



NDIS Commission Portal

User Guide for How to Lodge a Behaviour Support Plan

June 2020

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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.

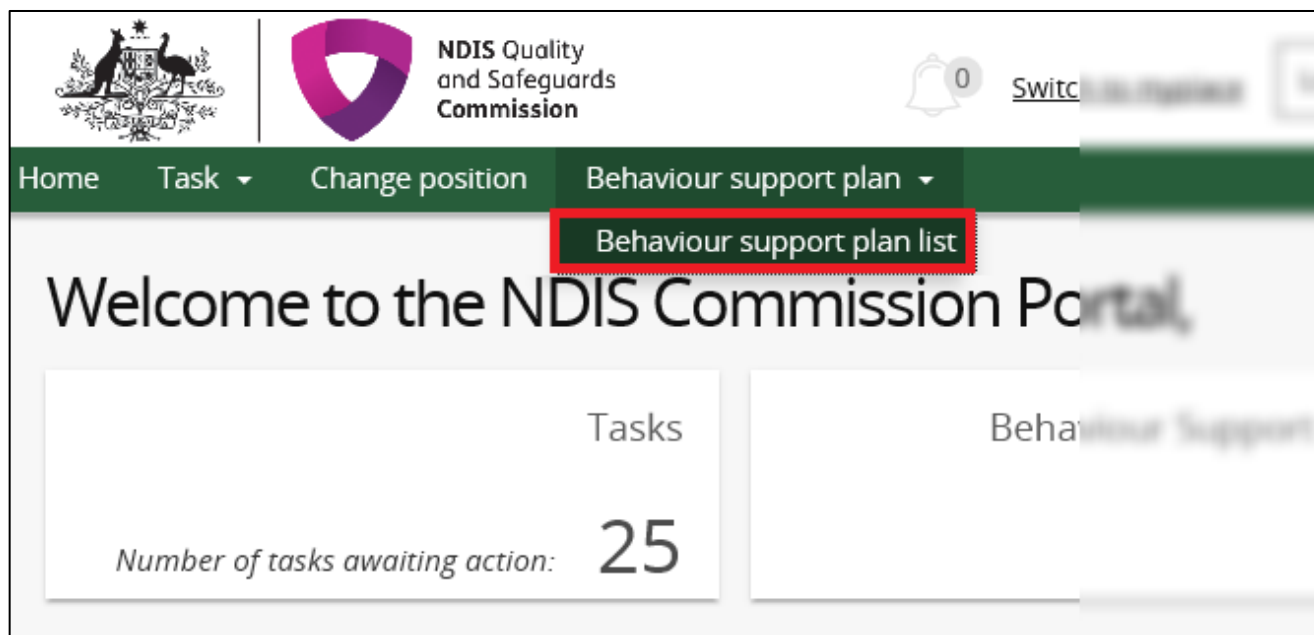
Pre-requisites required

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.

