



# Quick reference guide NDIS Commission Provider Portal Inbox Registered NDIS Provider

## Contents

Contents..... 1

Inbox notification..... 2

    Access the Inbox..... 3

    View inbox messages..... 6



    Search or filter messages..... 8

    Identify who has viewed a message..... 9

- The NDIS Commission is changing the way it communicates with registered NDIS providers about NDIS Provider Registration and NDIS Worker Screening matters.
- From 12 June 2022, registered NDIS providers will receive a notification to their email account **alerting** them to a message in their NDIS Commission Provider Portal **Inbox**.
- NDIS providers will still receive other communication from the NDIS Commission directly, including in relation to reportable incidents, complaints, behaviour support, compliance and investigation matters.
- **Regularly check your NDIS Commission Provider Portal Inbox for important messages about your registration and worker screening.**
- This quick reference guide provides information about how to access and manage messages in your NDIS Commission Provider Portal Inbox.

# Inbox notification

1. When you receive a **message** in your **NDIS Commission Portal Inbox** you will receive an email alert about the message.



NDIS Quality and Safeguards Commission

---



## Notification: New Worker Screening inbox message(s)

There is a new Worker Screening message(s) for the organisation, [Legal name] (trading as: [Business name]). **Login to the online portal in a role with Worker Screening access to view the message in the 'Inbox'**. Quick reference guides are available on the NDIS Commission website to help you login and access the inbox.

Please call the NDIS Commission on **1800 035 544** if you have any questions or experience technical difficulties.

Yours sincerely,

**NDIS Commission**  
NDIS Quality and Safeguards Commission



NDIS Quality and Safeguards Commission

---

## Notification: New provider registration inbox message(s)

There is a new provider registration message(s) for the organisation, [Legal name] (trading as: [Business name]). **Login to the NDIS Commission Portal as a 'Registrant' to view the message in the 'Inbox'**.

Please call the NDIS Commission on **1800 035 544** if you have any questions or experience technical difficulties.

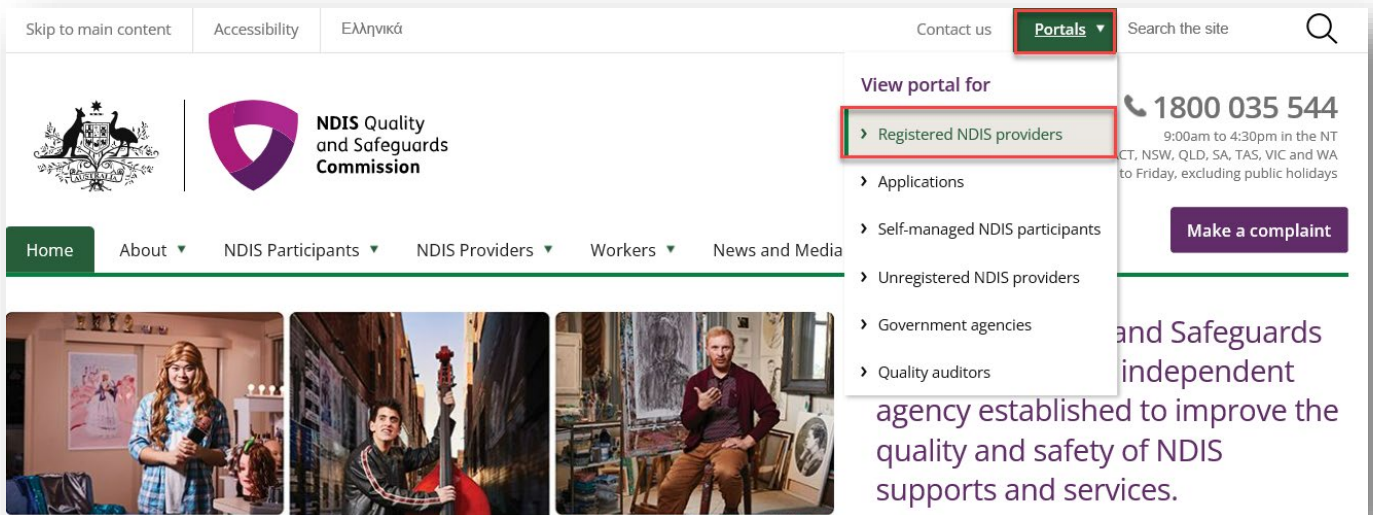
2. The representatives that will receive the email alert are those with the email preference of 'Default recipient', 'Registrant' and/or 'Worker Screening'.

