



Implementing Providers: Monthly Reporting on the use of Regulated Restrictive Practices

Quick Reference Guide

This guide outlines how to use the **NDIS Commission Portal** to submit monthly reports on the use of regulated restrictive practices.

See our other Quick Reference Guide:

- Implementing Providers: Activating a behaviour support plan and lodging evidence of authorisation

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Accessing the NDIS Commission Portal

Step 1: Obtain a Digital ID and RAM account

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

Step 2: Self-request access role

Authorised Reporting Officer (ARO) role

Once you have your Digital ID and RAM account, login to the NDIS Commission Portal and request access for '**Authorised Reporting Officer**' (ARO). This role is approved by the Authorised Access Delegate role within your organisation.

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk

Select the provider / role you wish to use within the NDIS Quality and Safeguards Commission Portal - EFT35.

Provider name *

Role *

Continue



Tip: Any ARO can activate behaviour support plans by locating the plan through search, navigating to the implementing provider view, and clicking the **Activate** button (see 'Implementing Providers: Activating a behaviour support plan and lodging evidence of authorisation')



Tip: Primary ARO's receive tasks. This indicates when a behaviour support plan has been lodged. If you don't know who this is or would like to nominate an ARO as the Primary ARO, you can submit your query, registration ID and ABN to the [NDIS Commission Portal technical help form](#).



Tip: You may have multiple access roles in the NDIS Commission Portal, so it is important that you are logged in as the ARO role when completing monthly reporting. If any of the buttons referred to in these instructions are not visible, you may be logged in under a different access role. **Check this first before contacting the NDIS Commission for help.**

Behaviour Support Reporting Admin role

- This access role also allows a user to **activate** behaviour support plans and to enter monthly reports about the use of regulated restrictive practices outlined in the behaviour support plan.
- The Admin role cannot submit monthly reports; only the ARO role can do this.

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- This role is approved by the **Authorised Access Delegate** within your organisation.

Reporting on regulated restrictive practices in a lodged behaviour support plan

When a behaviour support plan is lodged, the specialist behaviour support provider creates a list of the regulated restrictive practices. The implementing provider is required to report monthly on the use of these practices.



Tip: Monthly reports can be submitted against plans with a status of **active**, **expired** or **partially active** (Note: only the provider that has activated the plan in partially active status can submit reports). If a plan is **closed** (even in error) it cannot be re-activated, and monthly reports cannot be submitted.



Tip: If a plan has been closed by the Specialist Behaviour Support Provider because a new plan is being lodged, the implementing provider can continue their monthly reporting requirements against the new plan when it is lodged and activated. This is regardless of the start date of the new plan.



Tip: If a plan has been closed in error that was being actively implemented and reported on and a new plan is not being lodged, the Implementing Provider should contact the Specialist Behaviour Support Provider as it cannot be re-activated and will need to be re-lodged.

1. Report when a regulated restrictive practice is not used

Monthly reporting must be completed for all regulated restrictive practices in a behaviour support plan, including reporting if they are not used. Monthly reporting should be completed within 5 business days of the following month.

- 1.1. From the left-hand side navigation menu, click **Monthly reporting of restrictive practices**. When the plan status is 'Active', the **Report** button becomes available. Click the **Report** button to enter a monthly report.

The screenshot displays the 'Behaviour support plan' interface. On the left, a navigation menu lists various options, with 'Monthly reporting of restrictive practices' highlighted in red. The main content area is titled 'Report usage' and includes a 'Schedule of restrictive practices' section with a 'Report' button highlighted in red. Below this is the 'Reported usage' section, which contains a table with columns for 'Administration type', 'Restrictive practice type', 'Restrictive practice sub-type', 'Start date', and 'End date'. An 'Export' button is visible at the bottom right of the table.

- 1.2. Enter the dates the regulated restrictive practice was not in place and then select 'RP not used' option from the drop-down list and click **Save**.

The screenshot shows a form with two date input fields: "Start date:* dd/mm/yyyy hh:mm" and "End date:* dd/mm/yyyy hh:mm". Both fields are highlighted with a red border. To the right is a "Report usage:*" dropdown menu. The dropdown is open, showing three options: "RP not used", "Report use", and "Report variation". The "RP not used" option is highlighted with a red border. Below the date fields is a link that says "Discard changes and return".



Tip: The 'RP not used' option is selected when the regulated restrictive practice/s was not used at all by the Implementing Provider during the period of the full calendar month that is being reported on.



The provider must notify a specialist behaviour support provider if there has been a change in circumstances that requires the behaviour support plan to be reviewed.

- 1.3. After the reports are entered, select the 'Authorised reporting officer' tab. Click **Submit reports**.

