



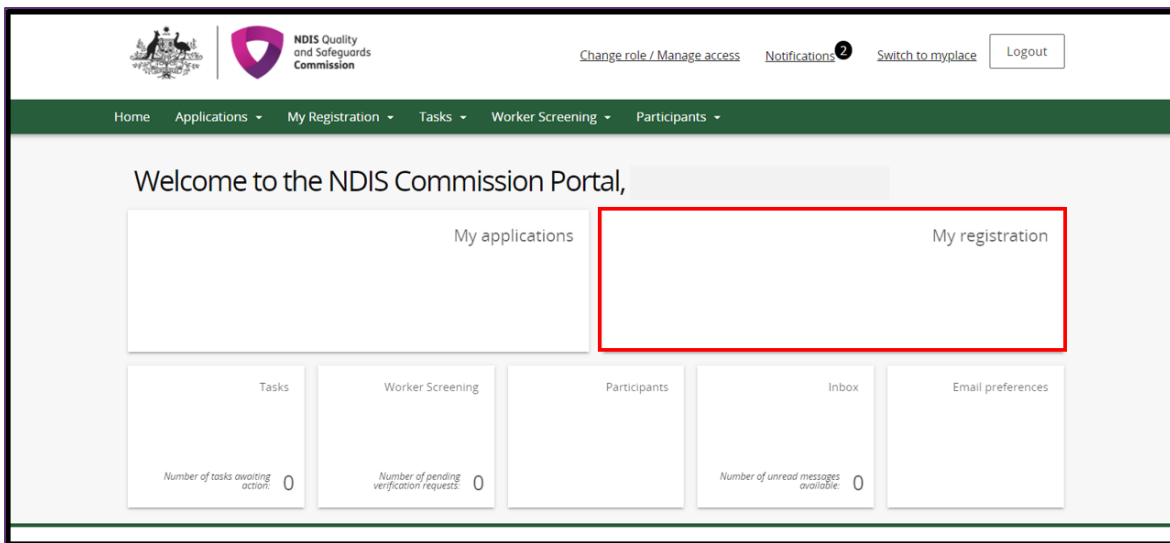
Add or manage key personnel

Quick reference guide – Provider registration

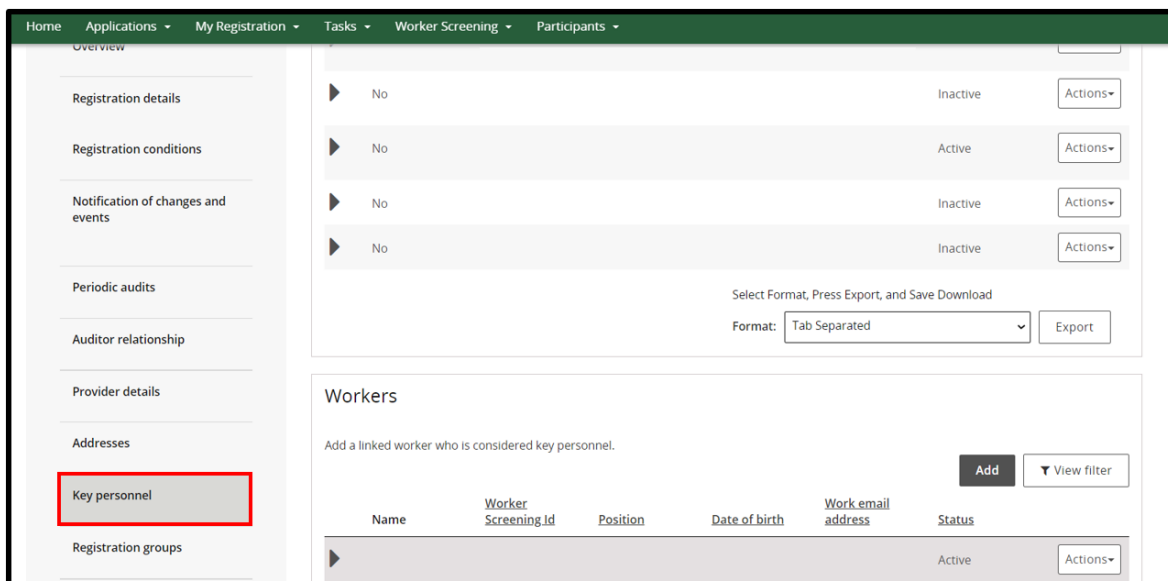
Providers can add or manage their own key personnel in the NDIS Commission Portal.

