



# Quick reference guide: Log in to the NDIS Worker Screening Database, manage the access of staff & set email preferences

## Registered NDIS Provider

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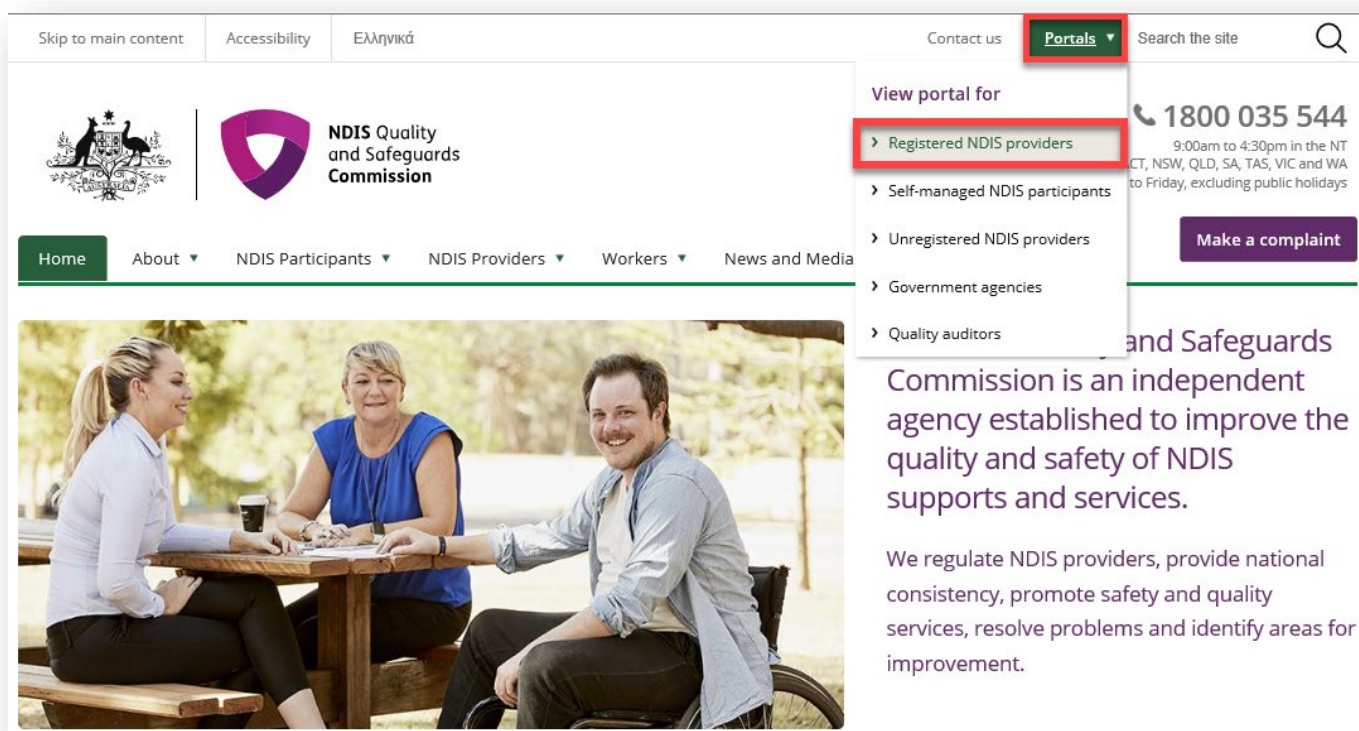
### Overview

1. Registered NDIS providers must ensure that persons (in risk assessed roles), who are employed or otherwise engaged (worker), have an NDIS Worker Screening Check. This is a statutory requirement and a condition of registration as a registered NDIS provider. More information about this can be found on our website - [Worker screening requirements \(NDIS registered providers\)](#).
2. This quick reference guide provides information about how to access the NDIS Worker Screening Database (NWSD) via the NDIS Commission Portal.
3. The representative of an registered NDIS provider who is the ‘Authorised Access Delegate’ will be able to add, remove and vary the access of other members of the organisation (employees) to the NWSD.
4. This quick reference guide also provides information about how to manage email preferences.

