



Australian Government



NDIS Quality
and Safeguards
Commission

How to renew my registration

Quick reference guide – Provider registration

Providers can submit a renewal application within 6 months of their registration end date using the NDIS Commission Portal. Expired providers can also submit a new application for registration following these instructions.

Renewal of a registration

1. Log in to NDIS Commission Portal. On the Commission website select **Portals** and then select Registered NDIS providers. You can also use this link if your registration has expired or you are now deregistered.

The screenshot shows the NDIS Commission website interface. At the top left is the Australian Government logo and the NDIS Quality and Safeguards Commission logo. To the right of the logo is the phone number 1800 035 544, a 'Languages' button, and a 'Portals' dropdown menu. The 'Portals' dropdown menu is open, showing a list of options: 'Registered NDIS providers' (highlighted with a red box), 'Self-managed NDIS participants', 'Unregistered NDIS providers', 'Government agencies', 'Quality auditors', and 'Applications Portal'. Below the navigation bar is a main banner with the text 'When you make it known, you make it better.' and a button that says 'Make it known, make it better resources'. To the right of the banner is a 'Make a complaint' button. Below the banner is a photo of two smiling men. At the bottom of the banner is the text: 'The NDIS Commission works with participants and providers to improve the quality and safety of NDIS services and supports.'

2. Log into PRODA using your PRODA **User name** and **Password**. Select **Login**

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?](#)

Login

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

or

Login using your Digital Identity

[Find out if this option is for you](#)

3. Enter your **verification code**. Select **Next**.

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[<Back](#)

2-step verification

Enter the verification code from your SMS below.

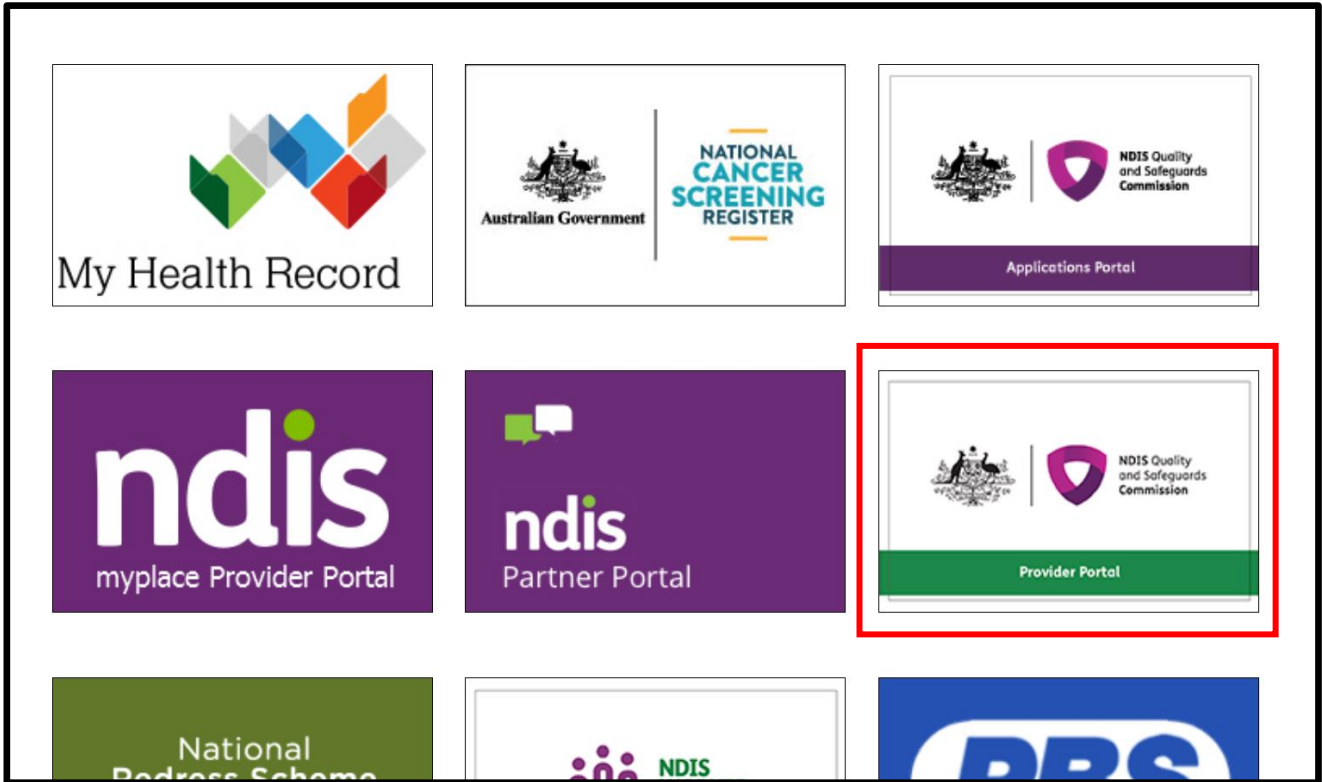
If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code
 [Show](#)