Adding a key personnel

1. Log in to the NDIS Commission’s business application system using the Registrant role
2. Select the My Registration tile



3. Select the **Key personnel** tab from the left hand menu



4. In the Key personnel window select **Add**

The screenshot shows the 'Key personnel' window. On the left is a sidebar with navigation options: Provider type, Registration details, Overview, Registration details, Registration conditions, Notification of changes and events, Periodic audits, and Auditor relationship. The main area is titled 'Key personnel' and contains a 'Contacts' table. The table has columns for Primary, Name, Position, Date of birth, Email, and Status. There are seven rows of data. The first row is highlighted in grey and has an 'Add' button highlighted in red. Below the table are options for 'Select Format, Press Export, and Save Download' and a 'Format' dropdown set to 'Tab Separated' with an 'Export' button.

5. In the Add/update key personnel window complete the details and select **Save and continue**

The screenshot shows the 'Add/update key personnel' form. The left sidebar is similar to the previous screenshot but includes 'Provider details', 'Addresses', 'Key personnel' (highlighted), and 'Registration groups'. The main form area contains the following fields: Title* (Please Select), First name*, Last name*, Date of birth* (dd/mm/yyyy), Position* (Please Select), Role* (Key Personnel), Business name, ABN, Percentage share (0), Email address*, Record at least one phone number* (Phone and Mobile), Status (Active), Start date (05/07/2022), End date (dd/mm/yyyy), and Record type (Contact). At the bottom, there is a 'Discard changes and return' link and a 'Save and continue' button highlighted in red.

6. Select **Update** to answer all 7 suitability question for the key personnel added

Key personnel

Name: _____ Position: Director

The NDIS Commission assess the suitability of the provider and their key personnel.
It is required that the questions below are answered correctly and the above key personnel is considered in the responses. Responses are only required when adding new key personnel or setting key personnel as 'Active' on this registration.
 If you record a 'Yes' response to any of the suitability questions listed, please attach any relevant documents or evidence relevant to your response at the bottom of the page.
 For further information on insolvency and the definitions of these terms visit section 9 of the Corporations Act 2001, available in the [Provider application pack](#) *CF*.
 To view more details about a suitability question, select the triangle to the left of the question number. The record will then expand to show more information.

Question	Response
▶ 1. Has the provider, or this key personnel ever been convicted of an indictable offence?	<input type="button" value="Update"/>
▶ 2. Has the provider, or this key personnel been an insolvent under administration or a Chapter 5 body corporate (within the meaning of the Corporations Act 2001)	<input type="button" value="Update"/>
▶ 3. Has the provider been the subject of adverse findings or enforcement action by any of the entities identified in the Additional considerations?	<input type="button" value="Update"/>
▶ 4. Has the provider ever been disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001?	<input type="button" value="Update"/>
▶ 5. Has the provider, or this key personnel been the subject of adverse findings or enforcement action by a Department of, or an authority or other body established for a public purpose by, the Commonwealth, a State or a Territory?	<input type="button" value="Update"/>
▶ 6. Has the provider, or this key personnel been the subject of any findings or judgment in relation to fraud, misrepresentation or dishonesty?	<input type="button" value="Update"/>
▶ 7. Is there any other matter relating to the provider, or this key personnel, that the NDIS Commissioner may consider relevant in assessing the suitability of the provider and their key personnel?	<input type="button" value="Update"/>

Select Format, Press Export, and Save Download
 Format:

Attachments
 Attach any documents or evidence relevant to the responses on the above questions (if available).

7. Complete the **Response** box by using the drop down and select **Yes** or **No**. To add more information to the **Provider details** box click in the box and start typing. Select **Save and return** to go back to the list of question. Select **Save and continue** to move to the next question

Update suitability question 1 * required

Key personnel

Name: _____ Position: Support Coordinator

Question:
 1. Has the provider, or this key personnel ever been convicted of an indictable offence?

Additional considerations:
 This includes convictions of Indictable offences against a law of the Commonwealth, state or territory or other jurisdiction (including a foreign country).

Response:*
 Please Select

Provide details: Maximum of 2000 characters

8. Once all questions have been answered, add any relevant document by selecting **Add attachment**. Read the declaration and select **Submit and return** to complete

The screenshot shows a registration completion interface. On the left is a sidebar with navigation options: Registration conditions, Notification of changes and events, Periodic audits, Auditor relationship, Provider details, Addresses, Key personnel, Registration groups, Outlets, Applications, Actions, Notes, Attachments, Tasks, Notifications, and Email preferences. The main area contains a table of questions with responses and 'Update' buttons. Below the table is an 'Attachments' section with an 'Add attachment' button. At the bottom is a 'By submitting, I am declaring' section with a 'Submit and return' button.