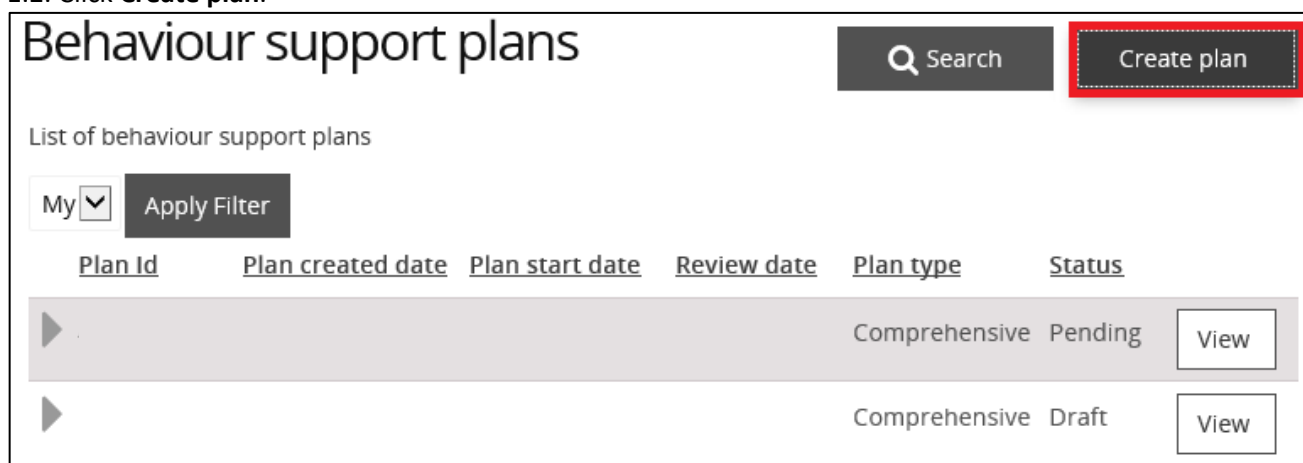
1. Create behaviour support plan ID

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



The screenshot shows the top navigation bar of the NDIS Quality and Safeguards Commission portal. The 'Behaviour support plan' dropdown menu is open, and the 'Behaviour support plan list' option is highlighted with a red box. Below the navigation bar, the main heading reads 'Welcome to the NDIS Commission Portal'. On the left, a 'Tasks' widget displays 'Number of tasks awaiting action: 25'. On the right, a 'Behaviour Support' widget is partially visible.

1.2. Click **Create plan**.



The screenshot shows the 'Behaviour support plans' page. At the top right, there is a search bar and a 'Create plan' button, which is highlighted with a red box. Below the header, there is a section titled 'List of behaviour support plans'. This section includes a filter dropdown set to 'My' and an 'Apply Filter' button. Below the filter, there is a table with the following columns: 'Plan Id', 'Plan created date', 'Plan start date', 'Review date', 'Plan type', and 'Status'. The table contains two rows of data, each with a 'View' button.

Plan Id	Plan created date	Plan start date	Review date	Plan type	Status
				Comprehensive	Pending
				Comprehensive	Draft

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.*

Behaviour support ▾

Create a behaviour support plan * required

Plan type:*

Comprehensive

Comprehensive

Interim

RP Record (no BSP)

[Discard changes and return](#)

Save and continue

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

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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.

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

Person:

Plan type: Comprehensive

Plan status: Draft

Behaviour support practitioner:

Overview

[Person details](#)

Key contacts

Plan details

Assessments

Proactive strategies

Providers

[Behaviours of concern](#)

** 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**.

Person:
Plan type: Comprehensive
Plan status: Draft
Behaviour support practitioner:
Overview
Person details
Key contacts
Plan details
Assessments
Proactive strategies
Reviews

Person details

Select person

▶ Disability details

▶ Addresses

▶ Related mainstream services

▶ About the person

2.2. Click **Select**.

Person with disability * 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:

DOB: dd/mm/yyyy

Gender:

Email address:

Mobile:

Participant Id:

Participant #:

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

Select participant

X

Search again

Last name

First name

Participant Id

DOB

Mobile

Email address

Participant #

01/01/1985

Discard changes and close

Create

Select and close

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

Person details

* required

Person NQSC Id:

NDIS participant #: *

Title: *

First name: *

Middle name:

Last name: *

Gender: *

Date of birth: *

Country of birth:

Type of incident:

Length of time meeting with:

Consent to share informati: *

date: dd/mm/yyyy

Consent provided by:

No

2

Discard changes and return

Save

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

Select participant

X

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

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**.

Person details * required

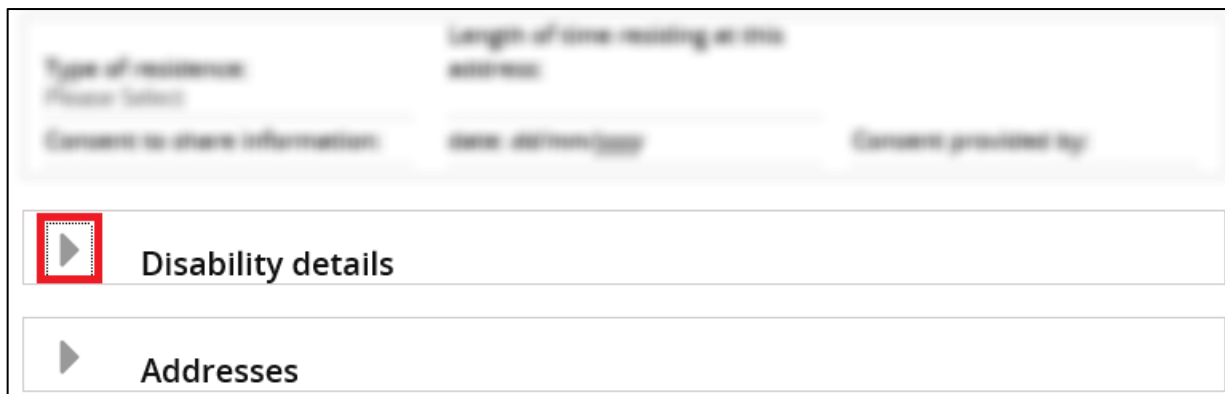
Person NQSC Id:	NDIS participant #: *	Title: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
First name: *	Middle name:	Last name: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender: *	Date of birth: * <small>dd/mm/yyyy</small>	Country of birth
<input type="text"/>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