The screenshot shows the "Behaviour support plan" page. On the left is a navigation menu with several tabs. The "Authorised reporting officer report submission" tab is highlighted with a red border. The main content area is titled "Report usage" and contains a yellow warning box: "This plan is due review by *02/02/2021*. Contact your practitioner to organise a new plan." Below this is a "Reported usage" section with a summary paragraph and a table. The table has columns for "Administration type", "Restrictive practice type", "Restrictive practice sub-type", "Start date", "End date", and "Submitted by". There are two rows of data, each with an "Actions" button. A "Submit reports" button is highlighted with a red border. At the bottom right, there is a "Format" dropdown menu set to "Comma Separated Values (CSV)" and an "Export" button.

Only the **ARO** role can submit the reports.



Tip: All reports can be submitted at the same time using the **Submit reports** button, or they can be submitted individually by clicking the **Actions** button.

2. Report the use of a routine regulated restrictive practice

Reporting where the use was in accordance with the behaviour support plan

- 2.1. Enter the dates the routine regulated restrictive practice was in place, select **report use** from the drop-down options, select the behaviour of concern the practice was used to manage and click **Save**.

Reported usage

Start date:* dd/mm/yyyy hh:mm	End Date:* dd/mm/yyyy hh:mm	Report usage:*
<input type="text"/>	<input type="text"/>	Report use

Behaviour of Concern:*

Please Select

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

Note: If there was a change in the way the routine regulated restrictive practice is used, select **Report variation** instead and move to step 2.2.



Tip: The 'Report use' option is selected when the use of a routine regulated restrictive practice/s is used at any time by the Implementing Provider during the period of the full calendar month that is being reported on.

Reporting a variation in the use of the regulated restrictive practice

The report variation option can be selected when (for example):

- A change in medication dosage or frequency that does not require re-authorisation in the state or territory where the practice is used; or
- A participant's medication is being changed due to the prescriber trialling different dosages or medications, resulting in multiple variations to medications over a period specified by the prescribing medical practitioner; or
- The implementation of a regulated restrictive practice changes from routine to PRN due to fade out strategies and re-authorisation is not required in the state or territory where the practice is used.

Note:

- Any change to the implementation of regulated restrictive practices that is not strictly in accordance with the behaviour support plan is considered a reportable incident.
- Any changes to a regulated restrictive practice that requires re-authorisation in accordance with State/Territory requirements would also be considered a reportable incident.
- The implementing provider should engage the behaviour support practitioner to review the plan where there are changes to the way regulated restrictive practices are being used.

2.2. For the **routine** use of a practice, enter the dates when the variation applied and select the **Report variation** option from the drop-down menu.

The screenshot shows a form with two date input fields: "Start date:* dd/mm/yyyy hh:mm" and "End date:* dd/mm/yyyy hh:mm". Both fields have calendar icons. A red box highlights these two fields. To the right is a dropdown menu labeled "Report usage:*" with the text "Please Select" and a downward arrow. The dropdown menu is open, showing three options: "RP not used", "Report use", and "Report variation". The "Report variation" option is highlighted with a red box. Below the date fields is a link that says "Discard changes and return".

2.3. Select the behaviour of concern the practice was used to manage, the type of variation from the drop options and a description of why and how the practice varied. Click **Save**.

The screenshot shows a form with three main sections. On the left is a dropdown menu labeled "Behaviour of concern:*" with the text "Please Select" and a downward arrow. In the middle is another dropdown menu labeled "Type of variation:*" with the text "Please Select" and a downward arrow. This dropdown menu is open, showing four options: "Change in dosage", "Change in frequency", "Change in frequency and dosage", and "Change to medication type". On the right is a text area labeled "Description of why and how routine varied:*" with a placeholder text "Maximum of 1500 characters".

2.4. To report a variation to the way a **PRN practice** is used, select the 'report use' option and detail the changes in the comments section.

Reported usage

Start date: * dd/mm/yyyy hh:mm
01/08/2023 12:00:00 AM

End date: * dd/mm/yyyy hh:mm
31/08/2023 12:00:00 AM

Report usage: *
Report use

Duration:
Behaviour of concern:
Please Select

Where was the restraint used? *Maximum of 500 characters*

Comments: *Maximum of 1500 characters*

[Discard changes and return](#) Save

2.5. After entering the reports, select the 'Authorised reporting officer' tab. Click **Submit reports**.

Behaviour support plan

Person:
Type: Comprehensive
Status: Active
Behaviour support practitioner

Overview

Person details

Key contacts

Details

Implementing providers

Assessments

Behaviours of concern

Schedule of restrictive practices

Monthly reporting of restrictive practices

Authorised reporting officer report submission

Report usage

This plan is due review by "02/02/2021". Contact your practitioner to organise a new plan.

