NDIS Commission Portal

User Guide for How to Lodge a Behaviour Support Plan

June 2020

Table of Contents

This guide is for practitioners who need to lodge behaviour support plans with the NDIS Commission.

Getting access

There is a quick reference guide for getting access to the NDIS Commission Portal available on our website here.

To access the Portal, you will need a PRODA account. **Please complete mandatory fields which are identified by a red asterisk (*)**.

Once you have your PRODA account, login to the Portal and request access for 'NQSC Behaviour Support Practitioner'. This request will go to the NDIS Commission for approval. You will be notified via email of your approved access within approximately two business days. Please note: if you are requesting multiple roles, ensure the behaviour support practitioner role is requested separately from the others – do not request these roles together.

Pre-requisites required

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. This can be on your own template or in the NDIS Commission template.

2. Confirmation and documentation showing that the implementing provider has obtained consent and authorisation in accordance with state or territory requirements that may apply. The final lodged behaviour support plan should reflect the authorised regulated restrictive practices.

3. If a comprehensive behaviour support plan is being lodged, a functional behaviour assessment should be available to be uploaded. (Tip - saved and labelled as FBA).

4. The plan contains at least one regulated restrictive practice. Note - if there is no restrictive practice, the plan lodgement in the portal is not required.

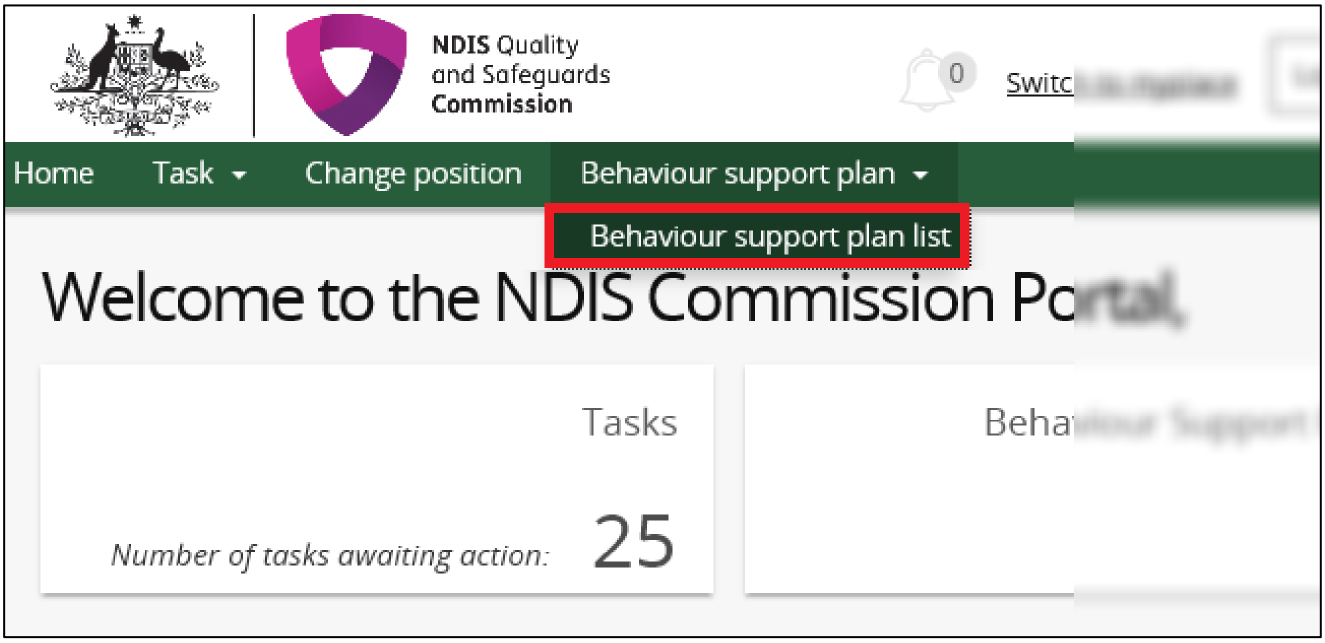
5. Ensure all evidence and supporting documentation is readily available for lodgement and uploading including:
    - Outcome Summary details *(Tip - saved and labelled as participants name, and type of RP and end dates of authorisation)*
    - Implementing Provider's ABN
    - Service location outlet ID number
    - Restrictive Practice medication information/current chart (if required)

6. Ensure that the correct position has been selected (i.e. clinician v's admin staff). Please note the following:
    - Clinicians are able to create/edit and submit plans
    - Practitioner Admin can create/edit plans but are unable to submit the plans

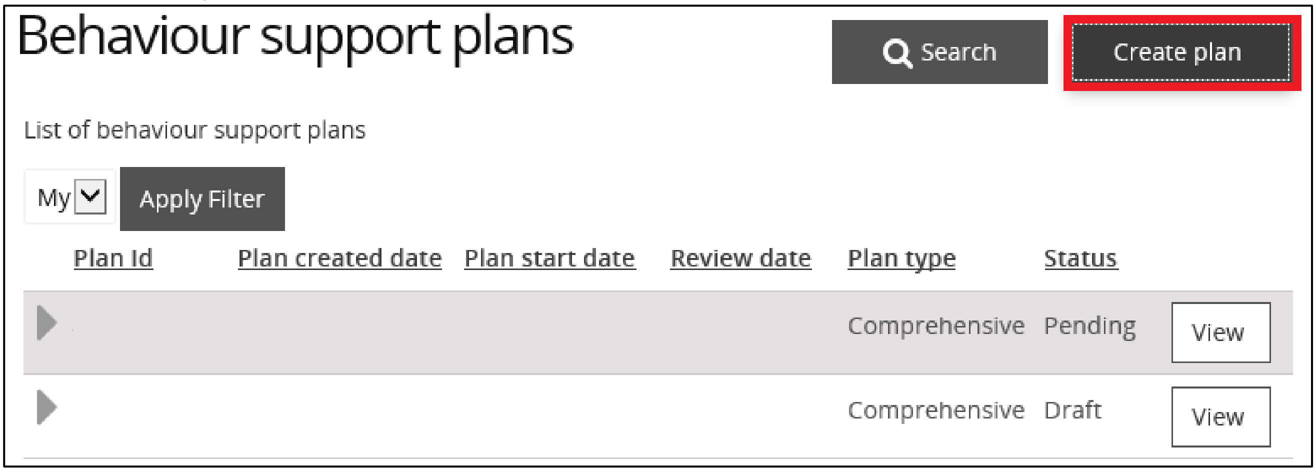
7. Note - you will notice within this document that we have included some '*tips*'. These are quick reference ideas we have found to assist with the efficiency and lodgement of plans.

1. Create behaviour support plan ID

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



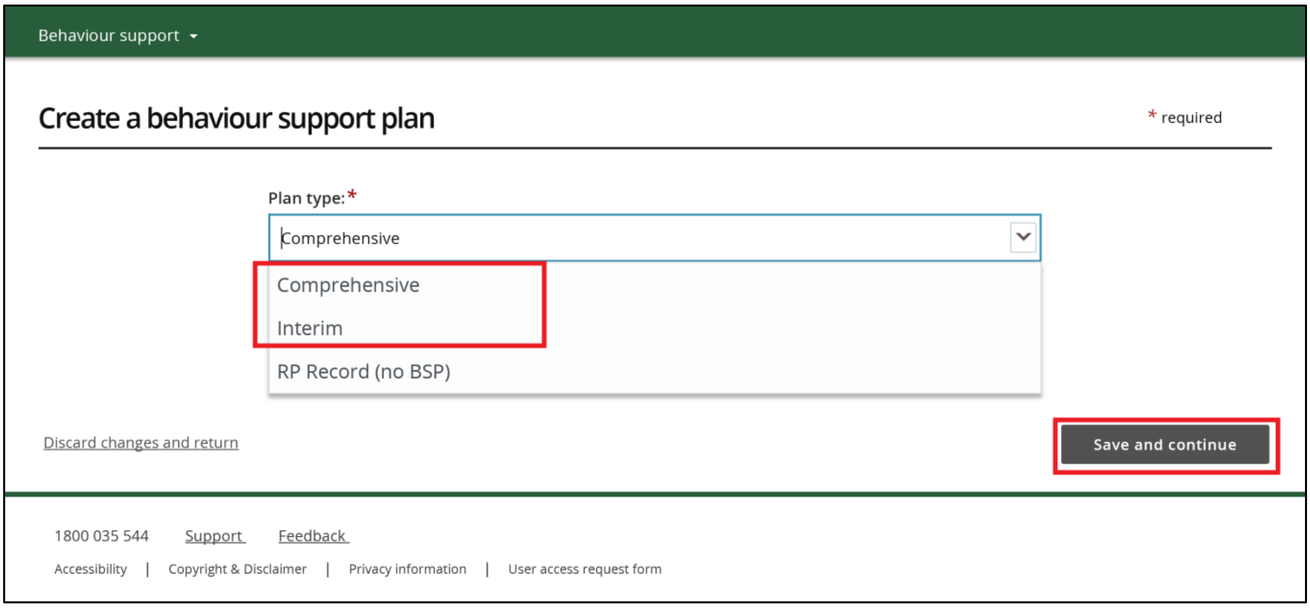
1.2. Click **Create plan**.



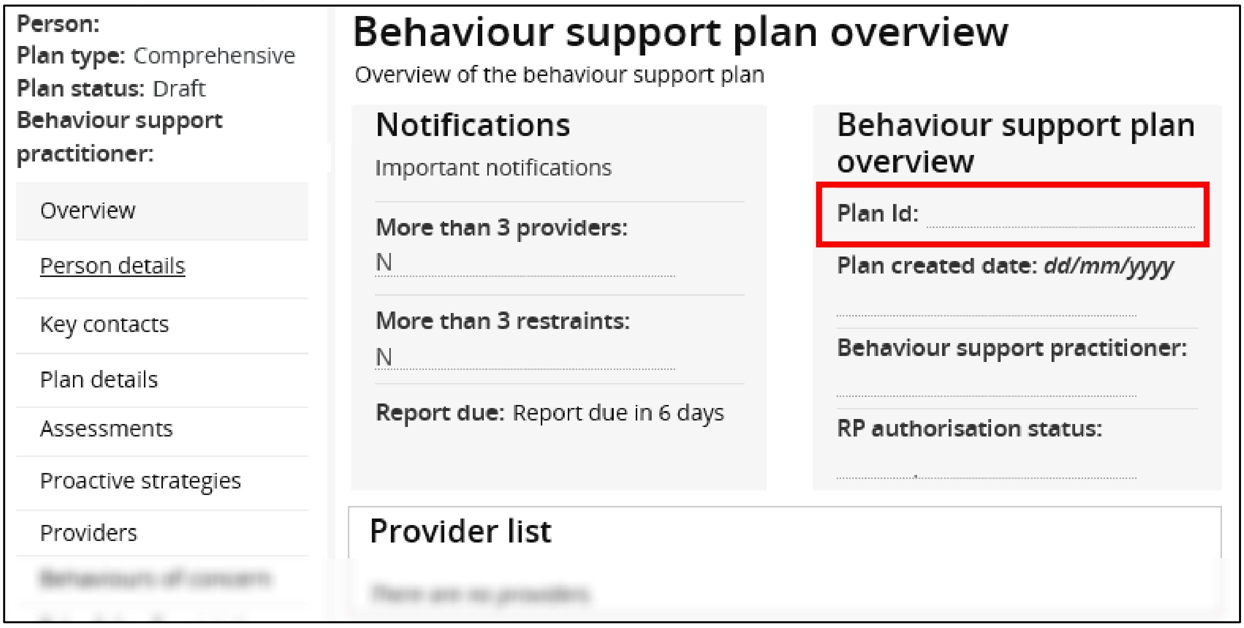
1.3. Select **Interim** or **Comprehensive** and then select **Save and continue.**

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 - RP record (no BSP) is only used by the Implementing providers.*



A draft behaviour support plan is now created. Please note – NSW/ACT practitioners this plan ID needs to be given to implementing providers for the authorisation submission.



