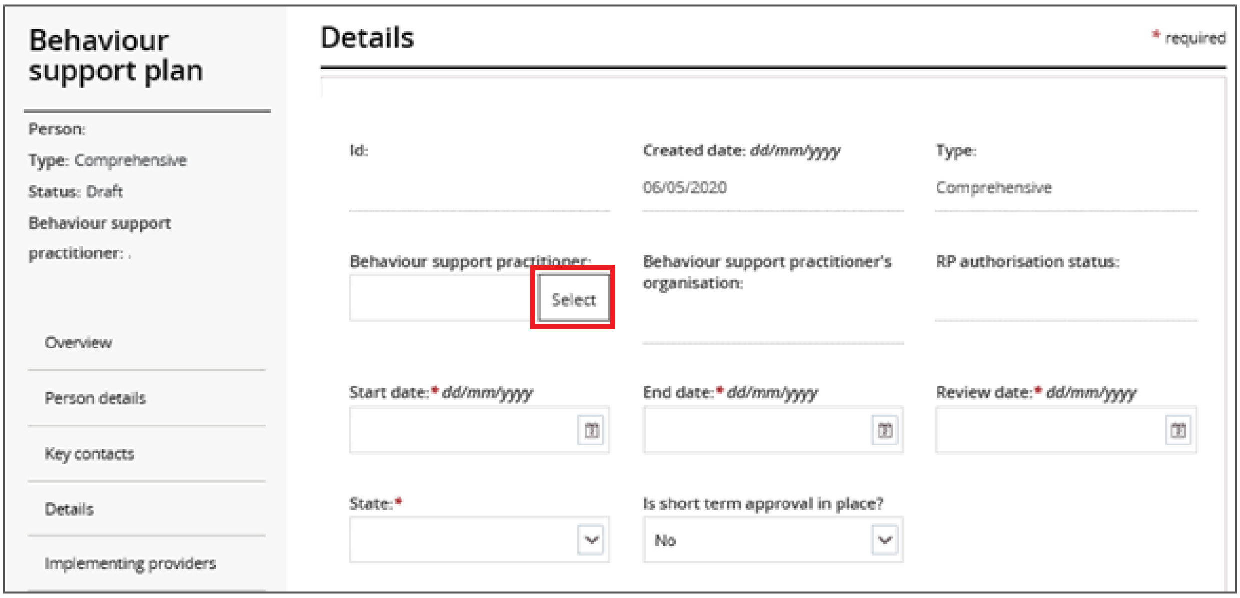
❖ *Tip – Description is not a mandatory field*

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

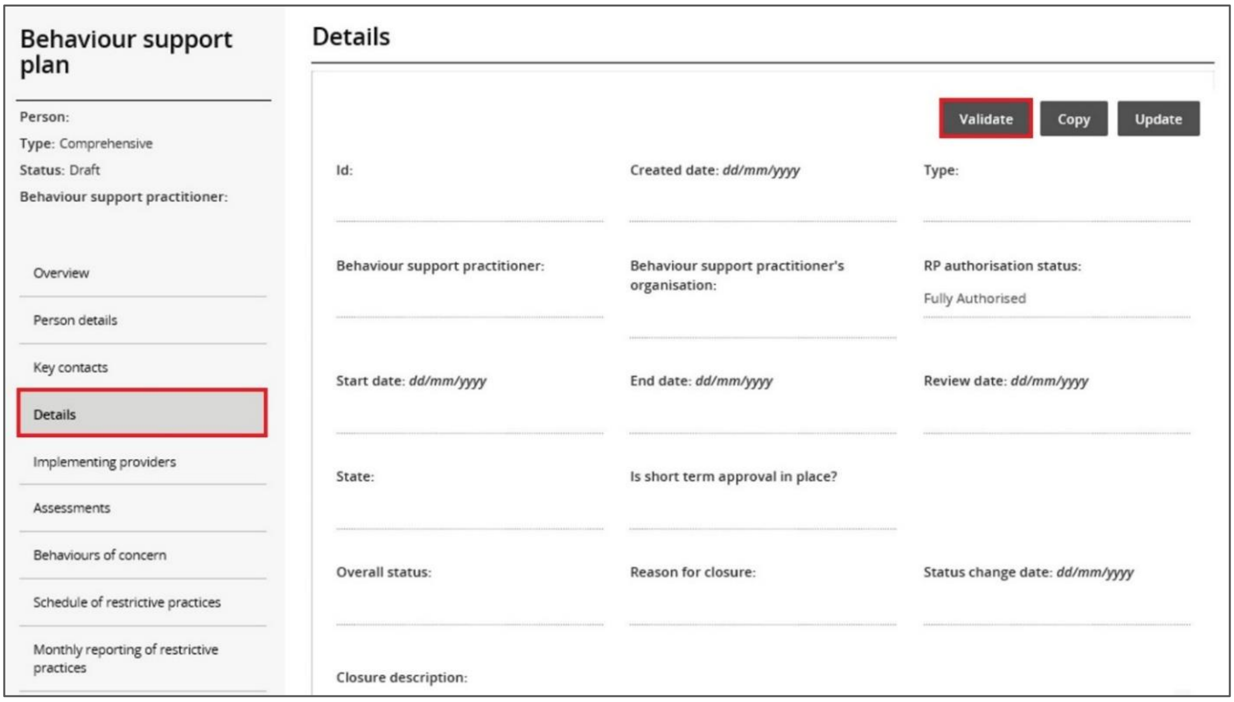
Check all sections listed down the left hand side menu to ensure that you have completed all the details required.