**For further information please refer to the NDIS Quality and Safeguards Commission website - [Worker screening requirements \(NDIS registered providers\)](#). Alternatively, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by email at [nwsd@ndiscommission.gov.au](mailto:nwsd@ndiscommission.gov.au).**

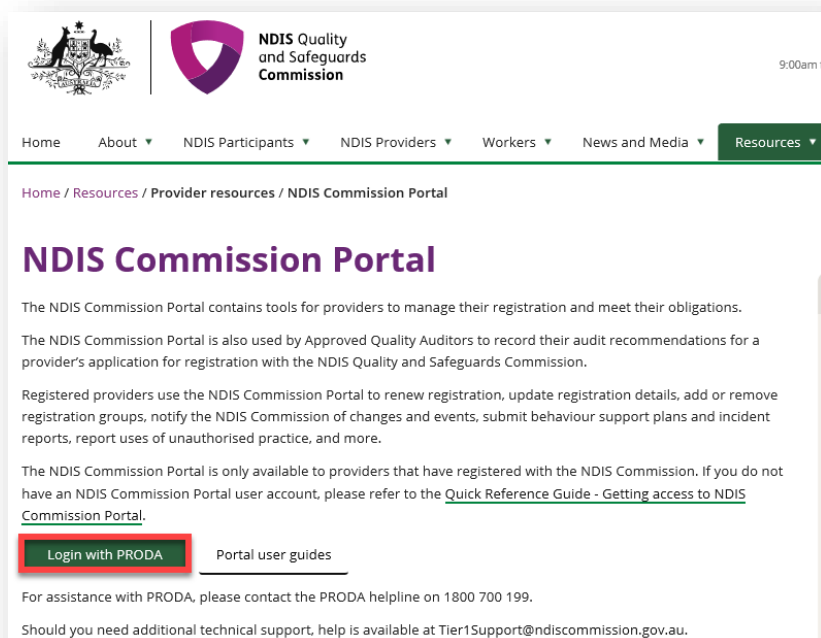
## Access the NWSD via the NDIS Commission Portal

- Go to the [NDIS Commission Website](#) and select the 'Portals' button and 'Registered NDIS providers' option.



The screenshot shows the NDIS Quality and Safeguards Commission website. At the top right, there is a 'Portals' dropdown menu. The 'Registered NDIS providers' option is highlighted with a red box. Below the menu, there is a section titled 'View portal for' with a list of options: Registered NDIS providers, Self-managed NDIS participants, Unregistered NDIS providers, Government agencies, and Quality auditors. The 'Registered NDIS providers' option is also highlighted with a red box. To the right of the menu, there is a contact number '1800 035 544' and a 'Make a complaint' button. Below the menu, there is a large image of three people sitting at a table outdoors, and a text block describing the Commission's role.

- Select 'Login with PRODA'.



The screenshot shows the NDIS Commission Portal page. The page title is 'NDIS Commission Portal'. Below the title, there is a paragraph of text: 'The NDIS Commission Portal contains tools for providers to manage their registration and meet their obligations. The NDIS Commission Portal is also used by Approved Quality Auditors to record their audit recommendations for a provider's application for registration with the NDIS Quality and Safeguards Commission. Registered providers use the NDIS Commission Portal to renew registration, update registration details, add or remove registration groups, notify the NDIS Commission of changes and events, submit behaviour support plans and incident reports, report uses of unauthorised practice, and more. The NDIS Commission Portal is only available to providers that have registered with the NDIS Commission. If you do not have an NDIS Commission Portal user account, please refer to the [Quick Reference Guide - Getting access to NDIS Commission Portal](#).' Below the text, there is a 'Login with PRODA' button highlighted with a red box. To the right of the button, there is a link for 'Portal user guides'. At the bottom of the page, there is a footer with contact information: 'For assistance with PRODA, please contact the PRODA helpline on 1800 700 199. Should you need additional technical support, help is available at [Tier1Support@ndiscommission.gov.au](mailto:Tier1Support@ndiscommission.gov.au).'