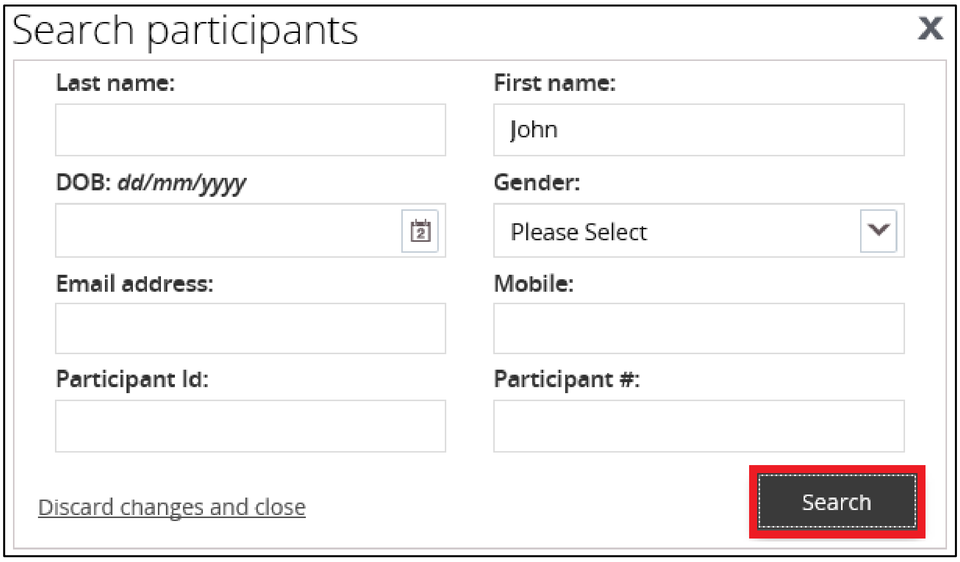
** Tip - plan ID is located in the overview section right hand side*

2. Add Person details

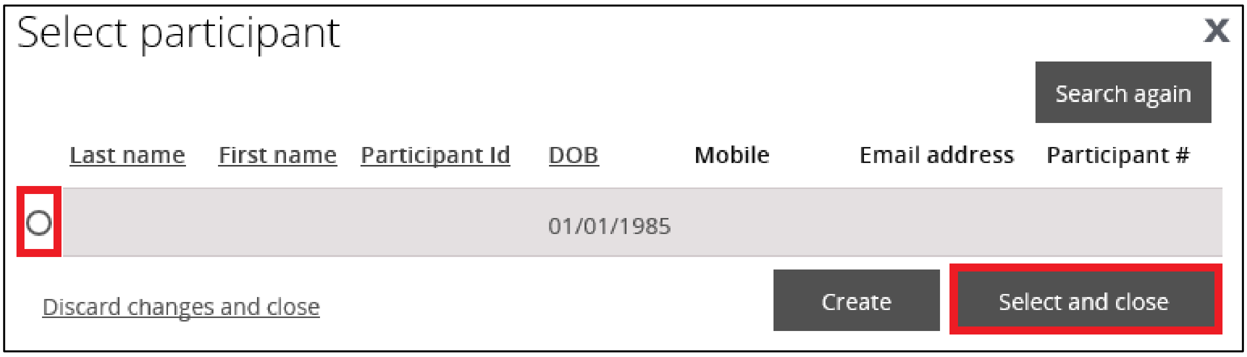
2.1. Click the **Person details** from the left hand side menu then click **Select person**.

2.2. Click **Select**.

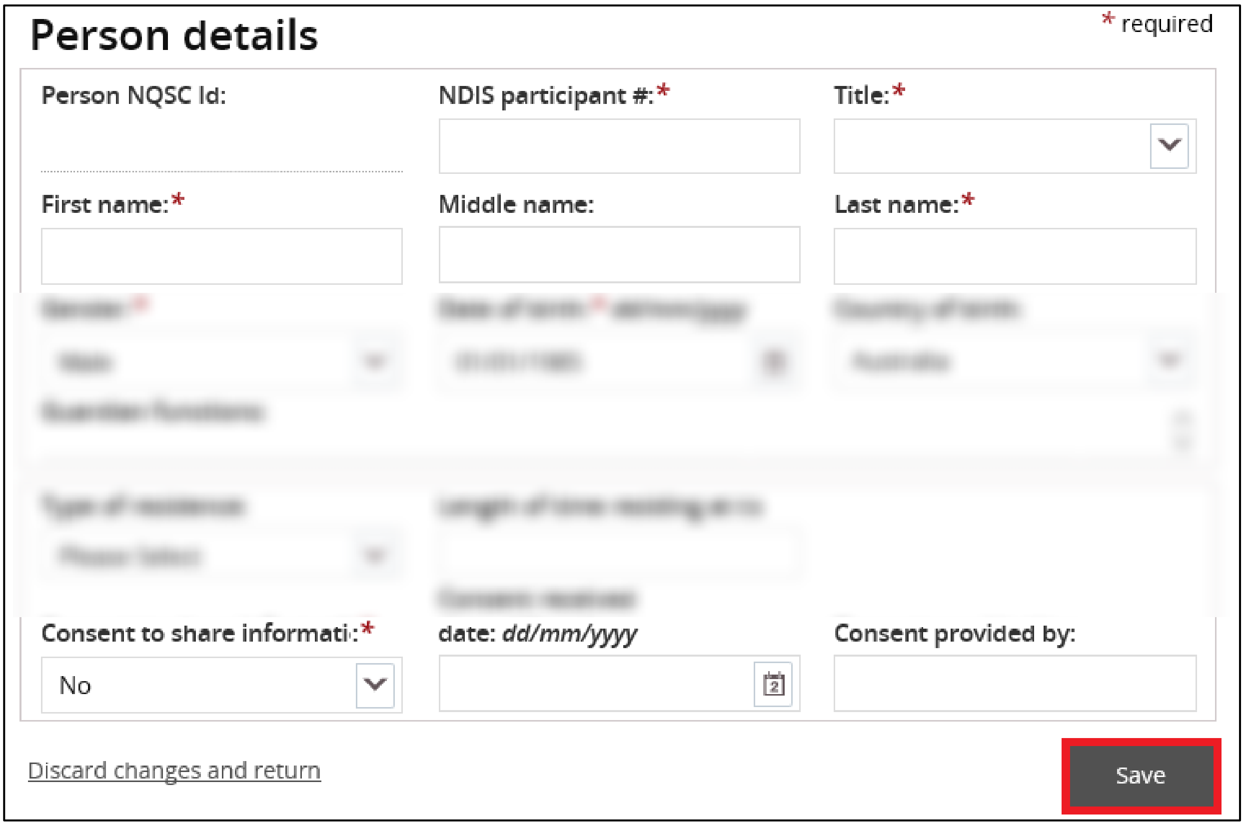
2.3 Type the **Participant's details** and then click **Search.**



2.4. Select a **Participant record** to add then click **Select and close**. If no participant records appear, click **Create** and refer to step 2.6. Below. Note - If numerous entries appear, cross check against the DOB on the behaviour support plan and NDIS number.



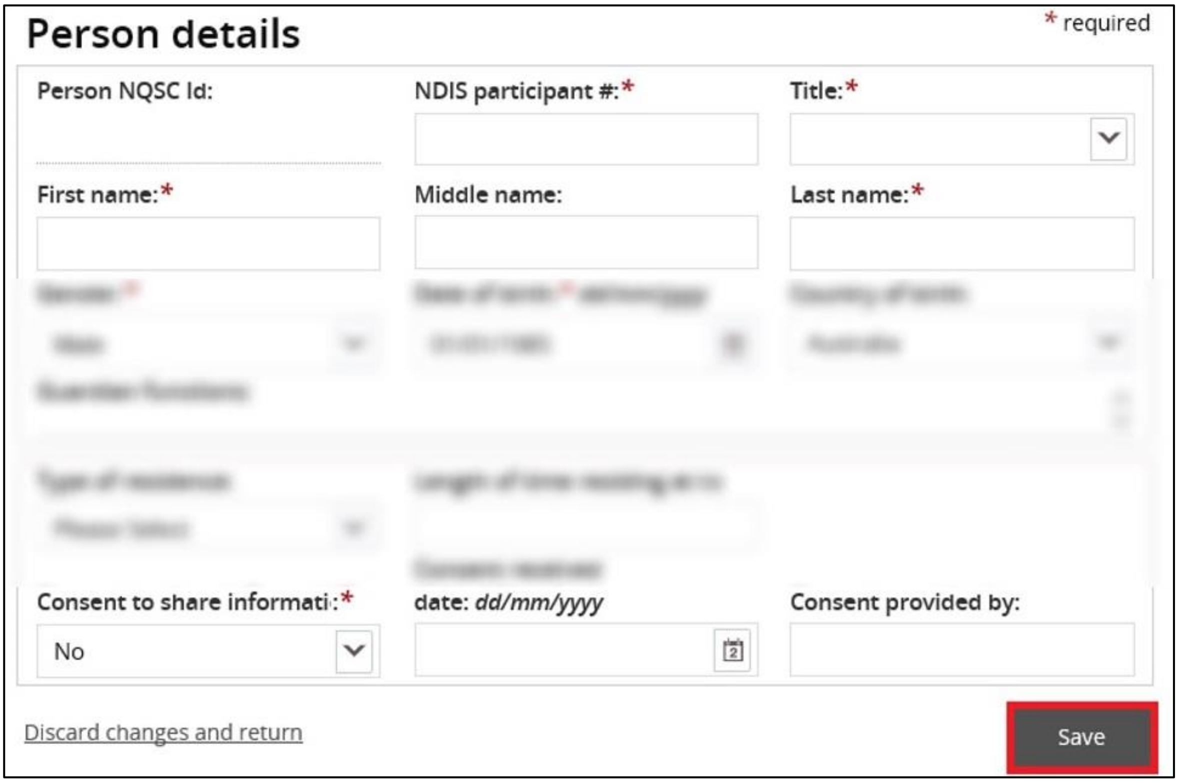
2.5. Check the **Participant details** for accuracy. Update the **person's details** if they are incorrect. Click **Save**.