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.



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

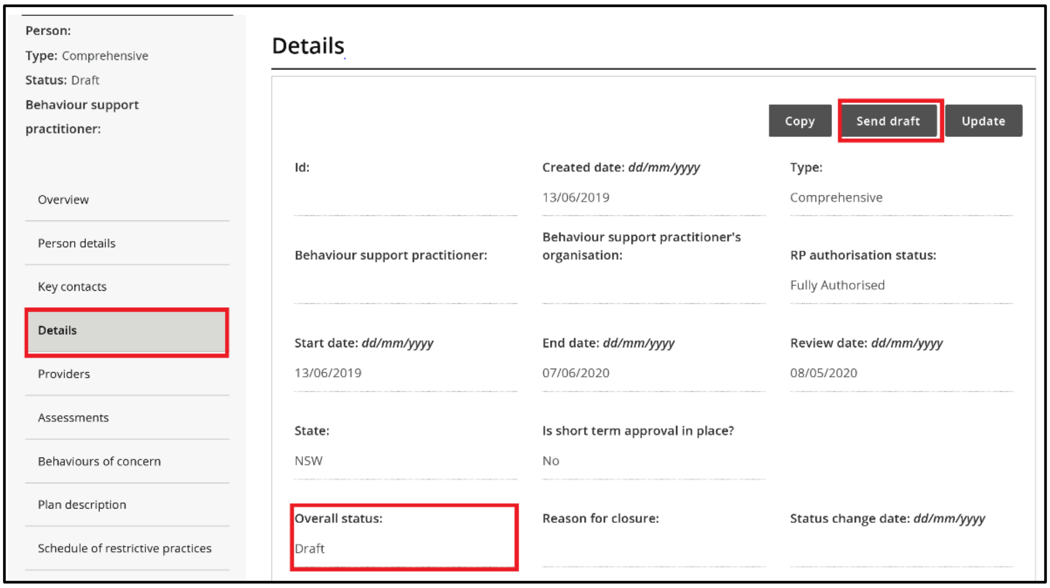


Behaviour Support Practitioner role

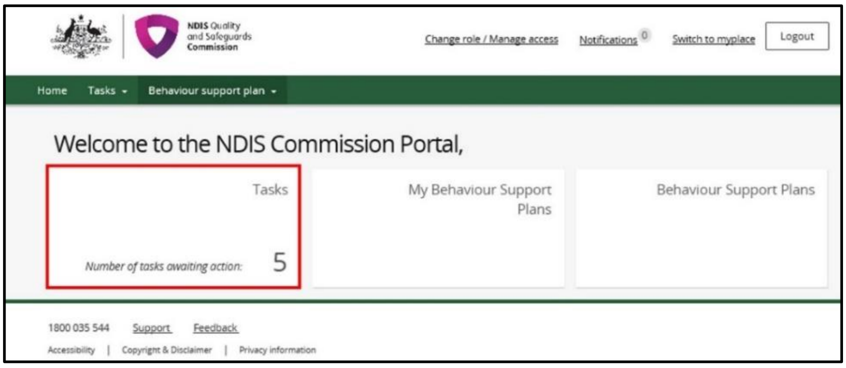
Only this role can send the plan to the implementing provider by clicking the **Send draft** button. This sends the plan to the implementing providers to activate it and commence monthly reporting.