- At the 'Portal entry point' select the 'Provider name' of the Registered NDIS provider that you are logging into the Commission Portal on behalf of. Select either 'Worker screening officer' or 'Registrant' as the 'Role'.

Portal entry point

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Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name \*

Role \*

- Select the Worker Screening tile.

Worker Screening

Number of pending verification requests: 0

## Access the NWSD via PRODA

- The preferred method for logging into the NWSD is via the NDIS Commission Portal (refer to the steps above).
- However, you can also access the NWSD via PRODA by logging in and selecting the 'NDIS Quality and Safeguards Commission – Provider Portal' tile.



**Tip 1** - If you are having trouble registering for PRODA contact the PRODA Helpdesk on 1800 700 199.

Australian Government  
Services Australia

PRODA  
Provider Digital Access

### Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Show](#)

[Forgot your password?](#)

Do not have a PRODA account? [Register now](#)



11. At the 'Portal entry point' select the 'Provider name' of the Registered NDIS Provider that you are logging into the NWSD on behalf of. Select either 'Worker screening officer' or 'Registrant' as the 'Role'.

### Portal entry point

Portal login / Authorised Access Delegate login

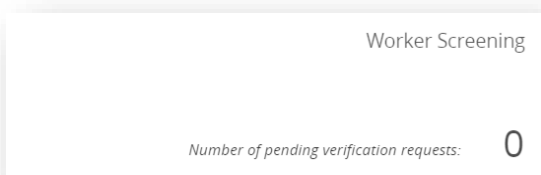
Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name \*

Role \*

Continue

12. Select the Worker Screening tile.



## Manage access to the NWSD

### Update the access of an existing employee

13. Log into PRODA and select the appropriate 'Provider name' and choose the 'Authorised Access Delegate' role.

Portal entry point

Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name \*

Role \*

Continue

14. Select 'User access list' from the side menu and 'Select' the employee you want to update the access for.

15. To add additional access for the employee, in the 'Required user role(s)' section select *all* the user roles you want the employee to have and click 'Save'.

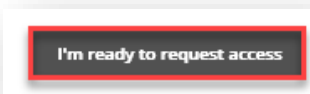
16. To remove access, in the 'Required user roles(s)' section select the user roles you want to be *removed* and select 'Revoke access'.

## Create access for a new employee

17. To give a new employee access to the NWSD, log into PRODA, select the appropriate 'Provider name' and choose the 'Authorised Access Delegate' role.

18. Select 'User access list' from the side menu and select 'New user request'.

19. Read the information presented and if you are ready to continue select the 'I'm ready to request access' button.




20. Enter the required information and in the 'Required User Role(s)' section select:

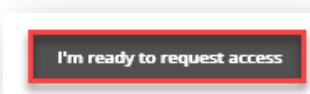
- 20.1. 'Worker Screening Officer' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check.

## Employee requests for access

21. If you are an employee seeking access to the NWSD, log into PRODA and select the 'Request / update my access' button.

-  **Tip 2** – You must register for a PRODA account before you can log in. If you are having trouble registering for PRODA contact the PRODA Helpdesk on 1800 700 199.


22. Read the information presented and if you are ready to continue select the 'I'm ready to request access' button.



23. Enter the required information and in the 'Required user role(s) section' select:



- 23.1. 'Worker Screening officer' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check.
- 24. On 'The service provider you work for' page, enter in the details of the Registered NDIS Provider that you work for.

 **Tip 3** – The 'Authorised Access Delegate' of this organisation will be the person who considers your request for access to the NWSD.

3. The service provider you work for

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Search for a provider using one of the following fields. We suggest searching by ABN.