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

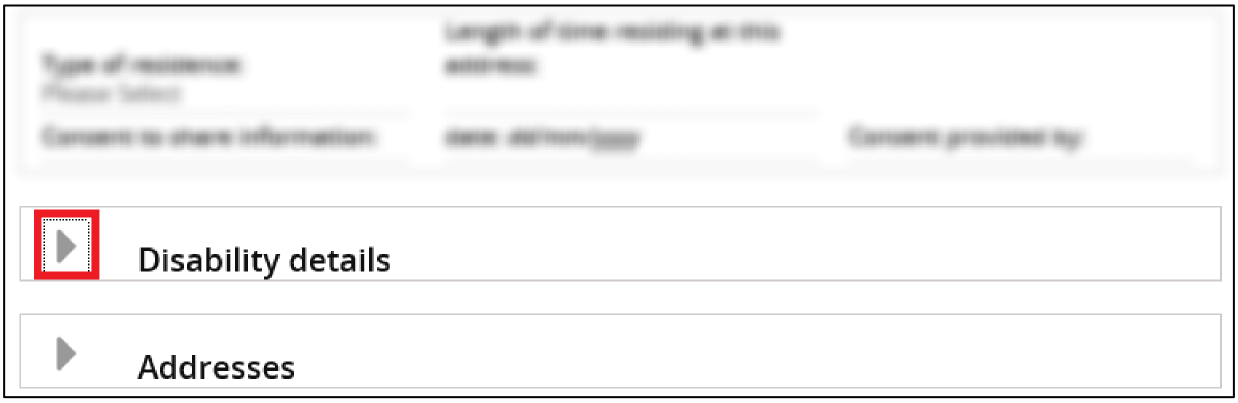
Note - if you select an existing participant, this will auto populate the participant details therefore, you can move to the next section.

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

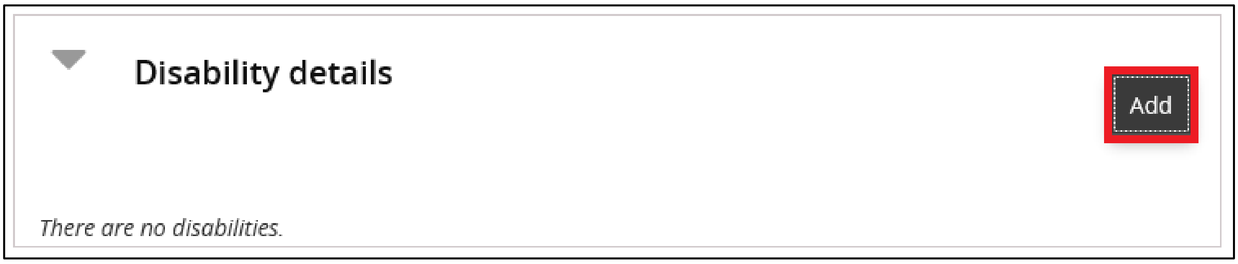


3. Add Disability details

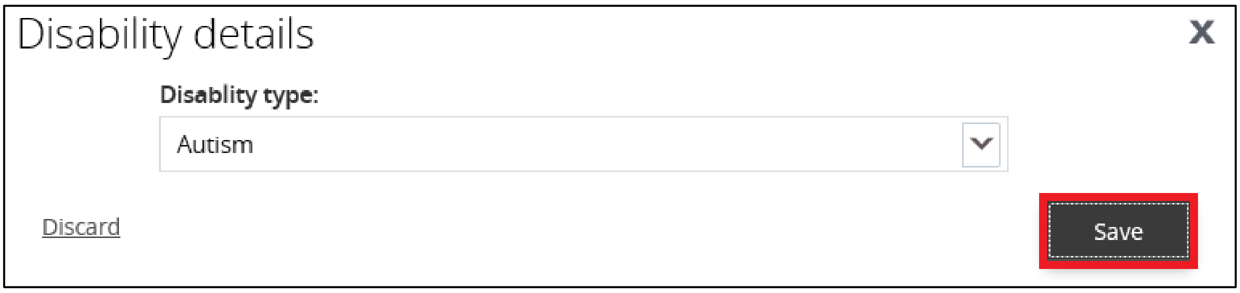
3.1. Select the **Disability details** tile then click **Expand** button.



3.2. Click **Add**.



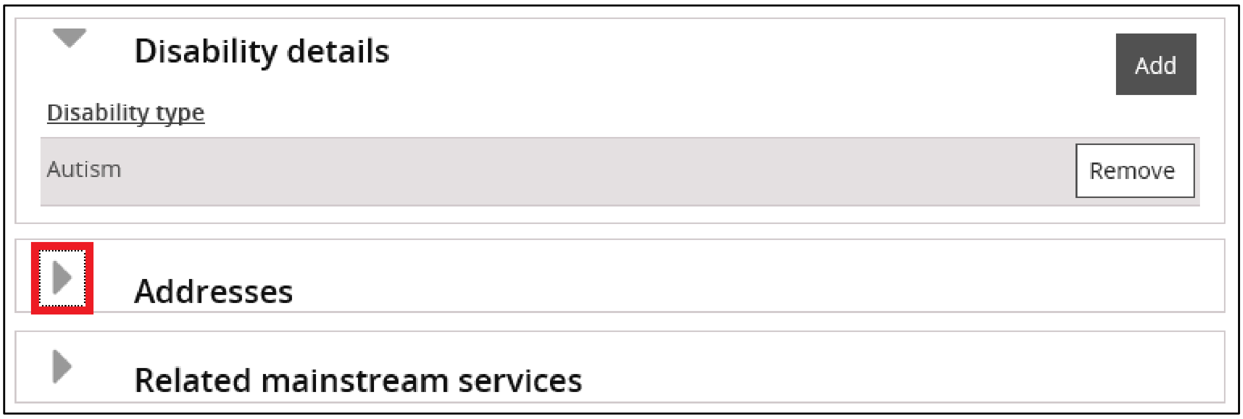
3.3. Click the **Disability type** drop down field, select a **disability** then click **Save.**



If there are further disabilities to add, **repeat steps 2-3**.

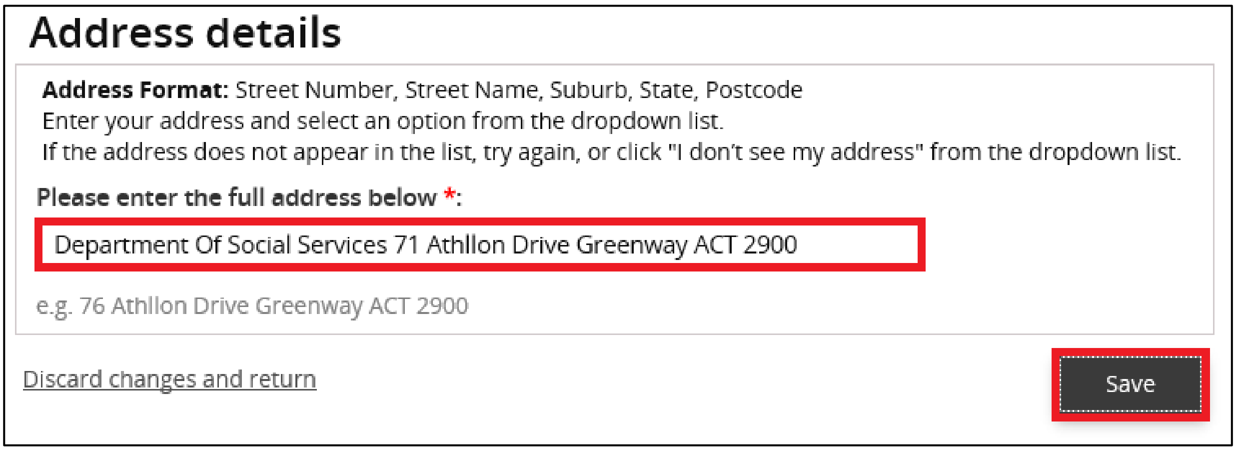
4. Add Address details

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



4.2. Click **Add address**.

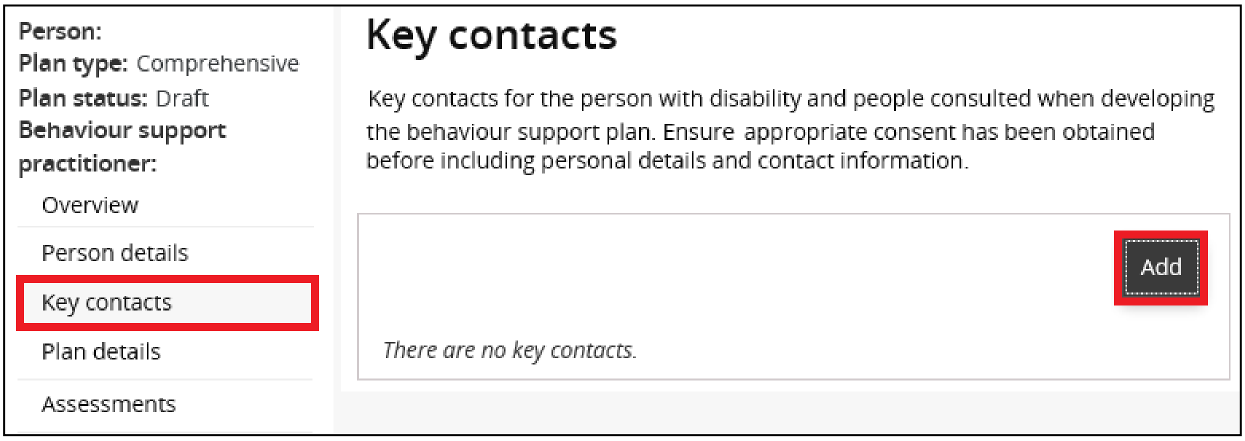
4.3. Type the **Address details** using no punctuation, then click **Save.**



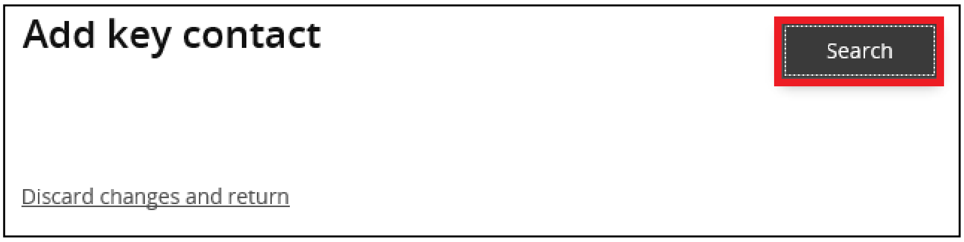
If there are more addresses to add, **repeat steps 2-3**.

