



Implementing Providers: Link a Behaviour Support Plan to a Participant Record

For implementing providers: Use this guide to verify participant details and link an incoming Behaviour Support Plan (BSP) lodged by a behaviour support provider to your participant record.

Before you get started

- Make sure you are logged in to the **new NDIS Commission Portal** using **myID** or **PRODA**. Your user access will need to include Restrictive Practice Reporting Officer. If you haven't yet logged in, follow the instructions on [Registered Providers Portal Login page](#).
- For privacy and security, when you receive a behaviour support plan as an implementing provider, you must have an existing record for the participant. To view and manage your participant records, select 'My participants' from the top menu bar. Refer to these instructions if you need to [Add or Manage participant details](#).
- If the behaviour support provider and the implementing provide are both the same, **then the BSP will link automatically** – you won't need to manually link and the accept and reject buttons will be available when you view the linked BSP. If the behaviour support provider and the implementing provider are different or you do not have a matching participant record, the implementing provider will need to link the BSP to their participant record first using these instructions. You may need to update your participants records.
- Confirm which participant you are expecting a BSP for and the name of the behaviour support provider lodging it.
- If you are not ready to link the plan, you can click **Cancel** or close the page. The plan will remain in your unlinked list until you are ready.

Find an unlinked behaviour support plan (BSP)

1. To find the BSP:

- Select **Behaviour support** from the top menu bar.
- Using the search bar above the list of BSPs, locate the BSP in the list using the **BSP ID**, **Participant name**, or **NDIS number**
- Click on the **BSP ID** to open it.

Behaviour support

Monthly reporting

View restrictive practice
authorisation status

Locate a participant's behaviour support plan

Use the search fields to find the participant. You can then view or make edits to your current lodged BSP, or you can lodge a new or reviewed BSP.

Participant NDIS number

Last name

Q Search

Manage behaviour support plans

1

BSPs with expired RP authorisation

0

BSPs with RP authorisation about to expire

0

BSPs due for review

2

Unlinked BSPs

Behaviour support plans status filter

Lodged

Q Search

BSP ID	Participant name	NDIS number	Plan type	Plan status	Plan date	Due for review date	Participant link
BSP-00000280	Fiona Hayes	NDIS18394720	Interim	Superseded	3/8/2026		Unlinked BSP
BSP-00000450	UAT ParticipantTwo - 1	1999777	Interim	Lodged	1/9/2026		Unlinked BSP

< 1 >

Note: Select **Unlinked BSPs** from your dashboard menu options. This will filter your list to any unlinked BSPs.

Verify participant details

To protect sensitive participant privacy, restrictive practice details, full plan tabs and attached documents remain hidden until you verify the participant record.

1. Review the summary details displayed at the top of the screen:

- **Participant name** and **NDIS number**
- **Plan ID** and **Plan type**
- **Lodging provider name**

2. Verify that this participant is currently receiving supports from your organisation and that you are expecting a BSP from the listed lodging provider.

Link the plan to your participant record

1. Click **Link BSP**.

The screenshot shows the 'Behaviour Support Plan Details' page. At the top, there's a purple header with the title. Below it, the 'Behaviour support plan ID' is 'BSP-00000280' and the 'Plan date' is '03/08/2026'. To the right, there's a '+ Link BSP' button, which is highlighted by a red arrow. Further right, the 'Provider participant' is 'Fiona Hayes' and the 'Plan type' is 'Interim'. Below this, there are tabs for 'Plan details' and 'Attachments'. The 'Plan details' tab is active, showing an 'Overview' section with fields for 'Behaviour support plan ID', 'Behaviour support provider', 'Provider participant', 'Plan type', and 'NDIS number'. The 'Linked restrictive practices' section is also visible, with a note stating: 'You need to link this BSP to your provider participant before you can see the restrictive practices and accept the BSP'.

2. In the verification prompt, select **Yes** to confirm that you work with this participant and should receive this plan.
3. Click **Save**.

The screenshot shows the same 'Behaviour Support Plan Details' page, but with a verification prompt overlay. The prompt is titled 'Link to a behaviour support plan' and contains the text 'Participant found that matches the following BSP participant details'. Below this, there's a table with columns for 'NDIS number', 'Name', and 'Surname'. The first row shows 'NDIS18394720', 'Fiona', and 'Hayes'. Below the table, there's a question: 'Do you verify the behaviour support plan is for the participant listed?'. There are two radio buttons: 'Yes' (which is selected and highlighted by a red box) and 'No'. At the bottom right of the prompt, there are 'Cancel' and 'Save' buttons. A red arrow points to the 'Save' button.