[Didn't receive your code?](#)

Next

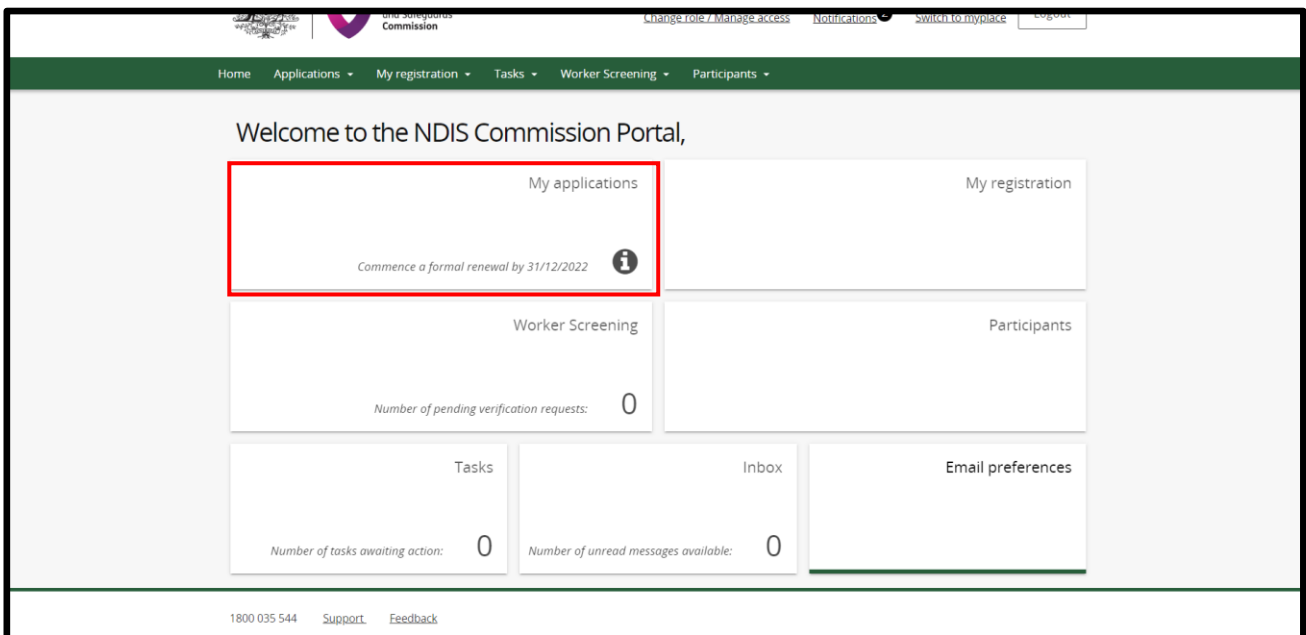
4. If PRODA gives you a selection of tiles, select **Provider Portal** tile.



