NDIS Commission Portal User Guide

For implementing providers:

Reporting on the use of regulated restrictive practices

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This guide is for implementing providers who need to report monthly on the use of regulated restrictive practices

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**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.

Once you have your PRODA account, login to the Portal and request access for ‘Authorised Reporting Officer’. Approval for this request will go to the Authorised Access Delegate within your organisation.

**Accepting a behaviour support plan**

Once the plan is lodged in the Portal, a task will be created for the implementing provider.

### 1. View the plan in the Portal

1.1. Click on the **Tasks** tile.

1.2. You will receive a task type called **Plan Acceptance**. Click on **Actions** then **Go to plan**. This will take you to the behaviour support plan.
1.3. Click on **Person details** and check it is the right person.

1.4. Click on **Details**, and check the start and end date of the plan.

1.5. Click on **Schedule of restrictive practices** and check that all restrictive practices being used are listed.

1.6. Click on **Attachments**. A copy of the behaviour support plan is located here. If there are no attachments, email behavioursupport@ndiscommission.gov.au and provide the plan ID.

If there are errors in the attached behaviour support plan, contact the behaviour support practitioner.

If there are errors anywhere else in the portal, including the Schedule of restrictive practices, contact the Tier1Support@ndiscommission.gov.au.
2. Accept the plan and attach evidence of authorisation (where applicable)

2.1. Click on Schedule of restrictive practices from the left hand side navigation menu. Click on the restrictive practice type and then click View.

2.2. Scroll down to the bottom of the page and click on Add attachment.
2.3. Attach evidence of authorisation. Select **Restrictive practice auth.** as the document type and click **Save and close**. Attach evidence to each restrictive practice listed.

2.4. Once all details have been reviewed, click on **Providers** in the left hand side navigation menu, click on your provider name and then click **Approve**. The plan status will become active.
2.5. The task status changes to Approved.
Reporting against a lodged behaviour support plan

When a behaviour support plan is lodged, the behaviour support practitioner creates a list of the regulated restrictive practices. The monthly reporting data will attach to these records in the portal.

3. Report when a restrictive practice is not used

3.1. From the left hand side navigation menu, click on **Monthly reporting of restrictive practices**. When the plan status is **Active**, the **Report** button becomes available. Click on the **Report** button to enter a monthly report.
3.2. Select the **RP not used** option from the drop down list and click **Save**.

3.3. Click on **Update** to enter the dates the restrictive was not used.
3.4. Enter the dates for when the practice was not used and click **Save**.

After all reports are entered, go to step 7. Submit usage reports.

**4. Report the use of a routine restrictive practice**

4.1. Select **Report use** from the drop down options and click **Save**.
4.2. Enter the dates the routine restrictive practice was in place and select the behaviour of concern the practice was used to manage. Then click **Save**.

4.3. If a change in the way the routine practice occurred, select the **Report variation** option from the drop down menu and click **Save**.
4.4. Enter dates for when the variation applied and details about how the practice varied. Click **Save**.

After all reports are entered, go to step 7. Submit usage reports.
5. **Report the use of a PRN (as needed) restrictive practice**

5.1. For a PRN practice, each use of the practice must be reported. For a chemical restraint, the start date/time is sufficient. For seclusion, physical restraint, environmental restraint or a mechanical restraint that is used as needed, include both the start date/time as well as the end date/time.

After all reports are entered, go to step 7. Submit usage reports.
6. Submit the reports

6.1. Click on Authorised reporting officer report submission from the left hand side navigation menu. The Submit usage button will submit all reports listed for the previous month. Alternatively, individual reports can be updated (if needed) and submitted by clicking on the Actions button.

If you cannot submit the use reports email behavioursupport@ndiscommission.gov.au and provide the plan ID.
Reporting when there is no behaviour support plan

If you are not expecting to receive a behaviour support within the next month, you should commence your monthly reporting using this process.

7. Create a record in the Portal

This is required to be able to complete monthly reports in the absence of a lodged behaviour support plan.

7.1. Click on the Behaviour Support tile

7.2. Click on Create plan.
7.3. A type of plan is created called an RP Record (no BSP). Click **Save and continue**.

8. **Add Person details**

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

8.2. Click **Select**.
8.3 Type the **Participant's details** and then click **Search**.

![Search participants screenshot]

8.4. 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.

![Select participant screenshot]
8.5. Check the Participant details for accuracy. Update the person’s details if they are incorrect. Click Save.

8.6. If no participant records appear after searching, click on Create.
8.7. Enter the details of the participant. Scroll down and click **Save**.

![Person details form](image)

9. **Add Disability details**

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

![Disability details](image)

9.2. Click **Add**.

![Disability details](image)
9.3. Click the **Disability type** drop down field, select a **disability** then click **Save**.

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

**10. Add Address details**

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

10.2. Click **Add address**.

10.3. Type the **Address details** then click **Save**.

If there are more addresses to add, **repeat steps 2-3**.
11. Enter details about start and end date

11.1. Enter the start date and end date you expect to be reporting on the use for.

11.2. Enter the State the participant is living in.

11.3. If you are in Queensland or South Australia only, indicate whether a short-term approval is in place.

11.4 Your name as the implementing provider should appear under Providers as this record has been created by you.
12. Enter behaviours of concern

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

12.2. 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 1-2.

13. Add Restrictive practices

13.1. Click the Schedule of restrictive practices from the left hand side menu and then click Add.
13.2. Select **Restrictive practice type** information from drop down fields then click **Next**.

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

If there are more restrictive practice to add, **repeat steps 1-3**.
14. **Activate the record to enable monthly reporting**

14.1 Click on Details on the left hand side and then click Activate. This will change the status to active and allow monthly reports to be entered. Follow process above to completing monthly reports.

When a behaviour support plan is developed and lodged, this record will be closed and you will then report against the interim or comprehensive behaviour support plan in the Portal.