3.2. Click **Add**.



The screenshot shows the 'Disability details' section with a dropdown arrow on the left and an 'Add' button (highlighted with a red box) on the right. Below the section, it 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 title bar containing a close button (X). The form has a 'Disability type:' label and a dropdown menu showing 'Autism'. There is a 'Discard' link on the left and a 'Save' button (highlighted with a red box) on the right.

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.



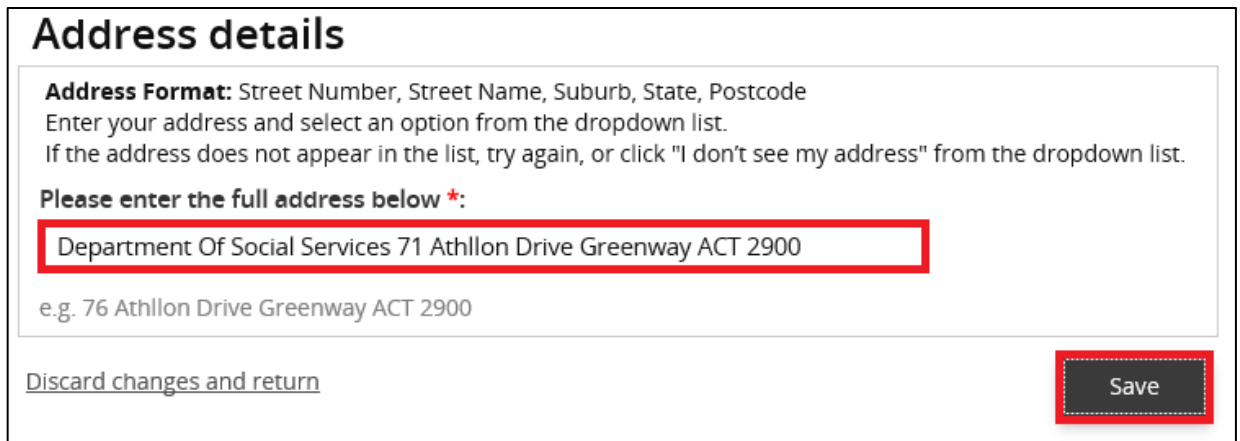
The screenshot shows a panel titled 'Disability details' with a dropdown arrow on the left and an 'Add' button on the right. Below the title, there is a 'Disability type' section with a text input containing 'Autism' and a 'Remove' button. Below this, there are two more tiles: 'Addresses' and 'Related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

4.2. Click **Add address**.



The screenshot shows a panel titled 'Addresses' with a dropdown arrow on the left. Below the title, there is a text input field containing the text 'There are no addresses.' To the right of the text input field, there is a button labeled 'Add address' which is highlighted with a red rectangular box.

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



The screenshot shows a form titled 'Address details'. Below the title, there is a section for 'Address Format' with instructions: 'Street Number, Street Name, Suburb, State, Postcode'. Below this, there is a text input field containing the address 'Department Of Social Services 71 Athllon Drive Greenway ACT 2900'. Below the text input field, there is a text input field containing the text 'e.g. 76 Athllon Drive Greenway ACT 2900'. Below the text input field, there is a button labeled 'Save' which is highlighted with a red rectangular box. To the left of the 'Save' button, there is a link labeled 'Discard changes and return'.

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**.