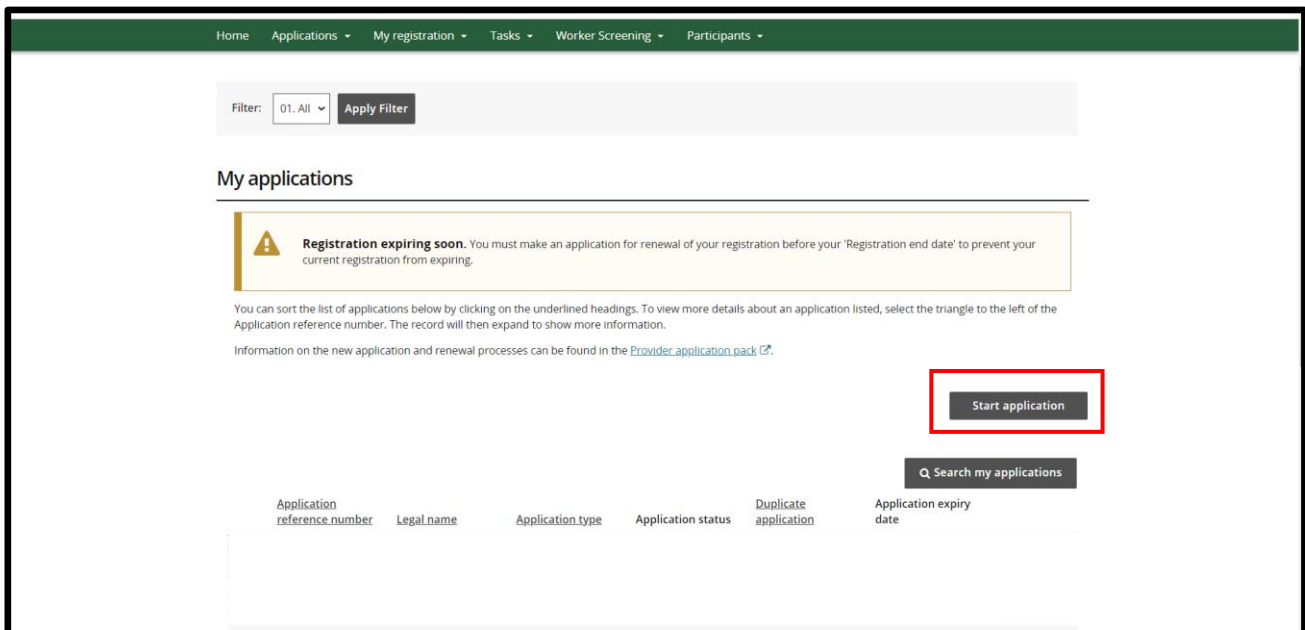
5. If your registration is within the final 6 months of the registration end date, you will be able to commence a renewal application. You will see a message on your **My applications** tile, reminding you to ‘commence a formal renewal’ and the date you must commence by.

If your registration has **expired** or you are **deregistered** you will see the following message on your **My applications** tile, ‘Commence a New Application to register as an NDIS provider’.