5. Add Key contact

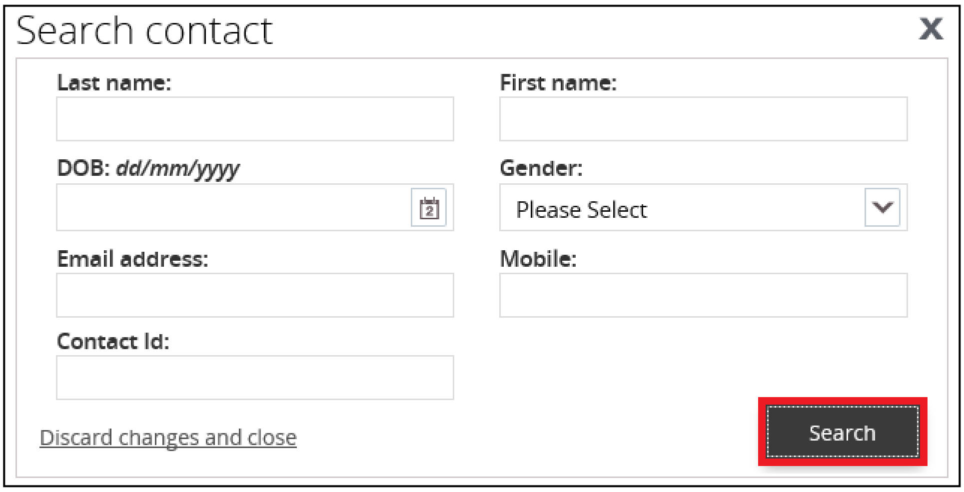
5.1. Click the **Key contacts** from left hand side menu then click **Add**.



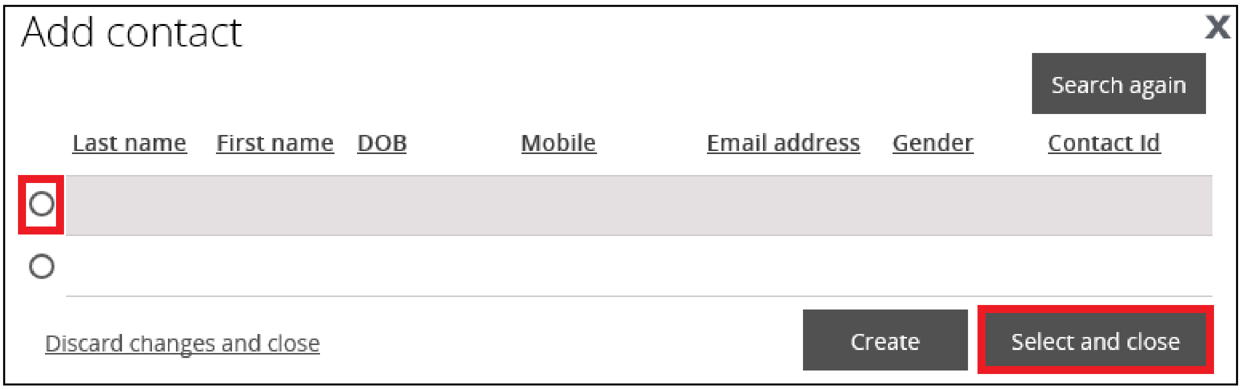
5.2. Click **Search**.



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.**

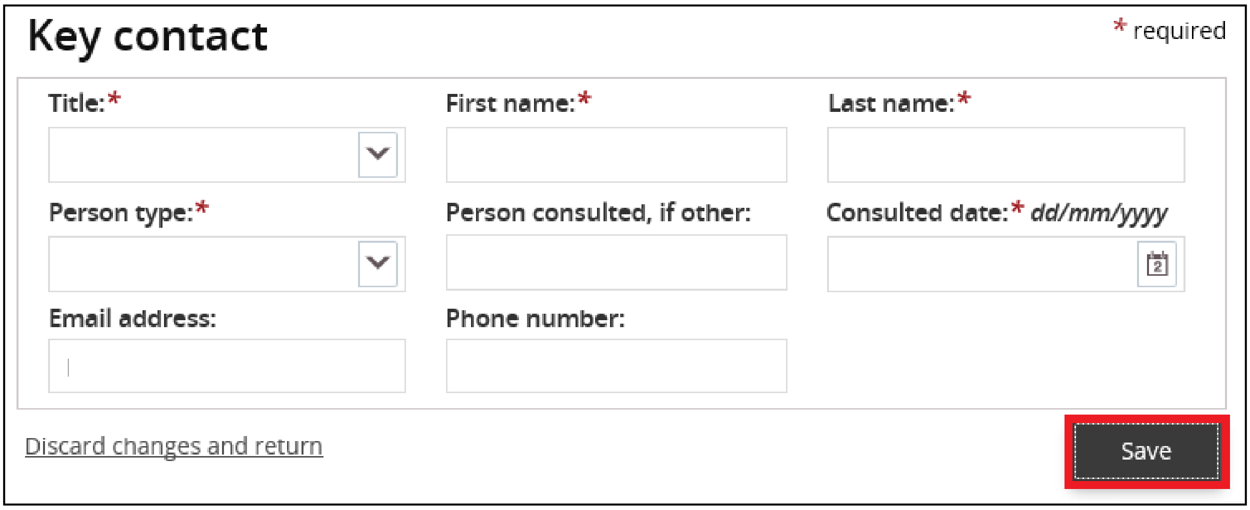


5.5. If the key contact you are searching for is not there, click on the **Create** button and enter their details.

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**.

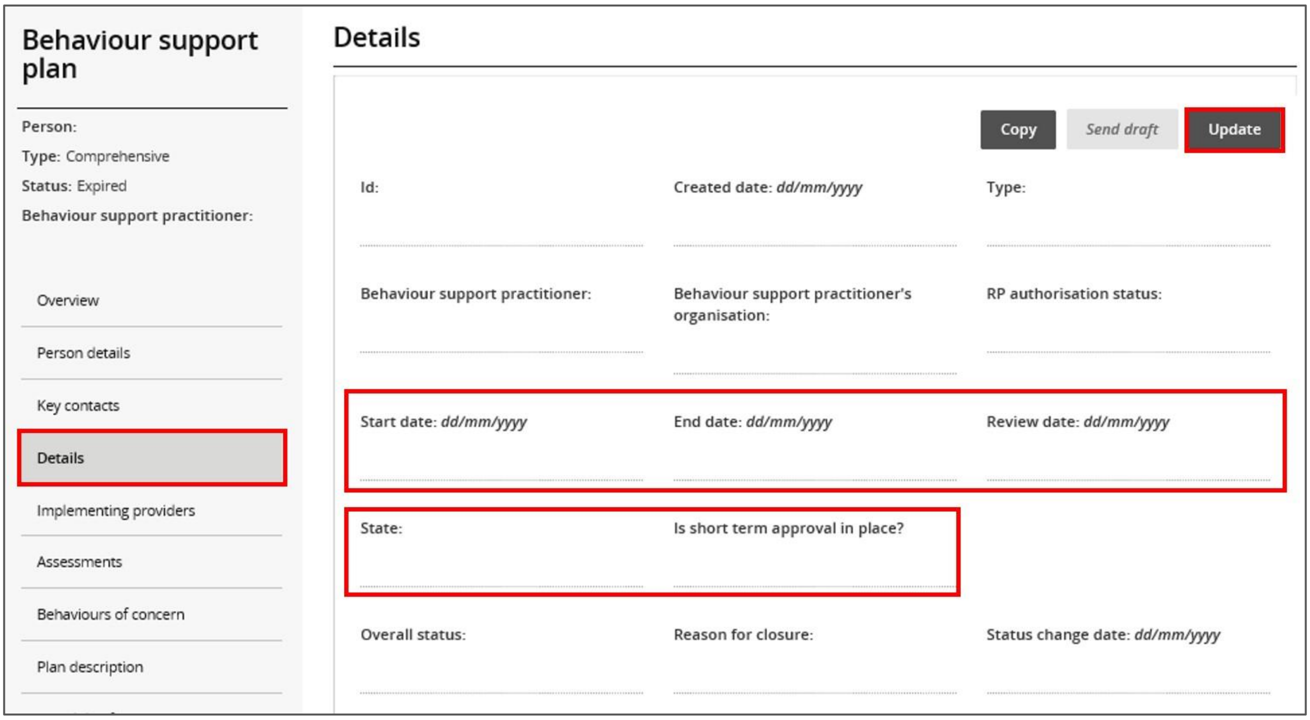


** Tip - It is important for the behaviour support practitioner to be included, use 'other allied health' in the 'person type' description. For 'Consulted date', use the plan date unless otherwise stated.*