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:

Please Select

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

Search again

Last name	First name	DOB	Mobile	Email address	Gender	Contact Id
<input checked="" 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

Title:* First name:* Last name:*

Person type:* Person consulted, if other: Consulted date:* dd/mm/yyyy

Email address: Phone number:

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

Behaviour support plan	Details		
Person: Type: Comprehensive Status: Expired Behaviour support practitioner:	<div>CopySend draftUpdate</div>		
Overview	Id:Created date: dd/mm/yyyyType:		
Person details	Behaviour support practitioner:Behaviour support practitioner's organisation:RP authorisation status:		
Key contacts	Start date: dd/mm/yyyyEnd date: dd/mm/yyyyReview date: dd/mm/yyyy		
Details	State:Is short term approval in place?		
Implementing providers	Overall status:Reason for closure:Status change date: dd/mm/yyyy		
Assessments			
Behaviours of concern			
Plan description			

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.

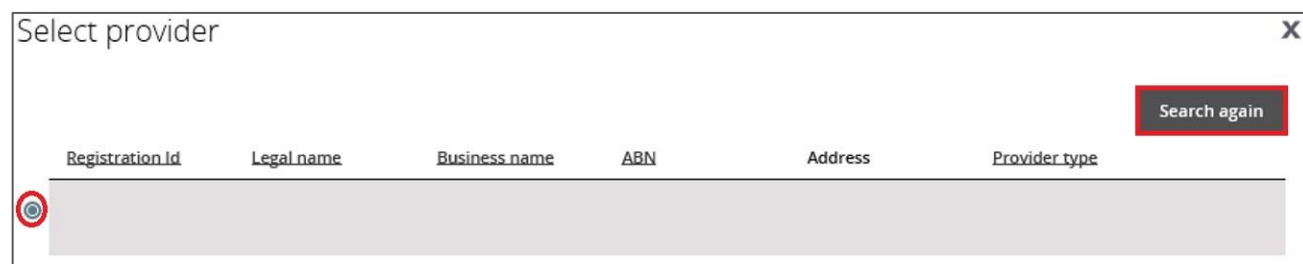
7.1. Select **Implementing providers** and click **Add**. (Only add in Implementing providers who are implementing the restrictive practices otherwise add provider to key contacts)

The screenshot shows a web interface for a 'Behaviour support plan'. On the left is a sidebar with a list of sections: 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'. It 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 **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.

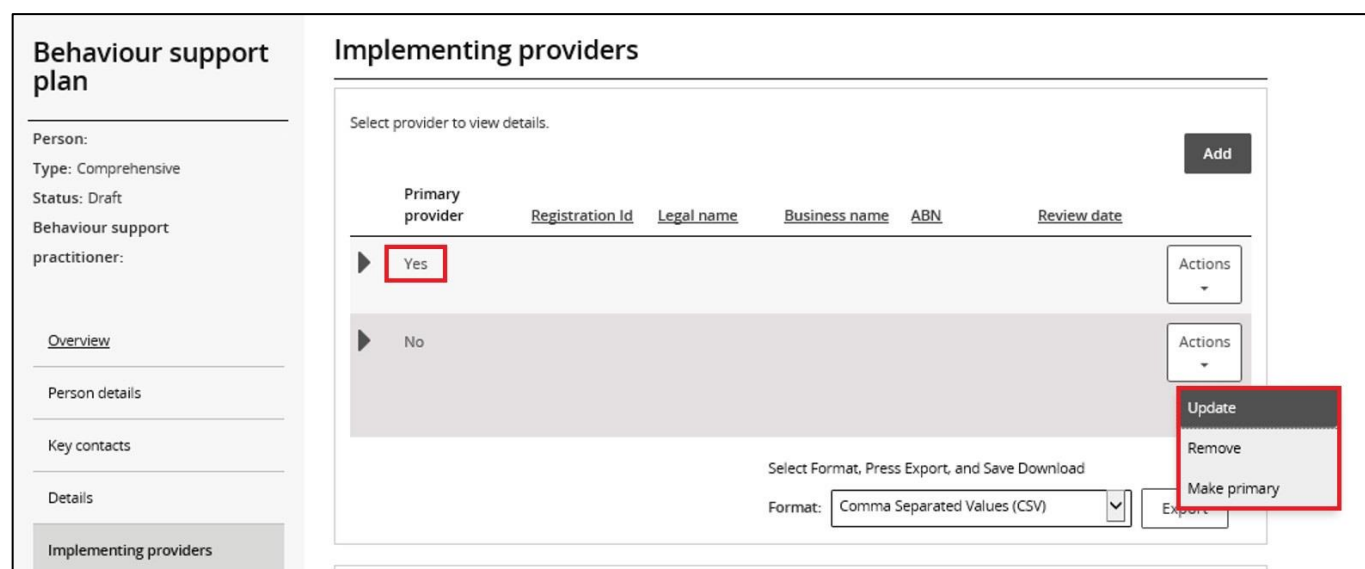
The screenshot shows a 'Search provider' modal window. It contains input fields for Name, Phone, Email, ABN (highlighted with a red box), and State (a dropdown menu). A 'Search' button (also highlighted with a red box) is at the bottom right. A link for 'Discard changes and close' is at the bottom left. The modal has a close button (X) in the top right corner.