Question	Response	Action
1. Has the provider, or this key personnel ever been convicted of an indictable offence?	No	Update
2. Has the provider, or this key personnel been an insolvent under administration or a Chapter 5 body corporate (within the meaning of the Corporations Act 2001)?	No	Update
3. Has the provider been the subject of adverse findings or enforcement action by any of the entities identified in the Additional considerations?	Yes	Update
4. Has the provider ever been disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001?	No	Update
5. Has the provider, or this key personnel been the subject of adverse findings or enforcement action by a Department of, or an authority or other body established for a public purpose by, the Commonwealth, a State or a Territory?	No	Update
6. Has the provider, or this key personnel been the subject of any findings or judgment in relation to fraud, misrepresentation or dishonesty?	No	Update
7. Is there any other matter relating to the provider, or this key personnel, that the NDIS Commissioner may consider relevant in assessing the suitability of the provider and their key personnel?	No	Update

Format:

Add attachment

By submitting, I am declaring:

- I am the provider or have authority to act on behalf of the provider in relation to this registration.
- To the best of my knowledge, the information provided is true, correct and accurate. I have ensured that the key personnel identified above has been considered and I have provided responses to the questions above accurately.
- I understand that the information is being collected by the NDIS Quality and Safeguards Commission (NDIS Commission) for the purposes set out in the [Privacy Collection Statement](#) of.
- I have ensured that the key personnel identified above has read and understood the Privacy Collection Statement and they have also consented to their personal information being collected, used and disclosed by the NDIS Commission for the purposes and in the circumstances set out in that Statement, including for the purposes of the NDIS Commissioner undertaking statutory functions under the NDIS Act.

Submit and return

Update/manage a key personnel

9. In the key personnel window, select **Actions** then select an option from the drop down list. You can **View**, **Update**, **Make primary** or **Set as inactive** any selected key personnel

The screenshot shows the 'Key personnel' management interface. On the left is a sidebar with navigation options: Provider type: Registered, Status: Approved, Renewal date: 04/07/2025, Registration id: -----, Registration details, Overview, Registration details, Registration conditions, Notification of changes and events, Periodic audits, Auditor relationship, and Provider details. The main area shows a table of contacts with columns: Primary, Name, Position, Date of birth, Email, Status, and Actions. The 'Actions' dropdown menu is open, showing options: View, Update, Make primary, and Set as Inactive.

Primary	Name	Position	Date of birth	Email	Status	Actions
Yes					Active	Actions-
No					Inactive	Actions-
No					Inactive	Actions-
No					Inactive	Actions-
No					Active	Actions-
No					Inactive	Actions-
No					Active	Actions-
No					Active	Actions-
No					Inactive	Actions-

Actions dropdown menu options: View, Update, Make primary, Set as Inactive

10. To view the details of the key personnel, click **View** (shown in slide 9). The personnel details are displayed. To update the details on record for the key personnel, click **Update** or select update from the **Actions** drop down (shown in slide 9)

View key personnel

Provider type: Registered
 Status: Approved
 Renewal date: 04/07/2025
 Registration Id:

Registration details

Overview

Registration details

Registration conditions

Notification of changes and events

Periodic audits

Auditor relationship

Provider details

Addresses

Title: _____ First name: _____ Last name: _____
 Other _____

Date of birth: *dd/mm/yyyy* _____ Position: Associate Professor Role: General Staff

Business name: _____ ABN: _____ Percentage share: _____

Email address: _____ Phone: _____ Mobile: _____

Status: Active Start date: *dd/mm/yyyy* 16/03/2017 End date: *dd/mm/yyyy* _____

Record type: Contact

Update

11. To make a key personnel the primary contact, select **Make primary**. This option only appears if the key personnel selected is not currently a primary contact. You can only have one primary contact

Key personnel

Contacts

Add View filter

Primary	Name	Position	Date of birth	Email	Status	Actions
Yes					Active	Actions-
No					Inactive	Actions-
No					Inactive	Actions-
No					Inactive	Actions-
No					Active	Actions-
No					Inactive	Actions-
No					Active	Actions-
No					Active	Actions-
No					Inactive	Actions-

View
 Update
Make primary
 Set as inactive
 Actions-

12. To make a key personnel inactive select **Set as Inactive**. Once a person is made inactive, they cannot be made active again. However, they can be added again as a new key personnel

The screenshot displays the 'Key personnel' management interface. On the left is a sidebar with navigation options: Overview, Registration details, Registration conditions, Notification of changes and events, Periodic audits, Auditor relationship, Provider details, and Addresses. The main content area is titled 'Key personnel' and contains a 'Contacts' table. The table has columns for Primary, Name, Position, Date of birth, Email, and Status. There are 8 rows of data. The 6th row is highlighted, and its 'Actions' dropdown menu is open, showing options: View, Update, Make primary, and Set as inactive (which is highlighted with a red box). Below the table, there is an 'Export' button and a 'Format' dropdown menu set to 'Tab Separated'.

Primary	Name	Position	Date of birth	Email	Status	Actions
Yes					Active	Actions
No					Inactive	Actions
No					Inactive	Actions
No					Inactive	Actions
No					Active	Actions
No					Inactive	Actions
No					Active	Actions
No					Active	Actions

End.