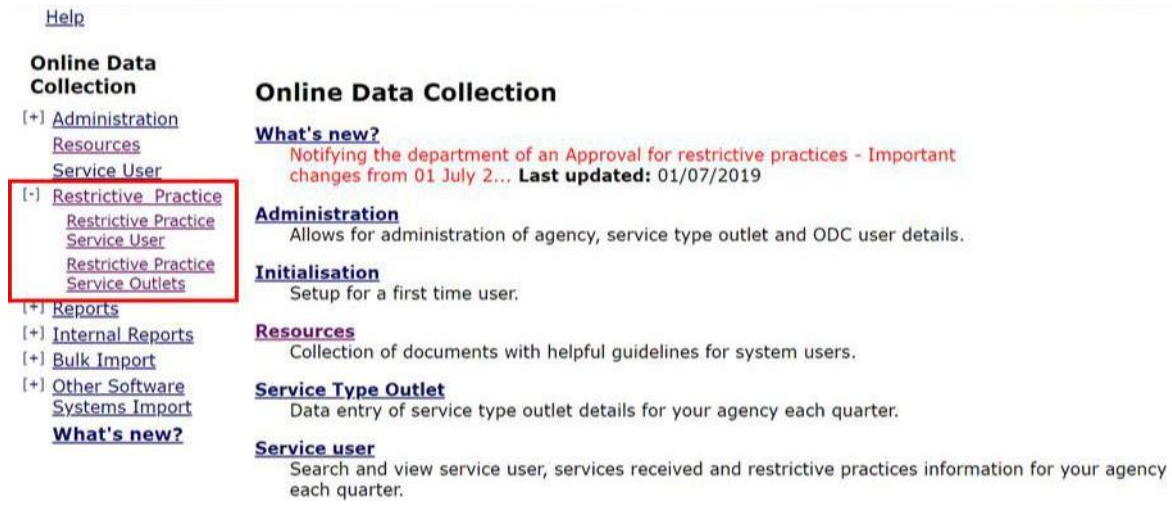
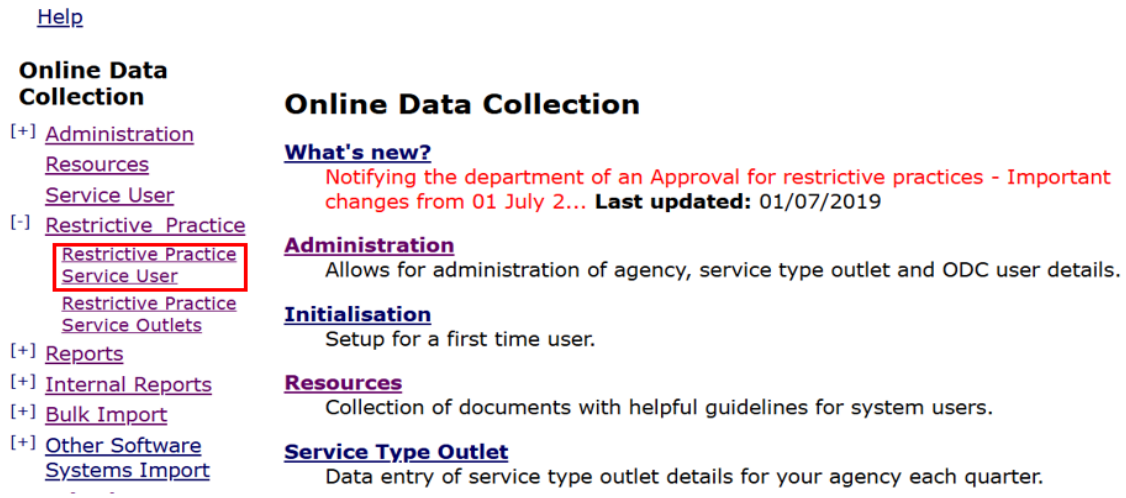
GUIDE: How to access Service User Details