Reported usage

Below is a summary of the reported restrictive practice use. Monthly reports can be submitted to the Commission by an authorised reporting officer on the first day of the next month and are due within 5 business days.

Submit reports

Administration type	Restrictive practice type	Restrictive practice sub-type	Start date	End date	Submitted by

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) Export

Note: only the **ARO** role can submit the reports.

3. Report the use of a PRN (as needed) regulated restrictive practice

- 3.1. For a PRN practice, **each use** of the practice must be reported.
For a chemical restraint PRN, the end date can be left blank, just complete the date and time the PRN was used in the Start date field.
For seclusion, physical restraint, environmental restraint or a mechanical restraint that is used as needed, include the start date/time and the end date/time.

The screenshot shows a form titled "Reported usage" with the following fields:

- Report usage:** A dropdown menu with "Report use" selected.
- Start date:** A date and time field with the placeholder "dd/mm/yyyy hh:mm".
- End date:** A date and time field with the placeholder "dd/mm/yyyy hh:mm".
- Duration:** A text input field.
- Behaviour of concern:** A dropdown menu with "Please Select" selected.
- Where was the restraint used?:** A large text area with a "Maximum of 500 characters" limit.
- Comments:** A large text area with a "Maximum of 1500 characters" limit.
- Buttons:** "Discard changes and return" and "Save".

- 3.2. To enter multiple uses of PRN regulated restrictive practices, click **Monthly reporting of restrictive practices**, and click the **Report** button to report a second use.

The screenshot shows the "Report usage" section of the NDIS Commission Portal. The left sidebar contains a navigation menu with "Monthly reporting of restrictive practices" highlighted. The main content area includes:

- Schedule of restrictive practices:** A table with columns for "Administration type", "Restrictive practice type", "Restrictive practice sub-type", and "Status". A "Report" button is located to the right of the table.
- Reported usage:** A table with columns for "Administration type", "Restrictive practice type", "Restrictive practice sub-type", "Start date", and "End date". An "Actions" button is located to the right of the table.
- Format:** A dropdown menu set to "Comma Separated Values (CSV)" and an "Export" button.



Tip: PRN uses of regulated restrictive practices can be reported any time after the use.

3.3. After the reports are entered, select the 'Authorised reporting officer' tab and click **Submit reports**.

Only the **ARO** role can submit the reports.

4. Remove a report entered in error

4.1. To remove a report entered in error, Click the **Actions** button and then click **Remove**

5. RP Record (no BSP)

Please do not use the “RP Record (no BSP)” function in the NDIS Commission Portal.

Monthly reporting must be completed on a behaviour support plan lodged in the portal by a behaviour support practitioner. If you are implementing a behaviour support plan but it is not lodged in the portal, please follow-up with the specialist behaviour support provider.

Reportable incidents must be submitted for the use of any unauthorised regulated restrictive practices. If the restrictive practice being used is not in a behaviour support plan and/ or authorised in accordance with the State/ Territory authorising process (however described), this is a reportable incident.

6. Plan status definitions

Draft

This means that the behaviour support practitioner is developing the plan.

The Implementing Provider cannot view the plan when it is in draft status. When the practitioner clicks 'send draft' from the Details tab on the left-hand side of the page the status will change to 'pending'.

Best practice is for the practitioner to contact the implementing provider/s to advise the plan has been lodged on the Commission portal.

Pending

This means that the plan has been lodged by the behaviour support practitioner.

An implementing provider cannot complete monthly reporting when a plan has a status of 'pending'. The plan must be 'active' to complete monthly reporting.

If changes need to be made when a plan has a status of 'pending', the practitioner can change the plan status back to 'draft', make the necessary amendments and then change the status back to 'pending'.

Active

This means that the behaviour support plan has been activated by the implementing provider.

No changes can be made to an active 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.

Partially Active

This means that there is more than one implementing provider.

The status will show as 'partially active' until ALL implementing providers have activated the plan. Implementing Providers that have activated the plan can commence monthly reporting

Closed

This means that the behaviour support plan has been closed and no changes can be made to the plan.

Behaviour support plans cannot be re-activated once they have been closed. If a plan has been closed in error, it will need to be re-lodged. A new behaviour support plan will need to be lodged if one is required.

Monthly reporting will also cease against this plan and any further reporting will need to be completed through the reportable incidents function on the portal until a new plan with authorisation is in place.

Expired

This means the end date of the behaviour support plan has been reached.

Monthly reporting can be completed on a plan with an 'expired' status. This function is useful when an implementing provider is awaiting a new plan to be uploaded onto the NDIS Commission Portal.

Comprehensive behaviour support plans must be developed within 6 months of being engaged and comprehensive behaviour support plans must be reviewed every 12 months or if there is a change in circumstances that requires the behaviour support plan to be amended

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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