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**.



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 with their ABN.



❖ ***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).*

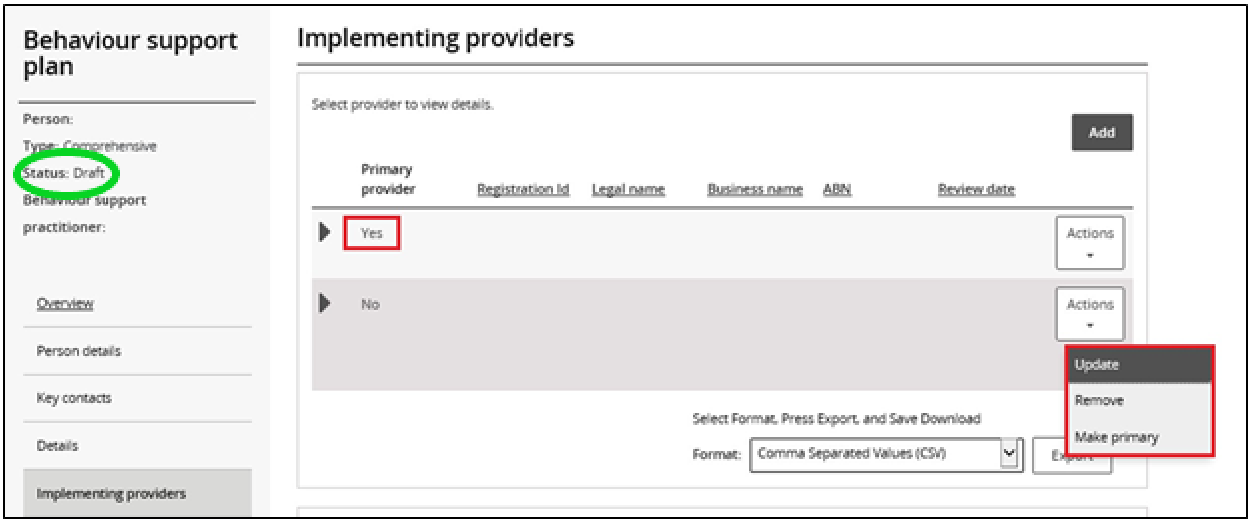
Once the implementing provider has accepted the plan, the status of the plan will change to 'active'.

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.



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.

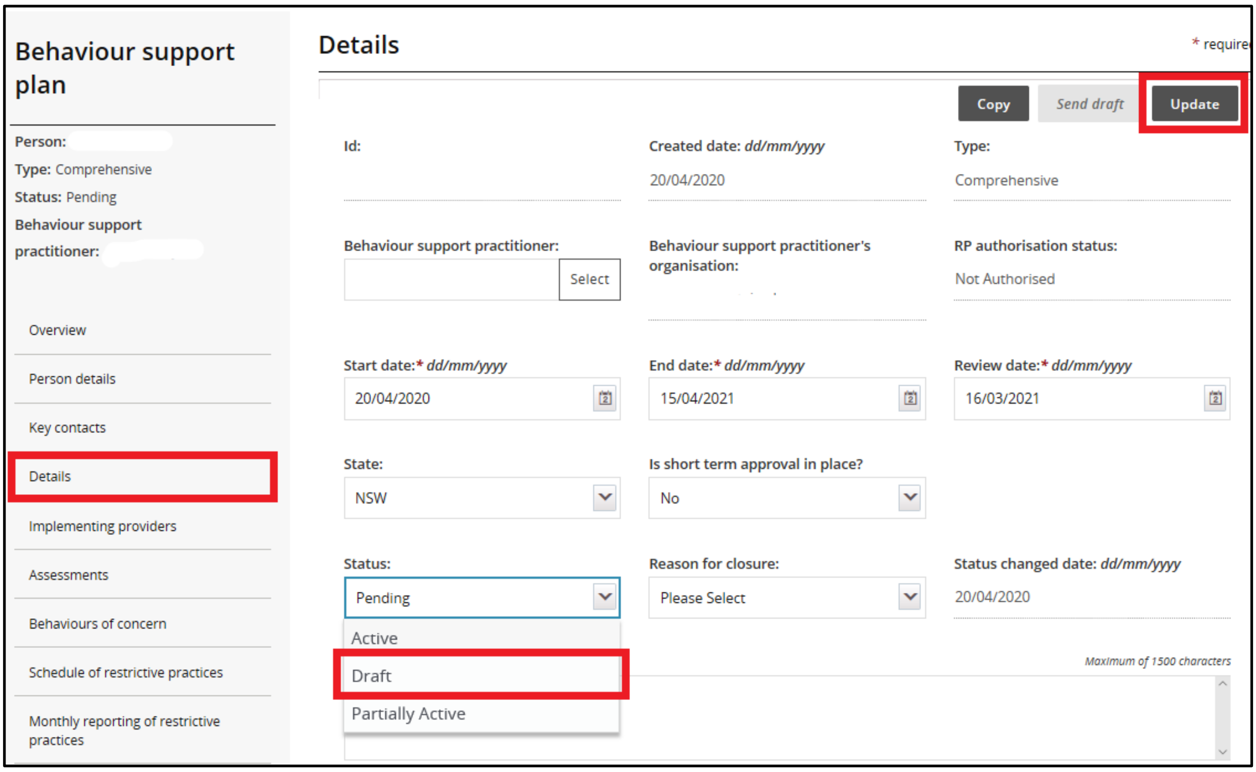
The **remove** button is also available under **Behaviours of concern** and **Schedule of restrictive practices**, allowing individual behaviours of concern and restrictive practices to be removed.