Provider details

Provider legal name	Provider trading name	ABN
<input type="text"/>	<input type="text"/>	<input type="text"/>

Provider address details

Address line 1

Address line 2

Suburb/town	State	Postcode
<input type="text"/>	Please select	<input type="text"/>

Back Clear search Run search

25. Your request will be submitted to the current 'Authorised Access Delegate' for consideration. You will receive an email once your request has been approved or rejected.

**Approve or reject a request for access (as the Authorised Access Delegate)**

- 26. When an employee submits a request for access to the NWSD, the 'Authorised Access Delegate' will receive an email. Click the link in the email to view the access request.
- 27. Log into PRODA and select the appropriate 'Provider name' and 'Authorised Access Delegate' as the 'Role'. Select 'Continue'.



## Portal entry point

### Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name \*

Role \*

Authorised Access Delegate

Continue

28. Navigate to the 'Access requests list' and select 'View' next for the application you want to assess.

Access requests list

Selected Status

Request date/time	First name	Last name	Email	Status	
					View
					View

New user request

29. Review the 'Required user role(s)' that the applicant has selected and ensure the appropriate checkbox is ticked e.g. 'Worker Screening Officer' role.

30. Select 'Reject' or 'Approve'. The applicant will receive an email advising them of the outcome.

## Managing email preferences

31. Log into PRODA and select 'Worker Screening Officer' or 'Registrant' to access the NWSD.

## Portal entry point

### Portal login / Authorised Access Delegate login

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

Provider name \*

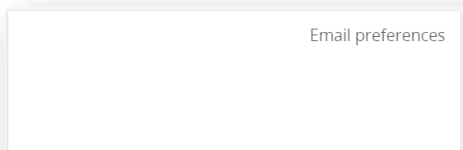
Role \*

Worker Screening Officer

Continue



Select the 'Email preferences' tile to manage who will receive emails, and what types of emails each person will receive, from the NDIS Quality and Safeguards Commission on behalf of your organisation.



32. A list of category descriptions will display at the top of the screen. This describes the different categories of emails that will be received. For each email contact a category from the list must be selected e.g. these are the types of emails they will receive.

## Email preferences \* required

Add a recipient that should receive email notifications on behalf of the provider for each category.  
By adding a recipient, you consent to the recipient:

- receiving a copy of any relevant email notifications addressed to the provider.
- has read and understood the [privacy collection statement](#).

Emails will be sent to 'Active' recipients. If a recipient is listed as 'inactive' and needs to receive future email notifications, find the record then select 'Actions' and 'Set as Active'.

### ▼ About the categories

Below is a list of the categories a recipient can be added to.  
If a recipient needs to receive emails for multiple categories, then add the recipient to each category.

Category	Description
Default recipient(s)	Essential email notifications will be sent to the Default recipient(s) if a recipient isn't listed for a category. At least one email must be listed as a Default recipient(s).
Reportable incidents	Recipients will be sent email notifications relating to reportable incidents submitted by the NDIS Provider
Provider registration	Recipients will be sent email notifications relating to the provider's registration.
NDIS Worker Screening	Recipients will be sent email notifications related to Worker Screening. This includes verification requests, updates about status changes for linked workers, and when a worker's check is due to expire.

33. To add an email contact to the list, select 'Add', enter their details and choose the category of emails they will receive. If they require multiple categories, they will need to be added multiple times.

## List of recipients

Filter: 01. Active recipients


Email address	Recipient name	Category	Status	
▶ [redacted]	[redacted]	Worker screening	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV)

34. To **remove** an email contact, select 'Action' and 'Remove'.

35. To **update** the details of an email contact e.g. change their email category, select 'Action' and 'Update'.

 **Tip 4** – If a user doesn't already have access to the NWSD, updating their email preferences to include the 'Worker screening' category will not provide the user with access to the NWSD. You will still need to manage the user's access by following the steps above.