Quick reference guide: **Manage NWSD access & email preferences**
Self-managed & plan-managed participants

Contents

Overview

1. The NDIS Worker Screening Database (NWSD) is a national database which stores NDIS worker screening check information about workers who deliver NDIS supports and services.

2. To gain access to the NWSD, a self-managed participant, plan-managed participantor their representative must make an application (refer to *Quick Reference Guide – SMP & PMP – Request access to the NWSD)*. The person nominated as the 'Primary contact' on the application will become the default 'Authorised Access Delegate'.

3. The Authorised Access Delegate will be able to add, remove and vary the access of other representatives of the self-managed or plan-managed participant (representatives) to the NWSD.

4. This quick reference guide provides information about how to update access to the NWSD and set NWSD email preferences.

For further information please refer to the NDIS Quality and Safeguards Commission website - www.ndiscommission.gov.au/participants/worker-screening-self-managed-participants.

Alternatively, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by email at nwsd@ndiscommission.gov.au.

Managing access to the NWSD

5. There are two ways in which a self-managed or plan-managed participant or their representative can manage access to the NWSD for additional representatives:

    1. the 'Authorised Access Delegate' can add, remove and change the type of access a representative has; or

    2. a representative may request access or a change to the type of access they have, which the 'Authorised Access Delegate' will then consider and approve or reject.

    Both methods are described below.

Manage access as the Authorised Access Delegate

Update the access of an existing employee

6. Log into PRODA and select the appropriate 'Provider name' (the self-managed or plan-managed participant name will be included in the list) and choose the 'Authorised Access Delegate' role.

    Tip 1 – You must apply for access to the NWSD and register for a PRODA account before you can log in. Refer to *Quick Reference Guide – SMP & PMP – Request access to the NWSD* for more information.

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

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

Tip 2 –Self-managed participants, plan-managed particpants or their representatives should only select 'Worker Screening for NDIS Participants' and/or 'Authorised Access Delegate'. The 'Worker Screening for organisations' option is for the use of unregistered providers.

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

View employee details

Employee's details

| First name : | Last name : | |
| Email address : | Work phone : | Mobile phone : |

Participant's details

| Participant First Name : | Participant Last Name : | Participant WS ID : |

Access status

| Access Status : Active | Stable Id : | |

3. Required user role(s) ★

Choose at least one user role from the options below.

☑ **Worker Screening for NDIS Participants**
Responsible for managing the participant's workers.

☑ **Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

☐ **Worker Screening for organisations**
Responsible for managing the organisation's workers.

Back   Save   Revoke access

Create access of a new employee

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

11. Select 'New user request'.

Access requests list

Participant WS ID:

Access requests list

User access list

New user request

Selected Status

Pending requests ▾

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

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

Portal details access request

Before you begin

The employee must have a Provider Digital Access (PRODA) account to access the NDIS Worker Screening Database - ETE04.

Provider Digital Access (PRODA) is an online authentication system used to securely access government online services. Using a two-step verification process, the employee will only need a username and password to access multiple online services including the NDIS Worker Screening Database - ETE04.

Determine which user role(s) is suitable for the employee:

Worker Screening for NDIS Participants Responsible for managing the participant's workers.	**Worker Screening for organisations** Responsible for managing the organisation's workers.	**Authorised Access Delegate** Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

Portal access: How does it work?

1. Make sure the employee meets the pre-requisites for accessing the NDIS Worker Screening Database - ETE04 (above) and is aware of their user access responsibilities.
2. Click the **I'm ready to request access** button at the bottom of this page.
3. Enter the employee's details, the role(s) they need access to and your acknowledgement in the spaces provided.
4. Once you have submitted the request for access, an email (containing a link) will be sent to the employee to complete the process. (In some cases, the Department of Social Services may perform secondary checks to ensure the employee is authorised to undertake the selected role.)
5. When the employee completes the access request process they can use their PRODA account to access the NDIS Worker Screening Database - ETE04.

User access responsibilities

The NDIS Worker Screening Database - ETE04 is an Australian Government computer system managed by the Department of Social Services.

Data contained within the NDIS Worker Screening Database - ETE04 is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the NDIS Worker Screening Database - ETE04 may be a breach of the Act.