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*.

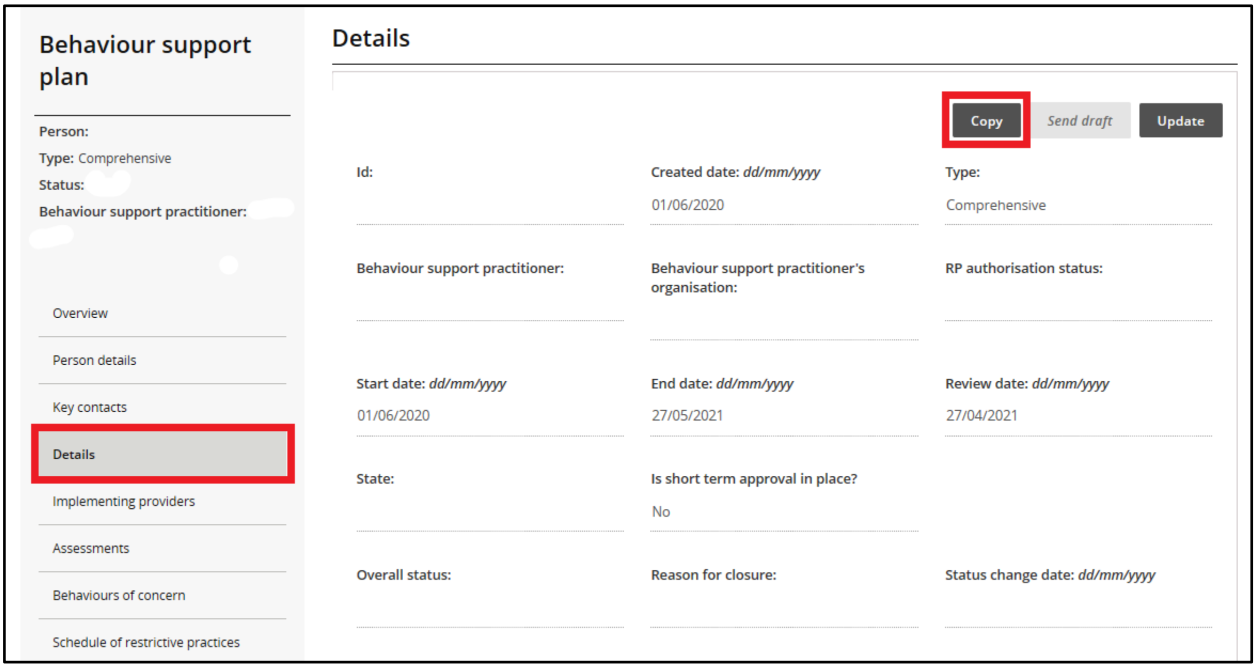


Active Plans

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.