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.

Select service locations (outlet)

Search locations

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

[Discard changes and close](#)

Confirm

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**.

The screenshot shows the 'Behaviour support plan' interface. On the left is a sidebar with navigation links: 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 for adding a functional behaviour assessment, with a red 'Add' button. Below this is an 'Attachments' section with a dropdown arrow and a red 'Add attachment' button. A message at the bottom of the attachments section states: '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. Type the **assessment details** then click **Save**.

The screenshot shows the 'Add assessment' modal form. It has a title bar with a close button (X). The form contains several fields: 'Assessor:*' (text input), 'Assessment:*' (dropdown menu with 'Functional Behaviour 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.

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**.

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
Update				

 Attachments

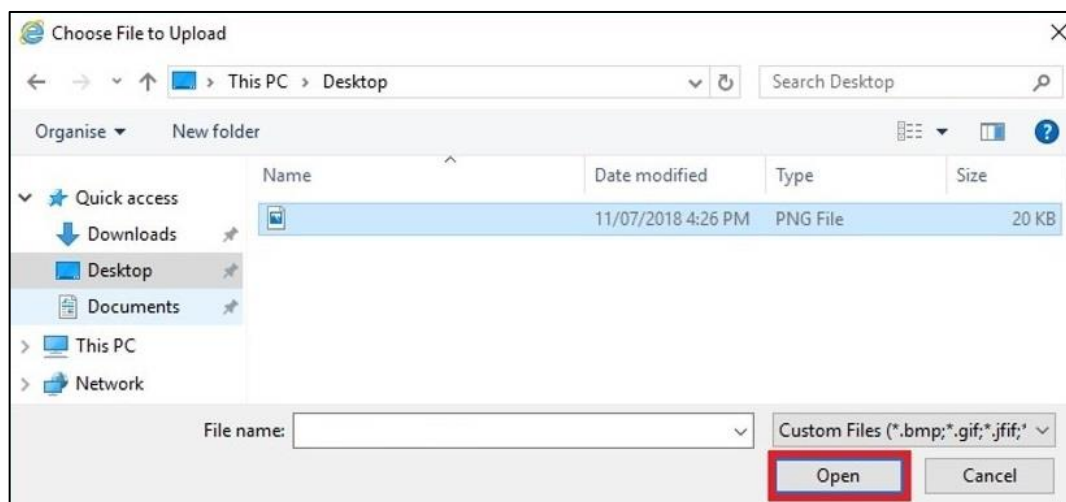
8.4. Click **Add attachment**.