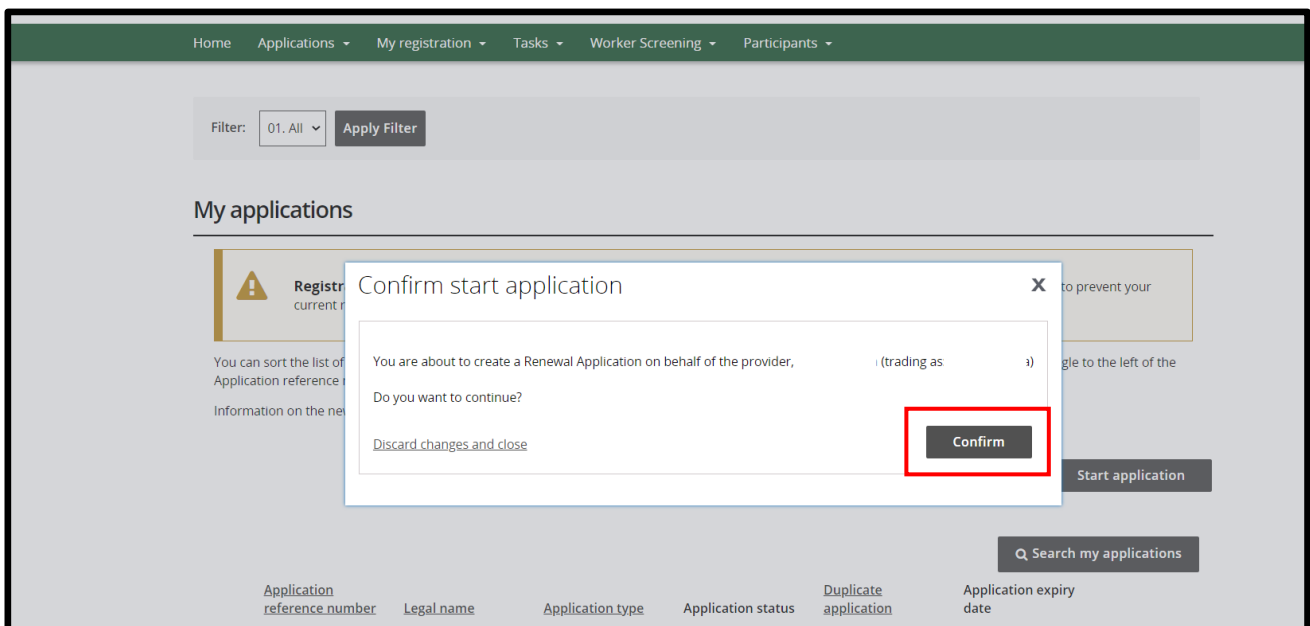
In both cases click on the **My applications** tile.



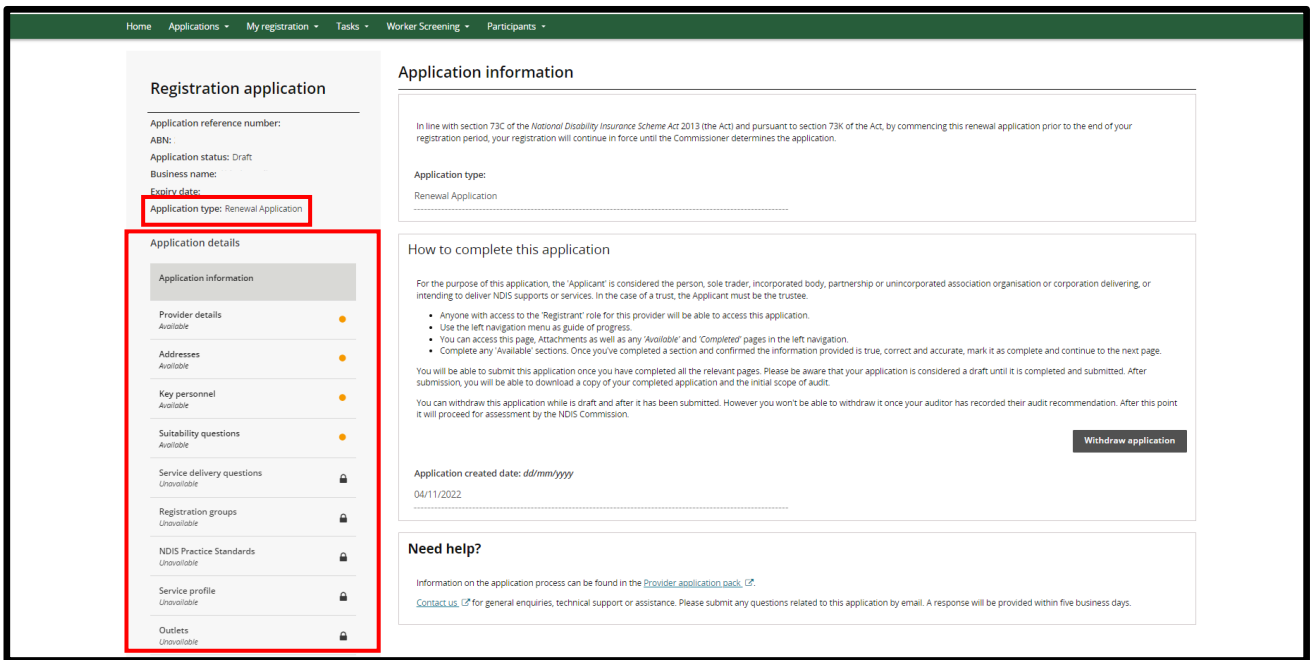
6. In the **My applications** page you will see a message banner with a similar message to the My application tile and a **Start application** button. Select the **Start application** button.