3. For information about how to manage email preferences for worker screening please refer to the QRG - <https://www.ndiscommission.gov.au/document/2721>
4. Email alerts are sent at 6am, 12 noon and 4pm daily (if messages are available). If an inbox message is read before the email alert about that message is sent, an email alert won't be sent.

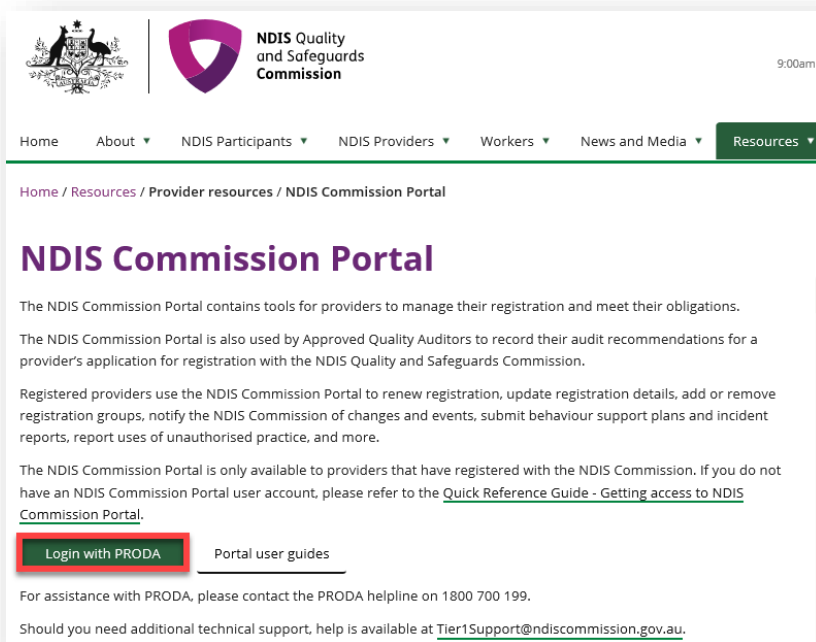
**For example, if a representative of the organisation opens the inbox at 9.30am and reads a message before the next email alert is sent at 12 noon, an email alert about the message will not be sent. Other representatives of the organisation will need to check the inbox regularly to ensure that all messages are viewed, as they won't receive the email alert for the message that their colleague has read before the next email alert batch was sent.**

## Access the Inbox

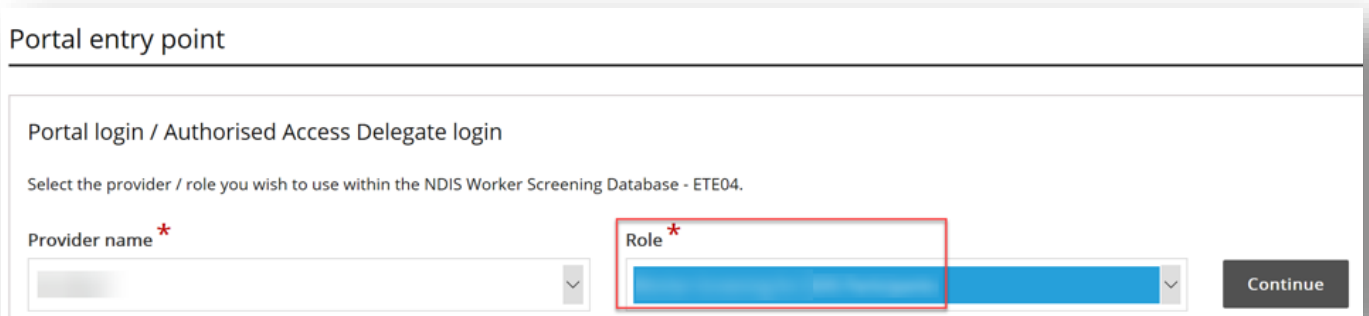
5. Go to the [NDIS Commission Website](#) and select the 'Portals' button and 'Registered NDIS providers' option.