6. Enter details about the behaviour support plan

6.1. Click on **Behaviour support practitioner** and search and attach accordingly.

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



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

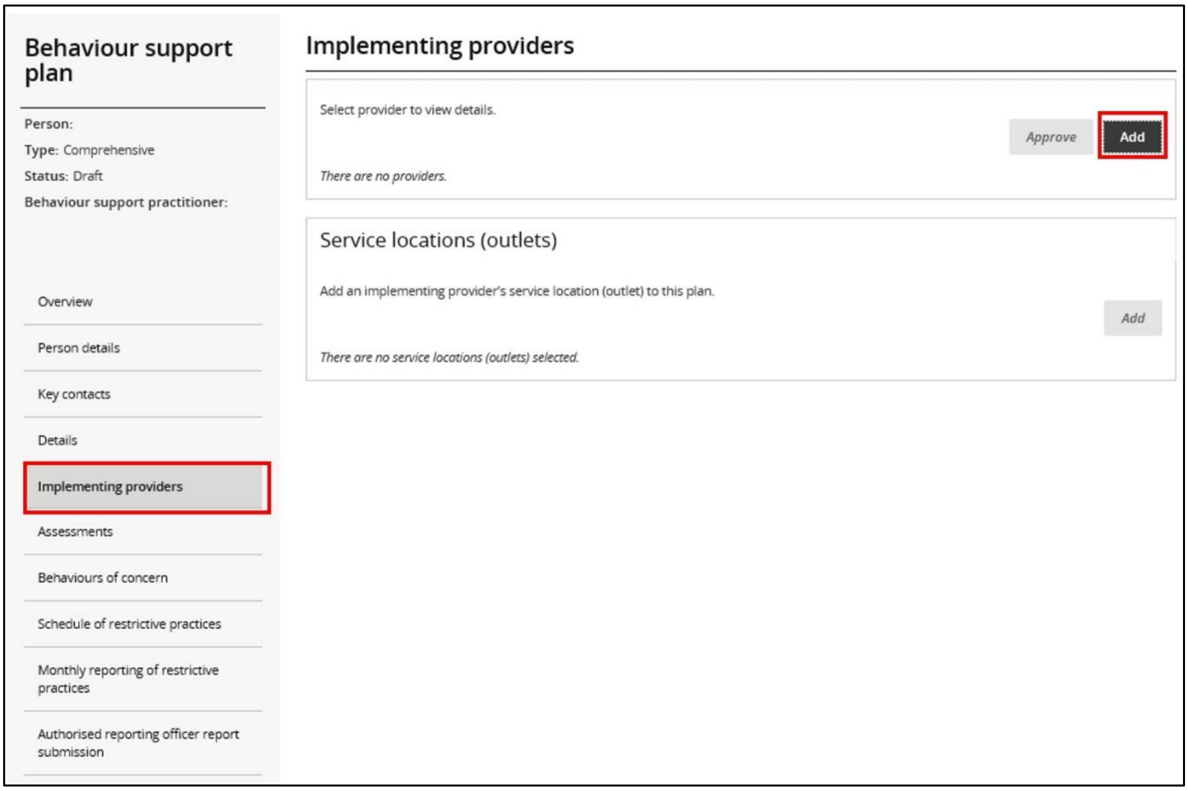
6.3. For Queensland only, indicate whether a short-term approval is in place.

** Tip - check dates are correct after saving, if not update and save again.*

7. Add details of providers who will be implementing the plan.

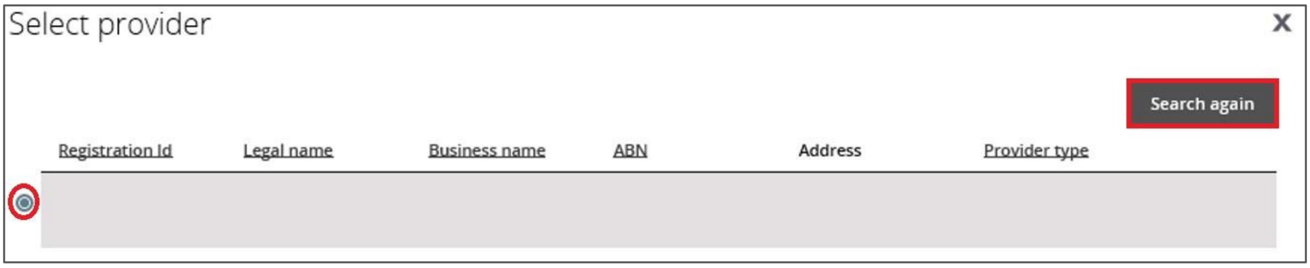
Only include providers that will be using the regulated restrictive practices. Once the lodgement is complete, these providers will be required to report monthly on the use of the practices.

7.1. Select **Implementing providers** and click **Add.** (Only add in Implementing providers who are implementing the restrictive practices otherwise add provider to key contacts)



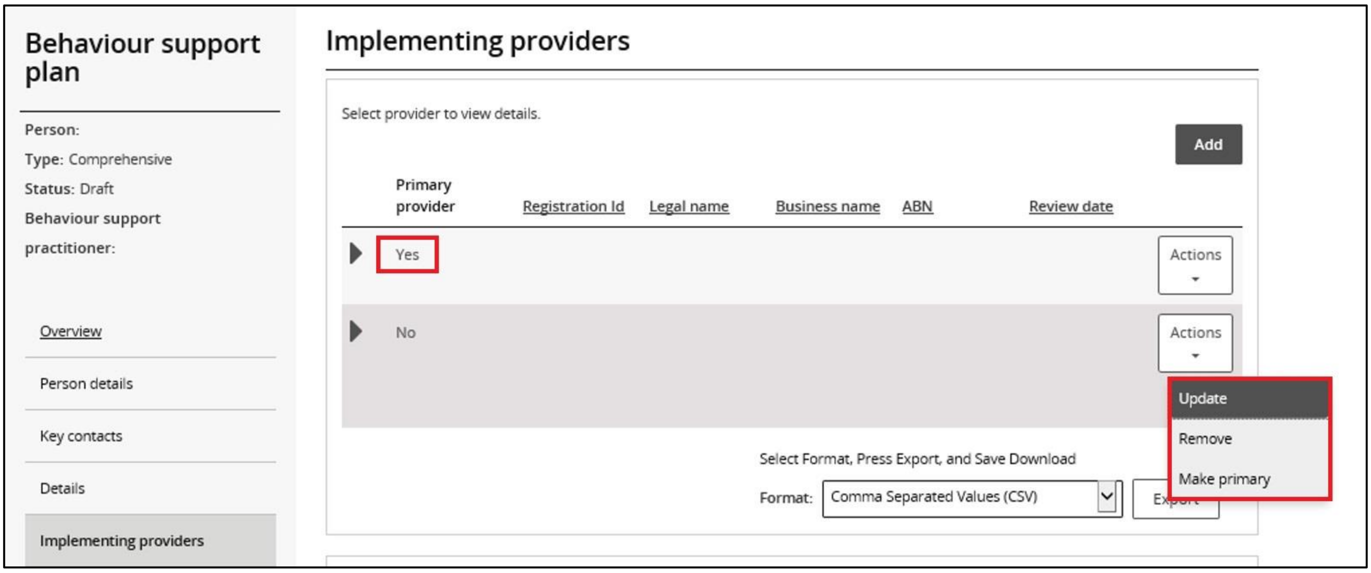
7.2. Type the **provider ABN** then click **Search**. You can also search by name; however, it is best to confirm you're selecting the right implementing provider by verifying the ABN.

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



If there are more providers to add, **repeat steps 1-3.**

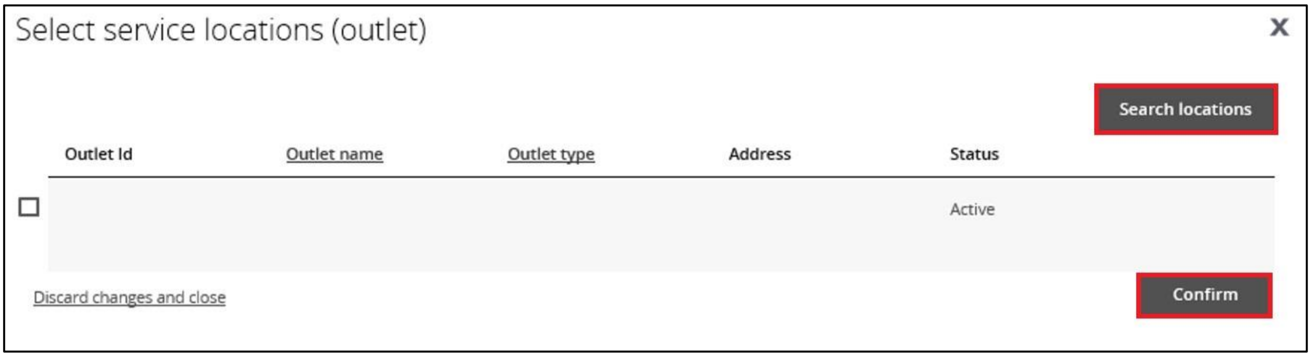
7.4. Where there are multiple providers, select a **primary provider**. This is the provider likely to be using the restrictive practices the most. Click the **Actions** button to change a primary provider. Whilst the plan status is in draft, the **Remove** button is available. If a provider is added in error, ensure it is not the primary provider, click the **Actions** button and click **Remove.** 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 then click **Add** below under Service locations.

7.6. Type the **Service location (outlet) group** 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 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**.

If there is more than one provider, you need to add a service location for each provider by **repeating steps 5-7.**

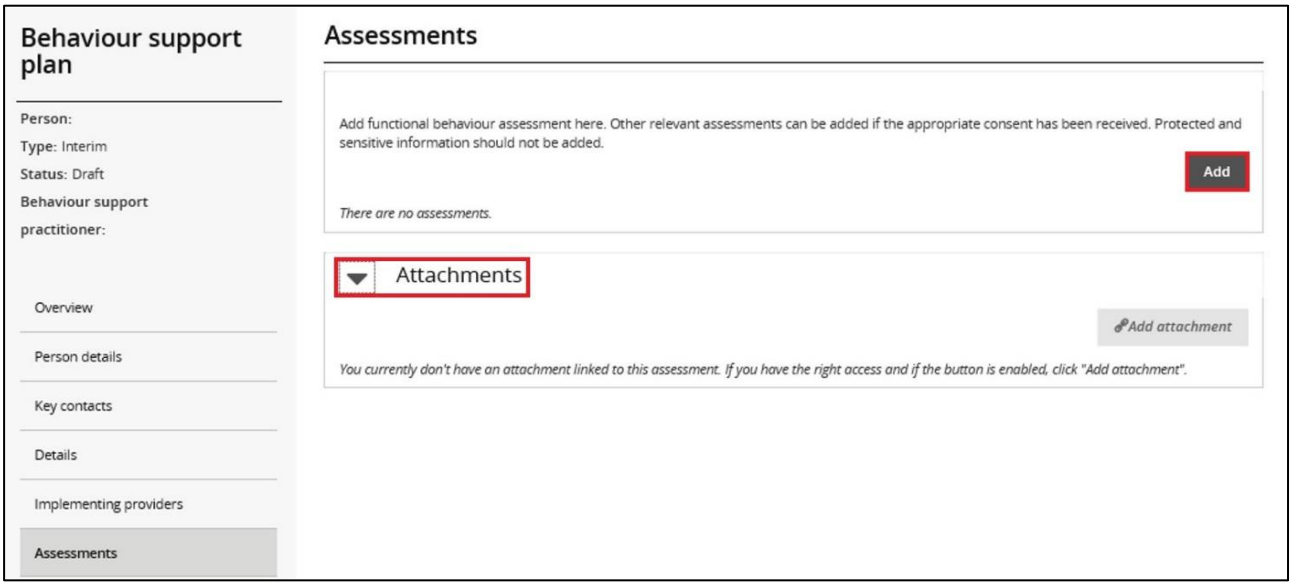
Please note only providers that are registered for implementing regulated restricted practices will be visible.