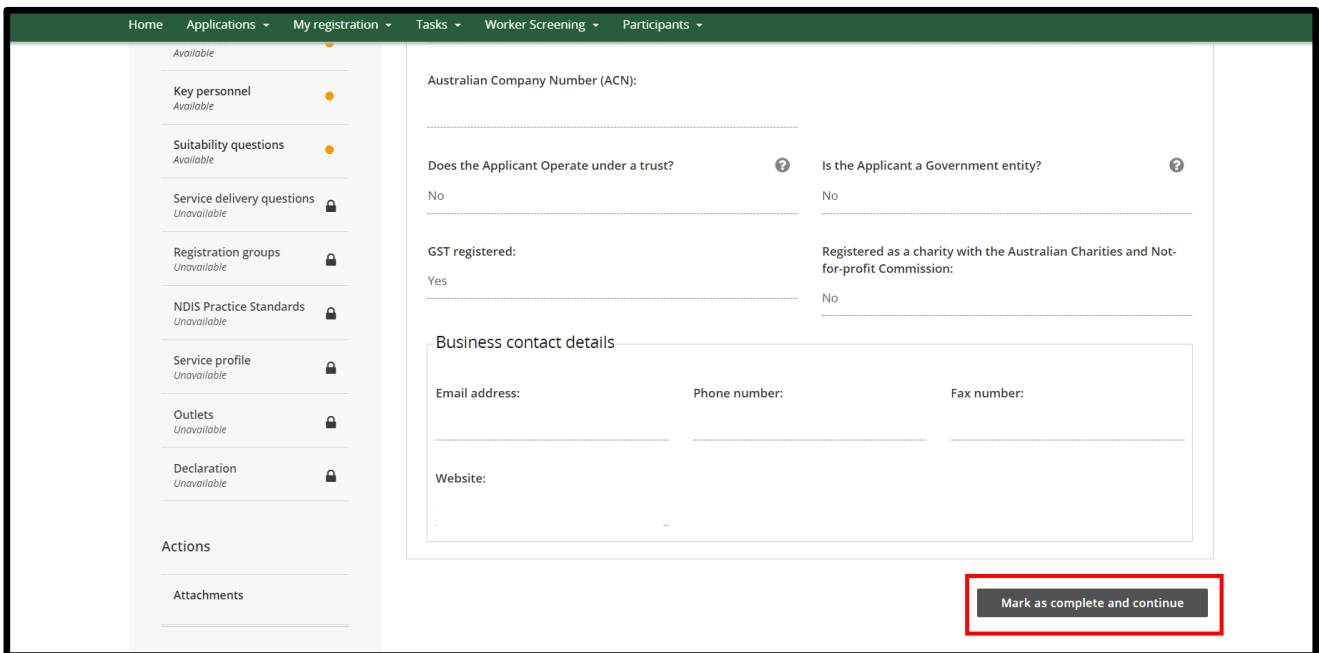
7. A confirmation box will appear to notify you that you are about to create an applications on behalf of the provider. Select **Confirm** to continue.