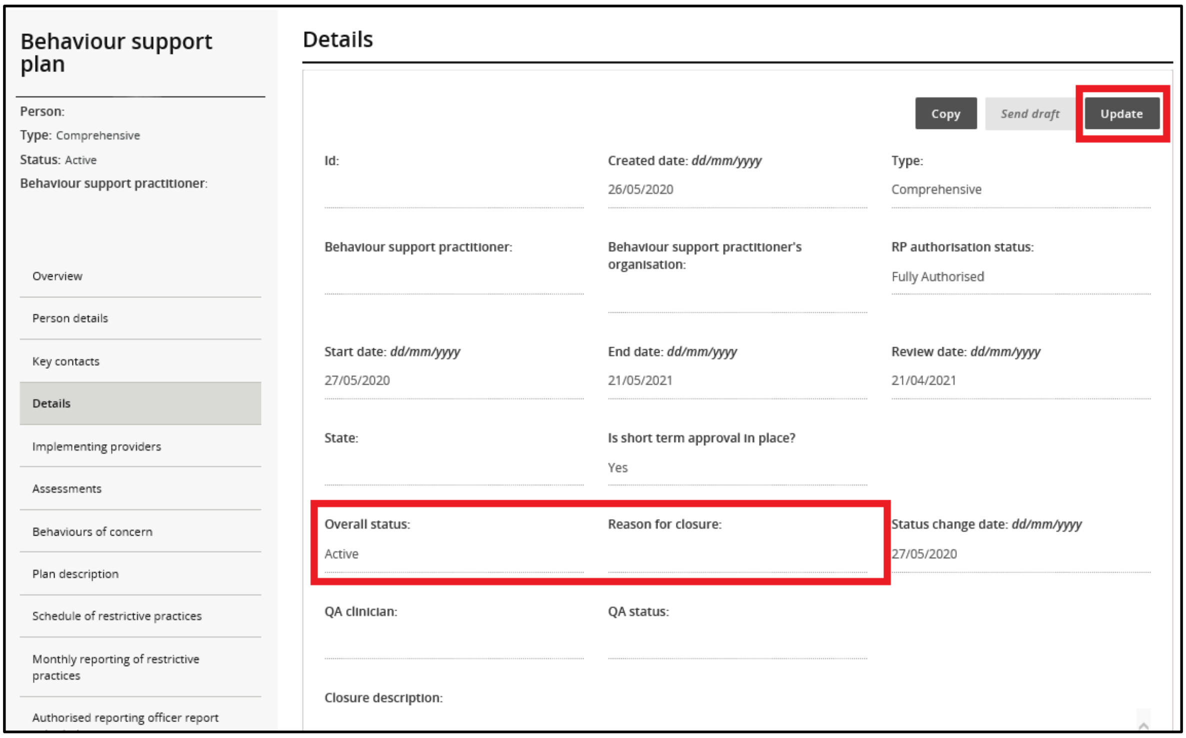
Before clicking the ‘send draft’ button and making the new plan ‘pending’, you will need to close the original active plan. See section 14 for how to close a plan.

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.