It is a criminal offence for unauthorised persons or devices to connect to this system. Usage of this system is monitored. Evidence of suspected misuse may be used in a court of law. By submitting this form, you are representing yourself as an authorised user of the NDIS Worker Screening Database - ETE04.

You are also agreeing to:

- only access data relating directly to your organisation's reponsibilities;
- only access data necessary to perform approved activities relating to your organisation's responsibilities.

You are advised that giving false or misleading information is a serious offence.

The NDIS Quality and Safeguard Commission may revoke NDIS Worker Screening Database - ETE04 access rights for anyone who fails to comply with these requirements.

Security awareness

Once the NDIS Quality and Safeguard Commission receives information from you via email or any other means, the information is in a secure environment. Your personal information will not be released unless the law permits it or your permission is granted.

You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.

If you have concerns in this regard, the NDIS Quality and Safeguard Commission has other ways of obtaining and providing information including mail, telephone and FilePoint. For advice about how to use FilePoint, please contact the NDIS Quality and Safeguard Commission Help Desk.

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Back

I'm ready to request access

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

13.1. 'Worker Screening for NDIS Participants' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check; and/or

13.2. 'Authorised Access Delegate' which enables you to manage who in your organisation has access to the NWSD e.g. approving or rejecting requests for NWSD access.

3. Required user role(s) *

Choose at least one user role from the options below.

☑ **Worker Screening for NDIS Participants**
Responsible for managing the participant's workers.

☑ **Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

☐ **Worker Screening for organisations**
Responsible for managing the organisation's workers.

Representative requests for access

14. If you are a representative of a self-managed or plan-managed participant seeking access to the NWSD, log into PRODA and select the 'Request / update my access' button.

> **Tip 3** – 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.

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

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

16.1.   'Worker Screening for NDIS Participants' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check; and/or

16.2.   'Authorised Access Delegate' which enables you to manage who in your organisation has access to the NWSD e.g. approving or rejecting requests for NWSD access.

17. In the 'Request access to which account' section select 'NDIS Participant who is registered for Worker Screening' if you are the employee of an unregistered provider. Then select 'Next'.

18. On 'The organisation that you work for' page, enter in the details of the self-managed or plan-managed participant that you work for.

> 💡 **Tip 4** – The 'Authorised Access Delegate' of the self-managed or plan-managed participant will be the person who considers your request for access to the NWSD.

4. The organisation you work for

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

Provider details

Legal Name	Trading Name	ABN

Provider address details

Address Line 1

Address Line 2

Suburb/Town	State	Postcode
	Please select	

Back   Clear search   Run search

19. 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)

20. When a representative 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.

21. 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

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

23. Review the 'Required user role(s)' that the applicant has selected and ensure the appropriate checkbox is ticked.

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

Managing email preferences

25. To manage email preferences, log into PRODA and access the NWSD. Then select 'NDIS Participant details'.

26. On the 'NDIS Participant details' screen, select 'Add' to add a contact who will receive email updates about the status of workers linked (e.g. those who provide NDIS supports and services) to the self-manged or plan-managed participant.

27. Alternatively, you can select 'Remove' to remove a contact so that they can no receive email updates.
28. Or select 'Update' to change the email address or email preferences of the contact.
29. You can also make a contact a primary contact by selecting 'Make primary'. The primary contact may receive correspondence from the NDIS Commission about various matters.

30. If you have made a contact the primary contact, but you want to change the primary contact back to the self-managed or plan-managed participant, select 'Update'. Then select 'Yes' in the 'Is the NDIS Participant the primary contact?' field.

NDIS Participant details

* required

[Update]

NDIS Participant number: ▮▮▮▮

Name: ▮▮▮▮

Date of birth: ▮▮▮▮

Gender: ▮▮

Email: ▮▮▮▮

Phone:

Participant WS Id: ▮▮▮▮

Account status: ▮▮▮▮

Is the NDIS Participant the primary contact?: ▮▮▮

Update Participant WS details

* required

Participant WS Id:

▮▮▮▮

Title: ▮▮

First name: ▮▮▮

Middle name:

Last name: ▮▮

Gender: ▮▮

Date of birth: dd/mm/yyyy
▮▮▮▮

Contact details

Email:*
▮▮▮▮

Phone:

Is the NDIS Participant the primary contact?:*
▮▮

Discard changes and return

[Save and return]

31. Once you've made the required changes, select 'Save and return'.