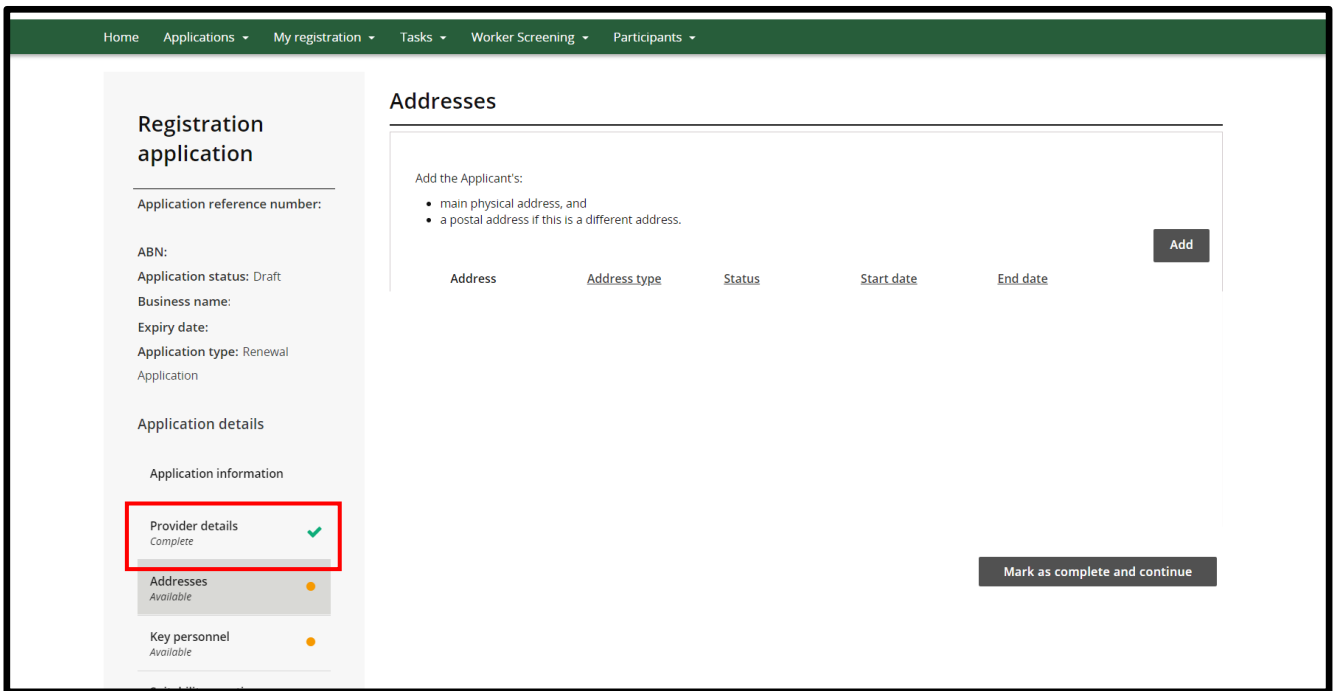
8. For a renewing provider a **Renewal Application** will appear and for an expired or deregistered provider a **New Application** will appear. You can start your application process by working through the tabs on the left hand side of the application. Work through each section in order.