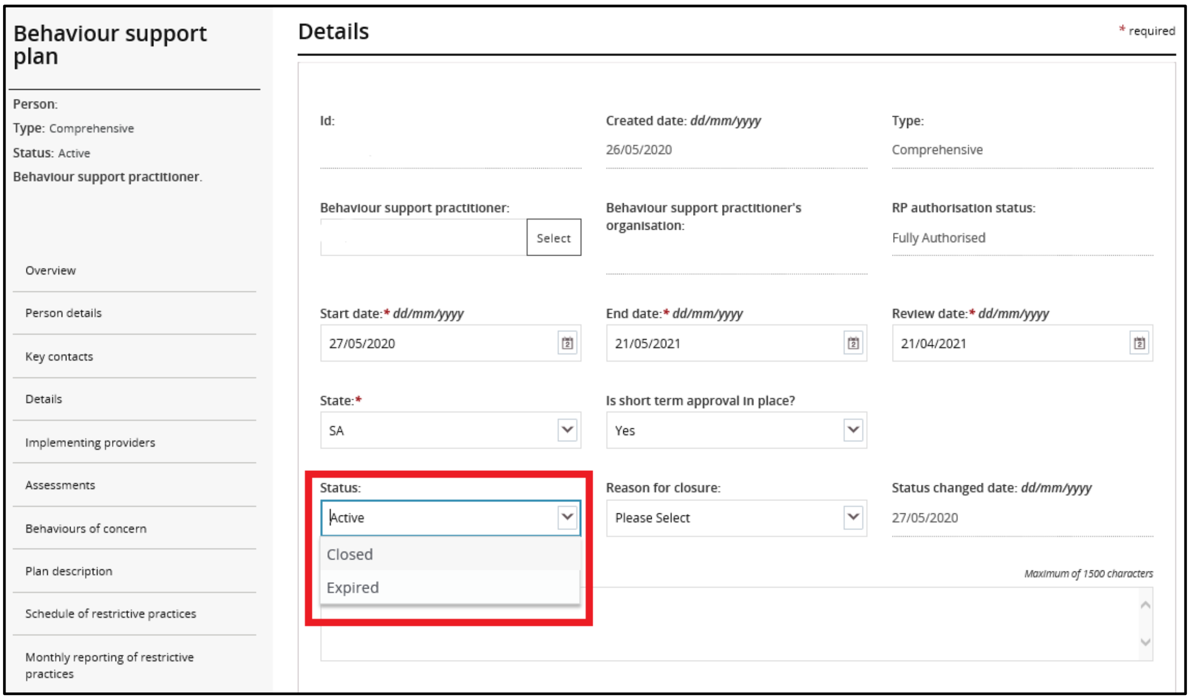
If there is a major change in the participant’s circumstances, an NDIS behaviour support practitioner is required to review the behaviour support plan.

14. Close a plan

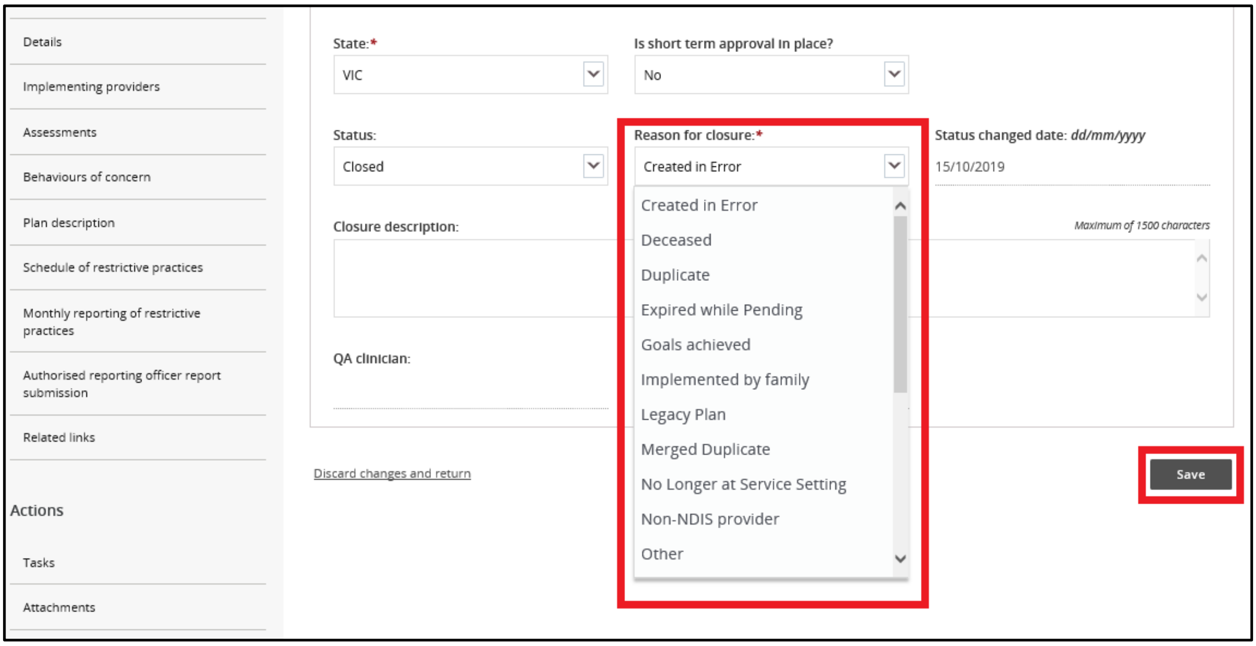
14.1. In the **Details** view, click **Update**



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



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



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.

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