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

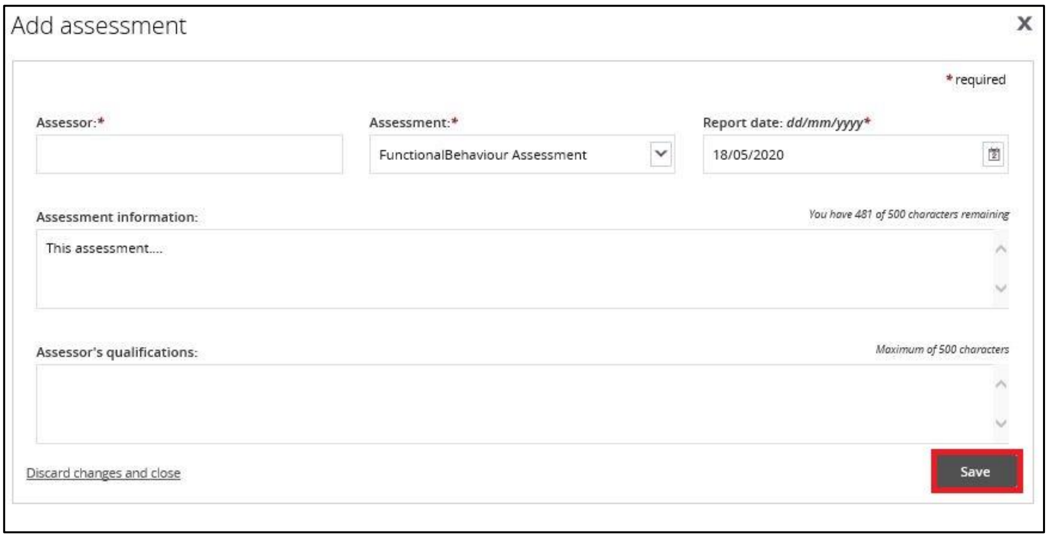
8. Add details of a functional behaviour assessment

This is a mandatory field for comprehensive behaviour support 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.**



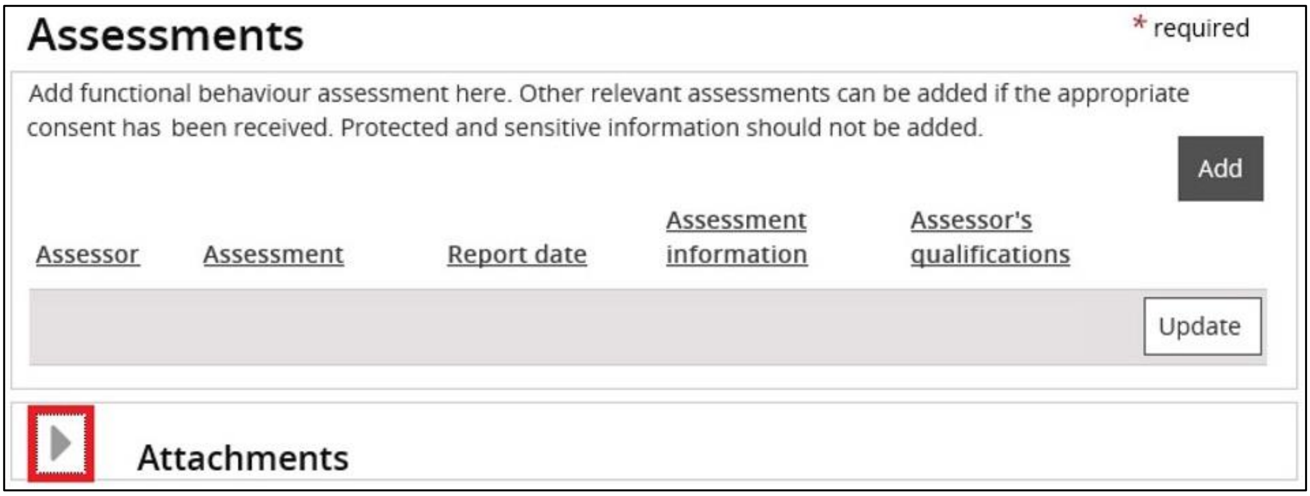
8.2. Type the **assessment details** then click **Save**.



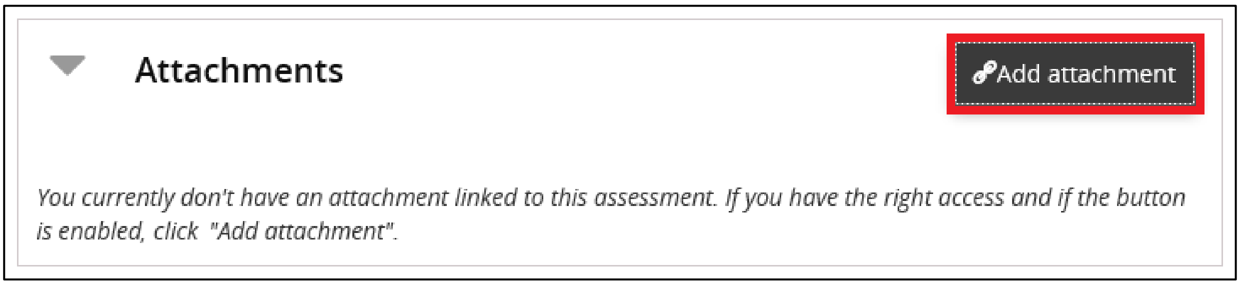
Please note, **Assessment information** and **Assessor's qualifications** are not mandatory fields.

Only the functional behaviour assessment is required to be attached. Other assessments do not need to be lodged with the Commission.

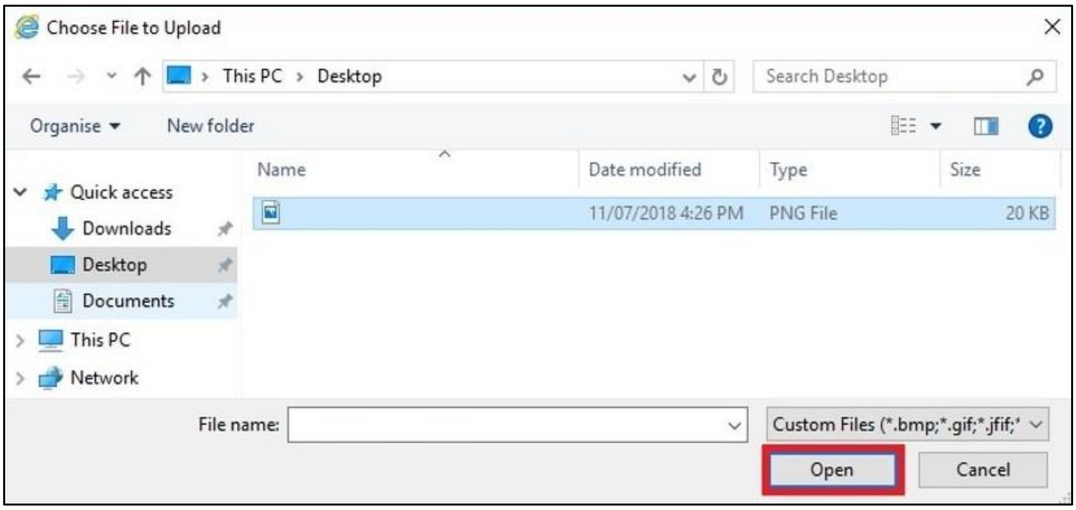
8.3. Click on the name of the assessment, then select the **Attachments** tile and click **Expand.**



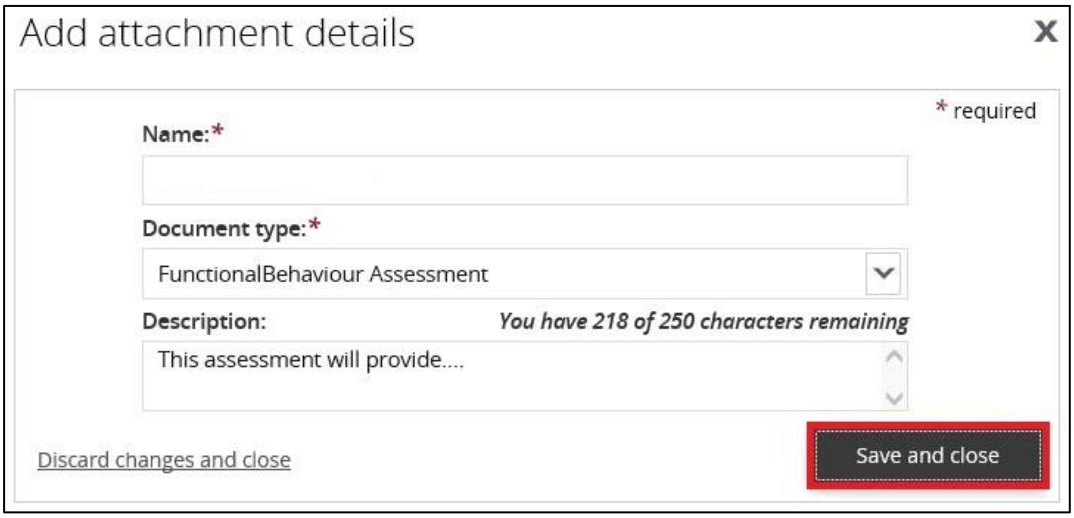
8.4. Click **Add attachment**.



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



8.6. Type the **Attachment file details** then click **Save and close**.



If the functional behaviour assessment is contained within the behaviour support plan, please attach the behaviour support plan.

Only the functional behaviour assessment needs to be attached. Other assessments do not need to be lodged with the Commission.

9. Add Behaviours of concern

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

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

If there are more behaviours of concern to add, **repeat steps 2-4**.