1. Login to **ODC** with the provided username and password at https://secure.disability.qld.gov.au/ngo

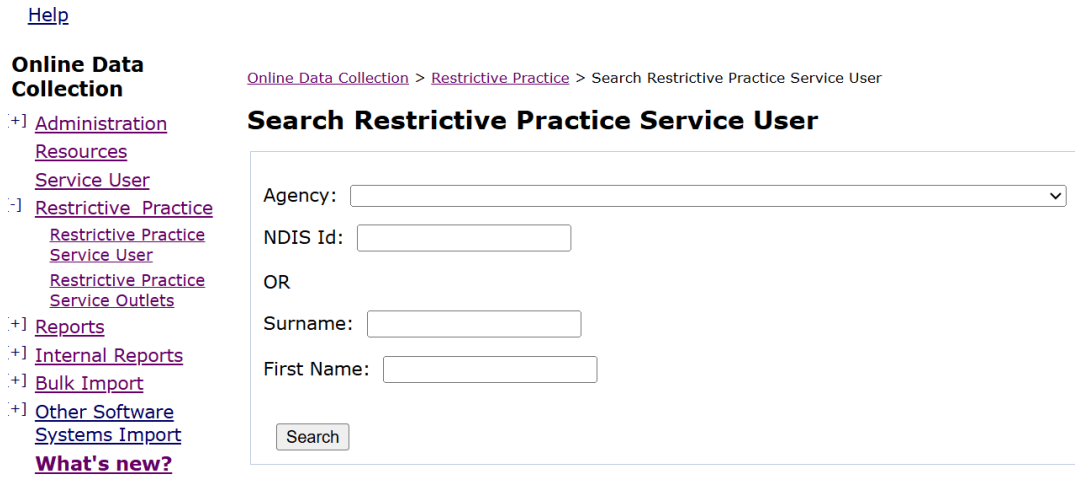
2. There is a **Restrictive Practice** section in the left-hand navigation menu. This is where all information, including data entry and other functions relating to restrictive practices, is located.



3. In the **Restrictive Practice** link click on **[+]** to expand the options and then click on **Restrictive Practice Service User** in the left-hand menu to get started.

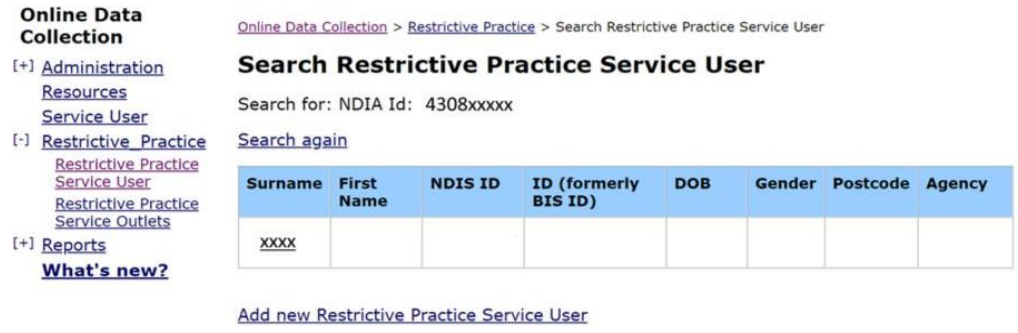


4. The **Search Restrictive Practice Service User** screen is displayed. Enter details in the fields available and click on **Search**.



Note: You do not need to enter all fields to run a search. You can enter either the NDIS ID, Surname or First Name.

5. Your search result will appear.



Please note, if your search returns no results, this could possibly mean that the service user is not linked to your organisation, and you will need to add the service user as a new restrictive practice service user.

6. Click on the **Surname** which has a hyperlink to access **Service User Details**. This section is the main hub for service user details and the history of all existing data will be displayed. From this section, service providers can undertake the following functions:
   - Update Service User Details
   - Enter Date of Death
   - Add new Addresses
   - View Restrictive Practice Approvals/Consent/Guardianship history:
     - Form 6-4 Notification of Approval or Consent to the Use of Restrictive Practices
     - Form 6-5 Notification of change to a Restrictive Practice Approval (includes cessation).
   - Add Guardian (for Positive Behaviour Support Plan, or Respite/Community Access Services Plan)