6. Select 'Login with PRODA'.



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



8. Select the Inbox tile.

Inbox

My role's categories

In the 'Registrant' role, you may view the Inbox messages for the categories 'Provider registration' and 'Worker Screening'. The messages for these categories are listed below. Notifications will no longer be sent as emails for these categories. You may view 'Provider registration' notifications previously sent to your recipients by going to 'My registration' then 'Notifications'.

Unread messages listed: 0

Unread messages for my organisation: 0

Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.

Search

Category	Message type	Subject	Message status	Date/time of message	Actions
Worker Screening	New verification request	[Redacted] has nominated the employer to verify their verification request.	Read	[Redacted] /2022 04:27:13 PM	Actions
Worker Screening	Worker's check about to expire	[Redacted] check is due to expire on 27/07/2022.	Read	[Redacted] /2022 06:07:47 PM	Actions
Provider registration	[Redacted]	[Redacted]	Read	[Redacted] /2022 10:46:11 AM	Actions



**Tip** – You can view 'Provider registration' notifications previously sent to your registration by going to 'My registration' then 'Notifications'.

## View inbox messages

9. To view a message select 'Actions' and 'View'.

Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.

Q Search

Category	Message type	Subject	Message status	Date/time of message	
Worker Screening	New verification request	has nominated the employer to verify their verification request.	Read	/2022 04:27:13 PM	Actions
Worker Screening	Worker's check about to expire	check is due to expire on 27/07/2022.	Read	/2022 06:07:47 PM	View Mark as unread View verification requests
Provider registration	End of registration suspension	Your registration is no longer suspended. Your registration status is now 'Approved'.	Read	/2022 10:46:11 AM	Actions
Worker Screening	Worker's status has changed	; worker status is now 'Clearance'.	Unread	/2022 04:36:56 PM	Actions

10. The message will appear at the bottom of a new page along with information about the message, such as who has viewed it and what email addresses received the email alert about the new message.

### View message

Mark as unread

Message Id:   
Category: Worker Screening   
Related to record Id:

Message type: New verification request   
Date/time of message: dd/mm/yyyy hh:mm /2022 04:27:13 PM   
Message status: Read

Subject:   
 has nominated the employer to verify their verification request.

Email addresses that were advised about the message:

▼ Message viewed by

A list of the organisation's staff who have viewed this message.

<u>First name</u>	<u>Last name</u>	<u>Date/time message was viewed</u>
[Redacted]	[Redacted]	/2022 09:23:45 AM
[Redacted]	[Redacted]	/2022 09:15:28 AM

11. The message will appear at the bottom of the page. Use the buttons along the top of the message to **expand** or **print** the message.

12. If the message relates to a worker screening verification request, select **'View verification requests'** button to navigate directly to the verifications page.

View verification requests

Message:

---

Font Size [Icons] [Icons]

NDIS Quality and Safeguards Commission

Dear employer,

[Redacted] has applied for an NDIS Worker Screening Check. In their application, they have identified that they work (or intend to work) for [Redacted].

The NDIS Worker Screening Check assesses a worker's eligibility to provide supports or services to people with disability. **Navigate to your Screening verification requests by selecting the 'View verification requests' button and confirm if [Redacted] will (or intends to) provide these supports or services for you or your organisation.** This pending request will expire on [Redacted] 2022. Ensure you provide a response by the expiry date.