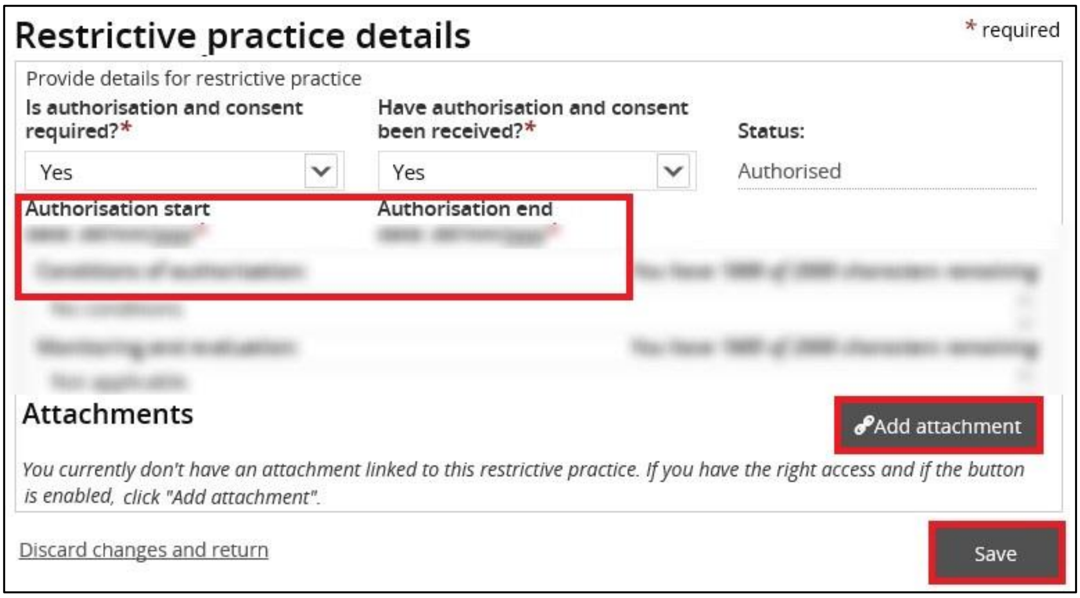
9.3. If there are multiple providers, the behaviour of concern must be added against each provider where the behaviour occurs. To do this, select the behaviour of concern and click on the **copy** button. Then change the **Provider business name** and **Service location** to reflect the different provider.

10. Add Restrictive practices

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

10.2. Select **Restrictive practice type** information from drop down fields then click **Next**.

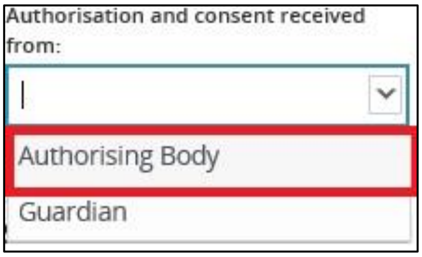
10.3. Enter the **Restrictive practice details** then click **Save.**



10.4. For **Chemical restraint**, add each dose as a separate entry.

10.5. For **Authorisation start/end**, enter the outcome summary review and expiry details here. For **Authorisation and consent**, select relevant option.

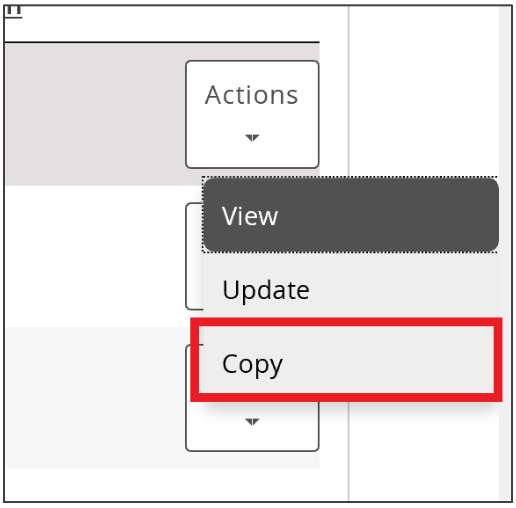
Tip - NSW/ACT/VIC/QLD use 'Authorising Body' in the selection list, SA use 'Guardian'.



10.6. Use **Add attachment** for uploading supporting evidence and/or outcome summary.
The Implementing provider is also able to upload the outcome summary when they accept the plan, however they are unable to edit any of the authorisation information.

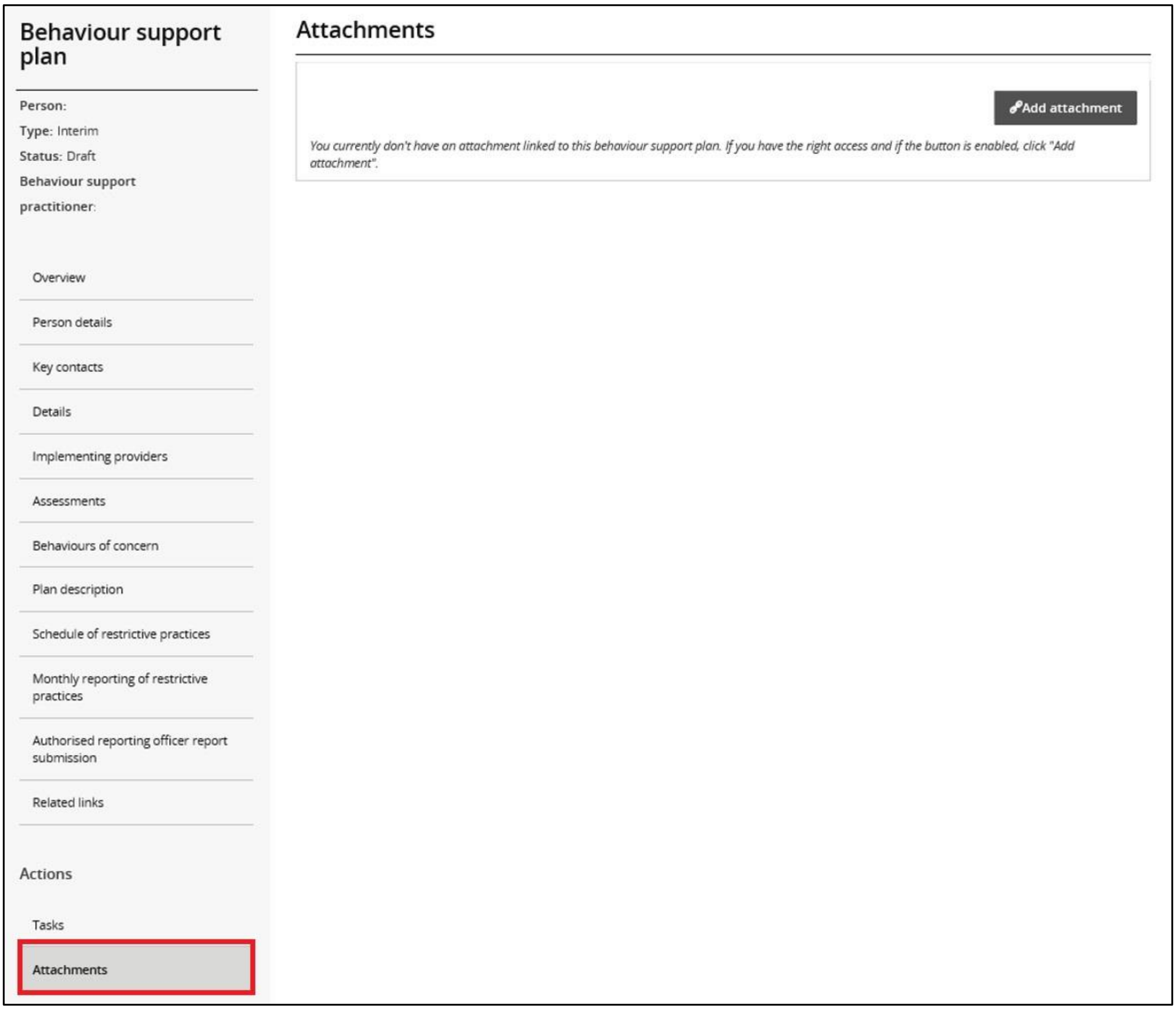
10.7. For additional restrictive practice entries, **repeat steps 1-6**.

10.8. 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.



11. Attach the behaviour support plan

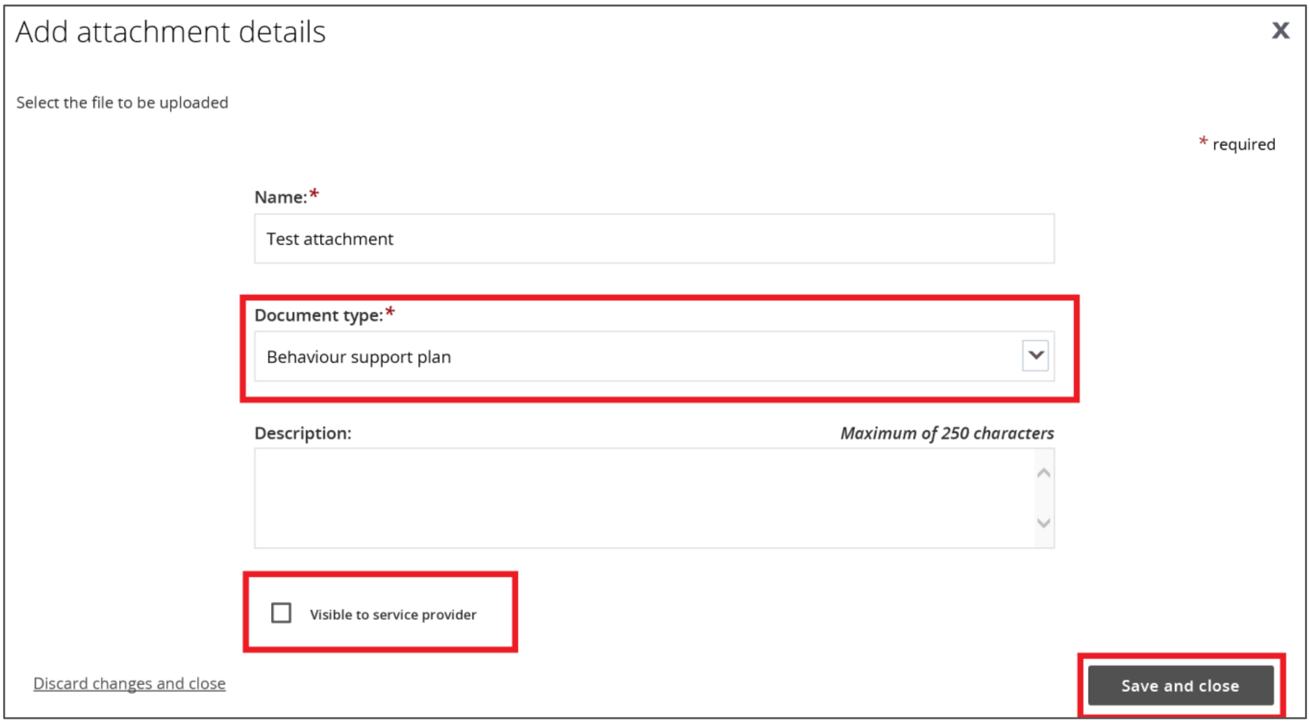
11.1. Scroll down the left hand side navigation menu and select **Attachments.**