Once saved, a success message will confirm the BSP is linked to your participant record. The full plan details, restrictive practice details, and attached BSP document under the **Related** tab will now be unlocked. The plan can now be accepted or rejected.

Behaviour Support Plan Details

Behaviour support plan ID
BSP-00000280

Plan date
03/08/2026

Provider participant
Fiona Hayes

Plan type
Interim

Plan details Attachments

Overview

Behaviour support plan ID
BSP-00000280

Behaviour support provider
UrbanPulse Clinic

Provider participant
Fiona Hayes

Plan type
Interim

NDIS number
NDIS18394720

Linked restrictive practices

RP ID	RP name	Restrictive practice type	Restrictive practice subtype	Admin type	Frequency	Dosage	Unit of measurement
RP-00000174	RRP9808	Chemical	5-hydroxytryptophan	PRN - as needed		1	G

To complete the review and execute plan acceptance or rejection, refer to instructions in Implementing Providers: [Accept or Reject a Behaviour Support Plan](#).

No matching participant record

When you attempt to link a BSP, you might get an error message. If the message says the participant record is missing or not finished, follow the steps below:

Plan date
06/09/2026

Plan details Attachments

Overview

Behaviour support plan ID
BSP-00000444

Behaviour support provider
Long Provider

Provider participant
PP-000000004

Link to a behaviour support plan

Matching participant record not found or not complete. Go to the 'My participants' page to add or update a participant record and return to this BSP to link to the participant.

Close

1. Select **My participants** from the top menu bar.

2. First, search for the participant using their **NDIS number, name, date of birth, or email**.
3. If you find the participant:
 - Check their details
 - Update the details so they match the BSP record.
4. If you cannot find the participant, click **Add new participant**.

The screenshot shows the 'My participants' page with a navigation bar at the top. Below the navigation bar is a purple header with the text 'My participants'. Underneath is a section titled 'Search for a participant' with a subtext: 'Search for a participant with the advanced filters below. If you can't find their record you will be prompted to add one. Please ensure you do not create a duplicate record.' The search form has four input fields: 'Participant NDIS number' (containing 'NDI258372048'), 'Participant Name', 'Date of Birth' (with a calendar icon), and 'Participant Email'. A 'Search' button is to the right. Below the search form, it says 'Participant not found in your records.' A red arrow points to the 'Add new participant' button.

5. Enter the participant details.

The screenshot shows a modal form titled 'Add participant' overlaid on the 'My participants' page. The form has the following fields: 'Participant NDIS Number' (containing '258372048'), a checkbox labeled 'Select this checkbox if this is a Continuity of Support (COS) participant who does not have an NDIS number.', '* Title' (a dropdown menu with 'Ms.' selected), '* First name' (containing 'Jane'), and 'Middle name' (containing 'Ann'). At the bottom of the modal, there is a search bar with the text '13 items • Sorted by NDIS Number • Filtered by All provider participants • Updated 2 minutes ago' and a 'Search this list...' button.

6. Click **Save**.

The screenshot shows a web application interface for managing participants. A modal window is open, allowing the user to select medical conditions and set a verification status. The background shows a search bar, a participant NDIS number (NDI258372048), and a list of participants.

Search for a participant

Search for a participant

Participant NDIS number
NDI258372048

Participant not found

Manage participants

All Active Participants

Provider Participants
All Participants

13 items • Sorted by NDIS Number • Filtered by All provider participants • Updated 4 minutes ago

Medical Conditions:

- ☐ Acquired brain injury
- ☐ Autism spectrum
- ☐ Blind/Vision impairment
- ☐ Cerebral palsy
- ☐ Deaf/Hearing impairment
- ☐ Intellectual disability
- ☐ Multiple sclerosis
- ☐ Neurological
- ☐ Other
- ☐ Psychosocial disability
- ☐ Speech impairment
- ☐ Spinal cord injury
- ☐ Stroke

Verification status
Pending

Save

- Once the participant record is created or updated, navigate back to the BSP screen and attempt to link it to the participant record.

The screenshot shows the 'Participants' page in a web application. It displays the details for a participant named Jane Ann Citizen, including their NDIS number, status, and various personal details.

Participants

Participant Name
Jane Ann Citizen

NDIS Number
258372048

Status
Active

Edit

Participant Details | Reportable Incidents

Overview

NDIS number
258372048

Title
Ms.

Name
Jane Ann Citizen

Preferred name

Gender
Female

Status
Active

ATSI