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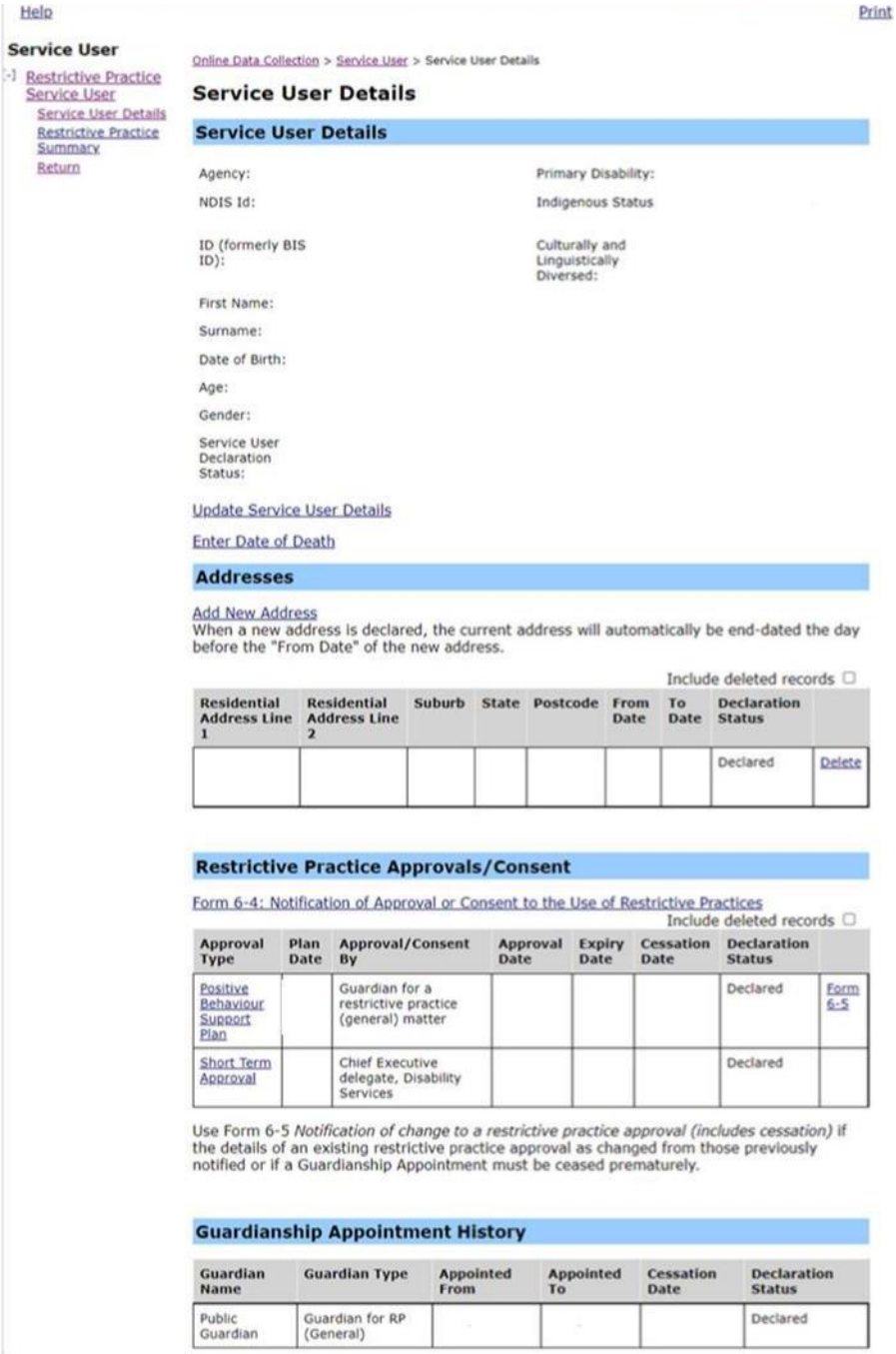

Help Print

Service User

- Restrictive Practice Service User
  - Service User Details
  - Restrictive Practice Summary
  - Return

Online Data Collection > Service User > Service User Details

Service User Details

Service User Details

Agency:
NDIS Id:
ID (formerly BIS ID):
First Name:
Surname:
Date of Birth:
Age:
Gender:
Service User Declaration Status:
Primary Disability:
Indigenous Status
Culturally and Linguistically Diversed:

Update Service User Details

Enter Date of Death

Addresses

Add New Address
When a new address is declared, the current address will automatically be end-dated the day before the "From Date" of the new address.

Include deleted records ☐

Residential Address Line 1	Residential Address Line 2	Suburb	State	Postcode	From Date	To Date	Declaration Status	
							Declared	Delete

Restrictive Practice Approvals/Consent

Form 6-4: Notification of Approval or Consent to the Use of Restrictive Practices

Include deleted records ☐

Approval Type	Plan Date	Approval/Consent By	Approval Date	Expiry Date	Cessation Date	Declaration Status	
Positive Behaviour Support Plan		Guardian for a restrictive practice (general) matter				Declared	Form 6-5
Short Term Approval		Chief Executive delegate, Disability Services				Declared	

Use Form 6-5 *Notification of change to a restrictive practice approval (includes cessation)* if the details of an existing restrictive practice approval as changed from those previously notified or if a Guardianship Appointment must be ceased prematurely.

Guardianship Appointment History

Guardian Name	Guardian Type	Appointed From	Appointed To	Cessation Date	Declaration Status
Public Guardian	Guardian for RP (General)				Declared

Note: Implementing providers registered with the NDIS Commission are required to submit monthly reports to the NDIS Commission on the use of restrictive practices against the participant's current/ active positive behaviour support plan.