▼ Attachments

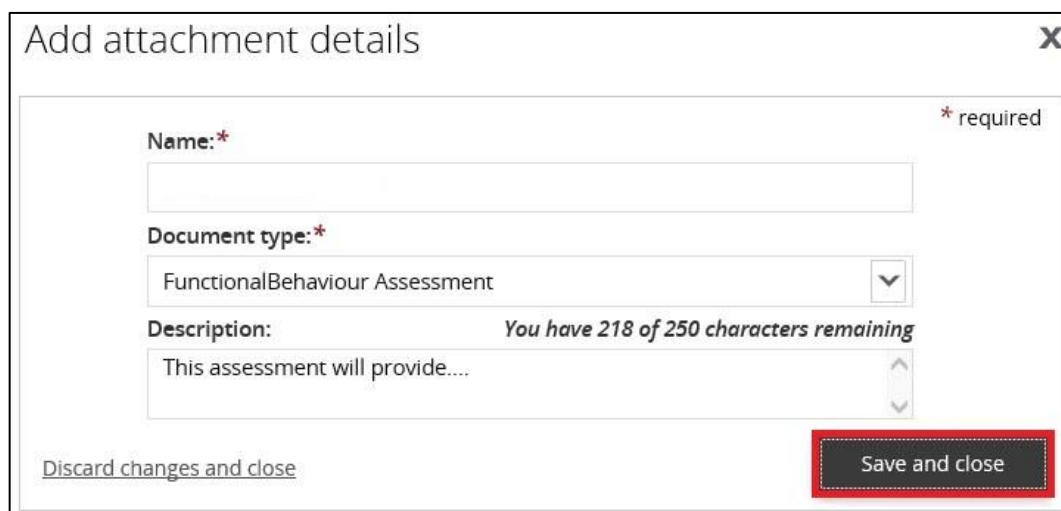
Add attachment

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**.



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



The screenshot shows a web form titled "Add attachment details" with a close button (X) in the top right corner. The form contains three main sections: "Name:*" with a text input field, "Document type:*" with a dropdown menu showing "FunctionalBehaviour Assessment", and "Description:" with a text area containing "This assessment will provide....". A character count "You have 218 of 250 characters remaining" is displayed next to the description field. At the bottom left is a link "Discard changes and close", and at the bottom right is a button "Save and close" which is highlighted with a red dashed border. A red asterisk and the text "* required" are located in the top right of the form area.

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**.

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 **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 2-4**.

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		
	Physical aggression - people		
	Verbal aggression - people		

Actions
View
Update
Copy

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**.

Person:
Plan type: Comprehensive
Plan status: Draft
Behaviour support practitioner:
Overview
Person details
Behaviours of concern
Schedule of restrictive practices

Restrictive practices

Implementing providers are required to submit a monthly report on restrictive practice use. Select 'Report' for each restrictive practice type below.

Find: Please Select
Search:
Run Search
Add

There are no restrictive practices.

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

Add restrictive practice

Select the type of restrictive practice

Provider business name:* Select
Service location:* Select
Administration type:* Routine
Restrictive practice type:* Environmental Restraint
Restrictive practice sub-type: Restricted access - activity
Sub type, if other:

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

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

Restrictive practice details

Provide details for restrictive practice

Is authorisation and consent required?* Yes
Have authorisation and consent been received?* Yes
Status: Authorised
Authorisation start
Authorisation end

Attachments **Add attachment**

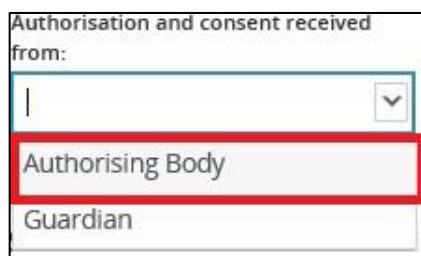
You currently don't have an attachment linked to this restrictive practice. If you have the right access and if the button is enabled, click "Add attachment".

[Discard changes and return](#) **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'.



A screenshot of a web form. At the top, it says 'Authorisation and consent received from:'. Below this is a dropdown menu. The menu is open, showing two options: 'Authorising Body' and 'Guardian'. The 'Authorising Body' option is highlighted with a red rectangular border.

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.



A screenshot of a web interface. On the left, there's a table with a grey header row. To the right of the table is an 'Actions' dropdown menu. The menu is open, showing three options: 'View', 'Update', and 'Copy'. The 'Copy' option is highlighted with a red rectangular border.

11. Attach the behaviour support plan

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

Behaviour support plan

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

Attachments

Attachments

Add attachment

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".

11.2. Click on **Add attachment**.

Attachments

Add attachment

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".

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**.

Add attachment details

Select the file to be uploaded

* required

Name:*

Test attachment

Document type:*

Behaviour support plan

Description:

Maximum of 250 characters

☐ Visible to service provider

[Discard changes and close](#)

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.

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

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:

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**.

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

Overview
Person details
Key contacts
Details
Providers
Assessments
Behaviours of concern
Plan description
Schedule of restrictive practices

Details

Id: Created date: dd/mm/yyyy Type: Comprehensive

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

13/06/2019 07/06/2020 08/05/2020

State: Is short term approval in place?

NSW No

Overall status:
Draft

Reason for closure: Status change date: dd/mm/yyyy

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

NDIS Quality and Safeguards Commission

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Tasks

My Behaviour Support Plans

Behaviour Support Plans

Number of tasks awaiting action: 5

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Alert	Description	Type	Status	Assigned to	Priority
N					

Actions

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'.