**By verifying this request:**

- their application will proceed for an NDIS Worker Screening Check
- you will be linked to this worker on the NDIS Worker Screening Database
- you will be notified about changes to their status.

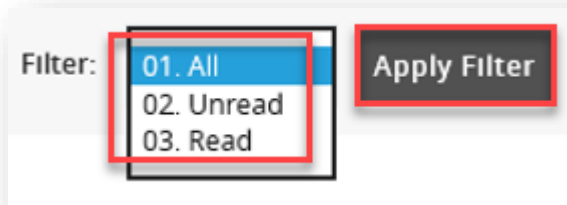
By **rejecting or not responding to this request**, their application may be cancelled. The worker will be contacted prior to their application being cancelled. If you have accidentally rejected the request, you can link the worker to your organisation which will have the same effect as verifying them. [Quick reference guides](#) are available on our website to help you verify and link to a worker.

If you do not intend to engage the worker, then navigate to your Screening verification requests and reject the request, otherwise you will continue to receive verification reminders in your Inbox.

Back to list

## Search or filter messages

13. Use the filter options to show only **read** or **unread** messages in your inbox, or use the search function to display only particular messages e.g. all messages about Worker Screening.



### Q Search messages

Search for a message using at least one of the fields below.

<b>Message Id:</b> <input type="text"/>	<b>Category:</b> Worker Screening <input type="button" value="v"/>	<b>Message type:</b> <input type="button" value="?"/> <input type="text"/> New verification request Reminder: Verification request Updated WS details Worker's application Worker's check about to expire Worker's status has changed
<b>Subject:</b> <input type="button" value="?"/> <input type="text"/>	<b>Date of message (From):</b> dd/mm/yyyy <input type="button" value="c"/> <input type="text"/>	
<b>Message status:</b> Please Select <input type="button" value="v"/>	<b>Email addresses that were advised about the new message:</b> <input type="button" value="?"/> <input type="text"/>	

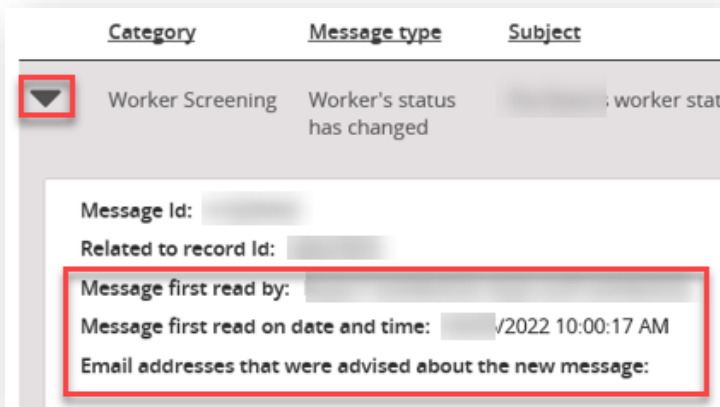
[Clear search](#) [Cancel search](#)





## Identify who has viewed a message

- 14. Expand the message in the inbox using the twistie arrow to view who has read the message and at what date/time.
- 15. If a user views a message and then marks it as 'Unread', their details will still appear in the 'Message first read by' field.
- 16. The 'Email addresses advised of the message' lists those email addresses that received the email alert about the message being available in the inbox.



### Key Points

From 12 June, you will receive communication about NDIS Provider Registration and NDIS Worker Screening in the NDIS Commission Provider Portal Inbox.

You will still receive some emails from the NDIS Commission about reportable incidents, complaints, behaviour support, compliance and investigation matters.

Regularly check your NDIS Commission Provider Portal Inbox for important messages about your registration and worker screening.

### Legislation

[National Disability Insurance Scheme Act 2013](#)

[NDIS \(Practice Standards - Worker Screening\) Rules 2018](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

### Contact Us

#### Web

[Worker screening](#)

#### Phone

1800 035 544

#### Email

[nwsd@ndiscommission.gov.au](mailto:nwsd@ndiscommission.gov.au)