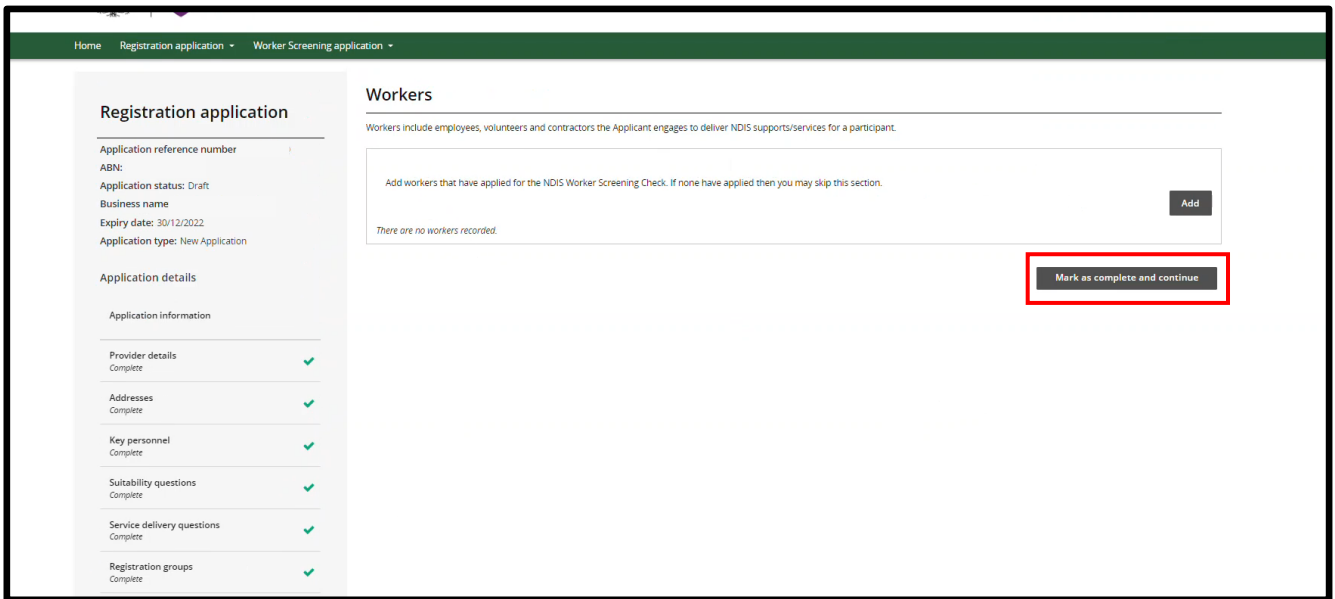
9. At the end of each section, select **Mark as completed and continue**.



10. A green tick will appear on the tab you marked as completed, and the system will progress you to the next tab. As tabs are completed, other tabs will unlock for completion. Work your way through. You can exit your application at any time and come back at a later time.



11. No workers need to be added in the Workers page. You can click on **Mark as completed and continue**.



12. The last tab you will complete is your **Declaration**. Check all the details are correct. Select **Update** and enter any conflicts or potential conflicts interest for this application (if none leave blank).

The screenshot shows the 'Declaration' section of the registration application. On the left, a sidebar titled 'Registration application' shows progress indicators for various sections: Application reference number, ABN, Application status (Draft), Business name, Expiry date, Application type (New Application), Application details, Application information, Provider details (Complete), Addresses (Complete), Key personnel (Complete), Suitability questions (Complete), Service delivery questions (Complete), and Registration groups (Complete). The main content area is titled 'Declaration' and includes an 'Attachments' warning, a section for 'The primary contact' with fields for first name, last name, email address, and phone number, and an 'Update' button highlighted with a red box. A note at the bottom asks the user to identify any conflicts or potential conflicts of interest.

Read the declaration and click on **Submit application**.

The screenshot shows the 'Declaration' section of the registration application. On the left, a sidebar titled 'Registration application' shows progress indicators for various sections: Workers (Complete), Outlets (Complete), Declaration (Available), Actions, and Attachments. The main content area is titled 'I declare that:' and includes a list of statements, sections for 'Privacy collection', 'User access responsibilities', and 'Accuracy of information', and a 'Submit application' button highlighted with a red box. A note at the bottom states that by selecting 'Submit application', the user is stating that they understand and agree to the above declaration.

End.