11.2. Click on **Add attachment.**

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

11.5. Click **Save and close.**

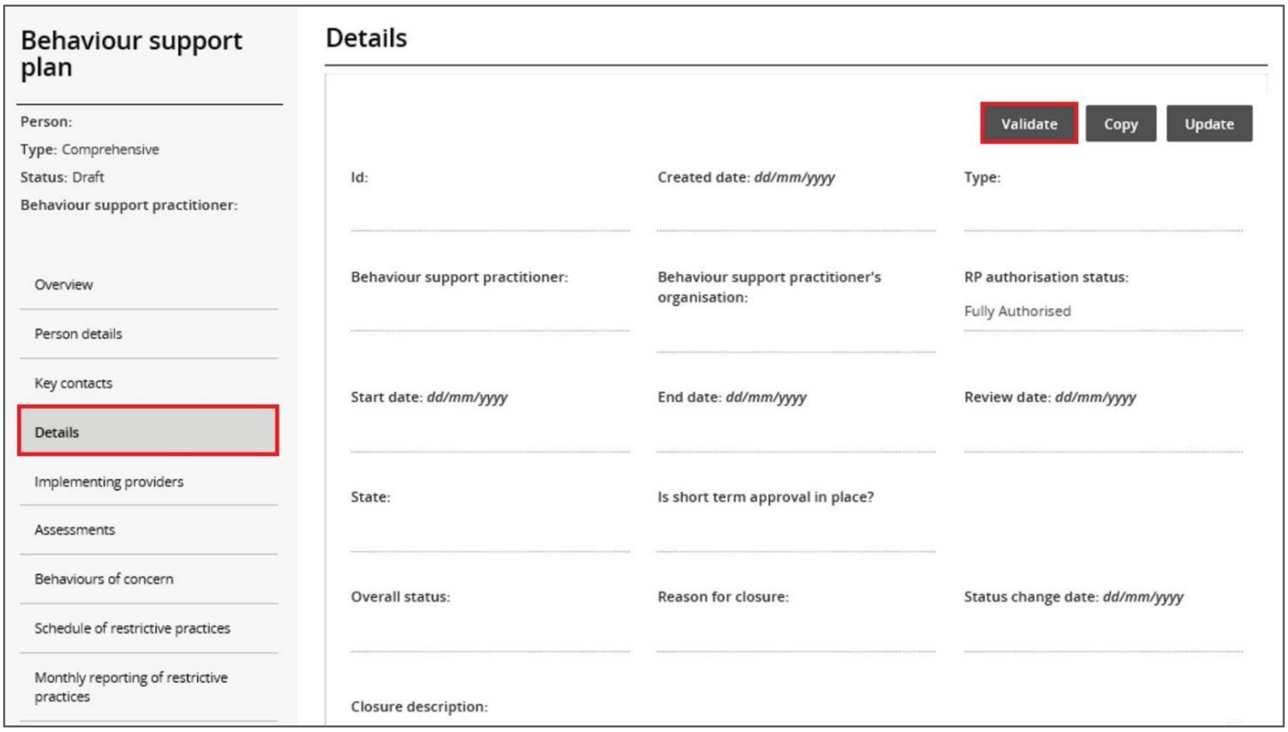


Repeat steps 1-5 for attaching any other supporting or relevant documentation.

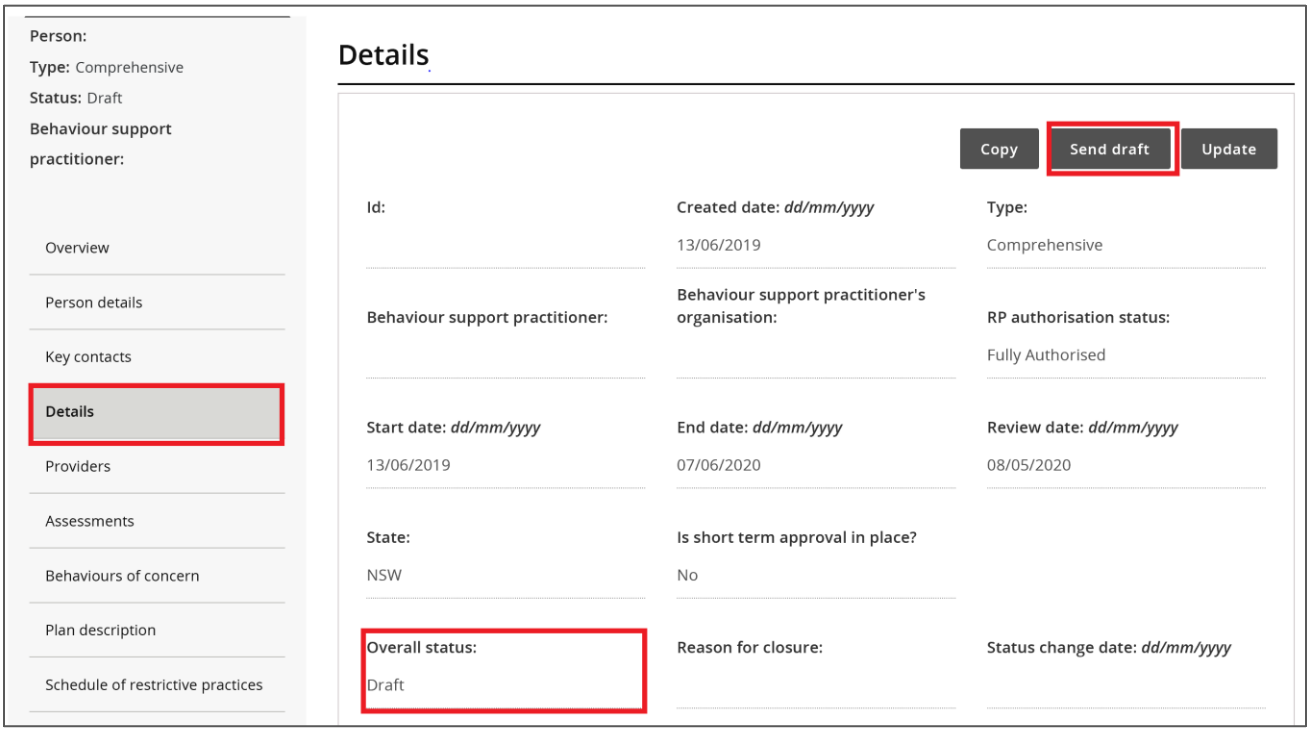
12. FINAL STEP - Send draft

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

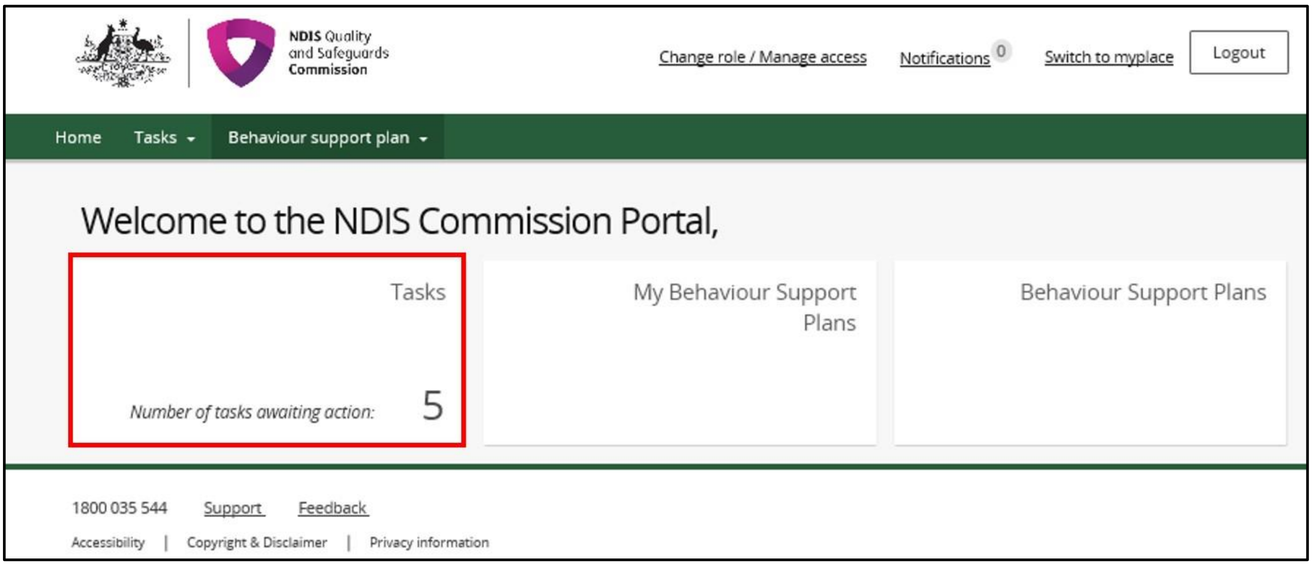
Practitioner Admin – From the menu, select **Details**. Click **Validate**. This will validate that the details in the plan are correct – it will not submit.

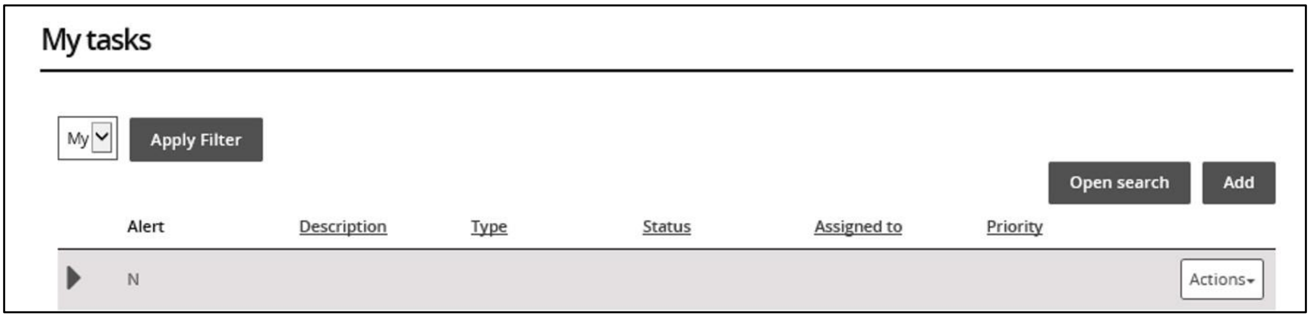


Practitioner - From the menu, select **Details**. Click **Send draft**. Please note, after you have clicked **Send draft**, the **Overall status** of the plan changes from **Draft** to **Pending**.



Upon submission of the plan, a **task** is then generated in the portal for the implementing provider to review and accept the plan.





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’.