



Australian Government



NDIS Quality
and Safeguards
Commission

Getting access to NDIS Commission Portal

Quick Reference Guide

Only NDIS Providers registered with the NDIS Commission can access the NDIS Commission Portal.

In this guide:

- [Is your organisation registered?](#)
- [Logging in to the NDIS Commission Portal](#)
- [Request new user roles](#)
- [About Proda](#)
- [Help with accessing the NDIS Commission Portal](#)

Is your organisation registered?

Transition from Myplace Portal – NSW and SA

From 1 July 2018, NDIS providers in NSW and SA who had been registered with the NDIS to provide supports and services to NDIS participants, transferred to the NDIS Commission. Prior to that date NDIS registered providers used the NDIA MyPlace Portal to manage their registration activities.

The NDIS Commission Portal is now the system that NSW and SA registered providers will use to manage their registration. The MyPlace Portal will continue to be the system that providers will use to manage payments and service bookings for NDIS participants.

As part of this transition, the NDIS Commission gave automatic access to the NDIS Commission Portal for existing users for each transitioned provider.

All users who had an **active PRODA account** and had **access to the Myplace provider portal** before 29th June 2018 were transitioned.

These users can access the [NDIS Commission Portal](#) using their existing PRODA log on.

Transition from Myplace Portal – NT, QLD, ACT, VIC and TAS

On 1 July 2019, NDIS providers in NT, QLD, ACT, VIC and TAS who are registered with the NDIS to provide supports and services to NDIS participants will transfer to the NDIS Commission.

Prior to that date NDIS registered providers in these states must continue to use the NDIA MyPlace Portal to manage their registration activities.

From 1 July 2019 the NDIS Commission Portal will be now the system that NT, QLD, ACT, VIC and TAS registered providers will use to manage their registration. The MyPlace Portal will continue to be the system that providers will use to manage payments and service bookings for NDIS participants.

As part of this transition, the NDIS Commission will give automatic access to the NDIS Commission Portal for existing users for each transitioned provider.

All users who have an **active PRODA account** and **access to the Myplace provider portal** before 29th June 2019 will be transitioned on 1 July 2019. From this date, these users will be able to access the [NDIS Commission Portal](#) using their existing PRODA log on.

If your organisation is not registered

New providers wishing to start providing supports and services in NSW and/or SA should [apply for registration](#) directly to the NDIS Commission. Providers in NT, QLD, ACT, VIC and TAS should apply directly to the NDIS Commission from 1 July 2019.

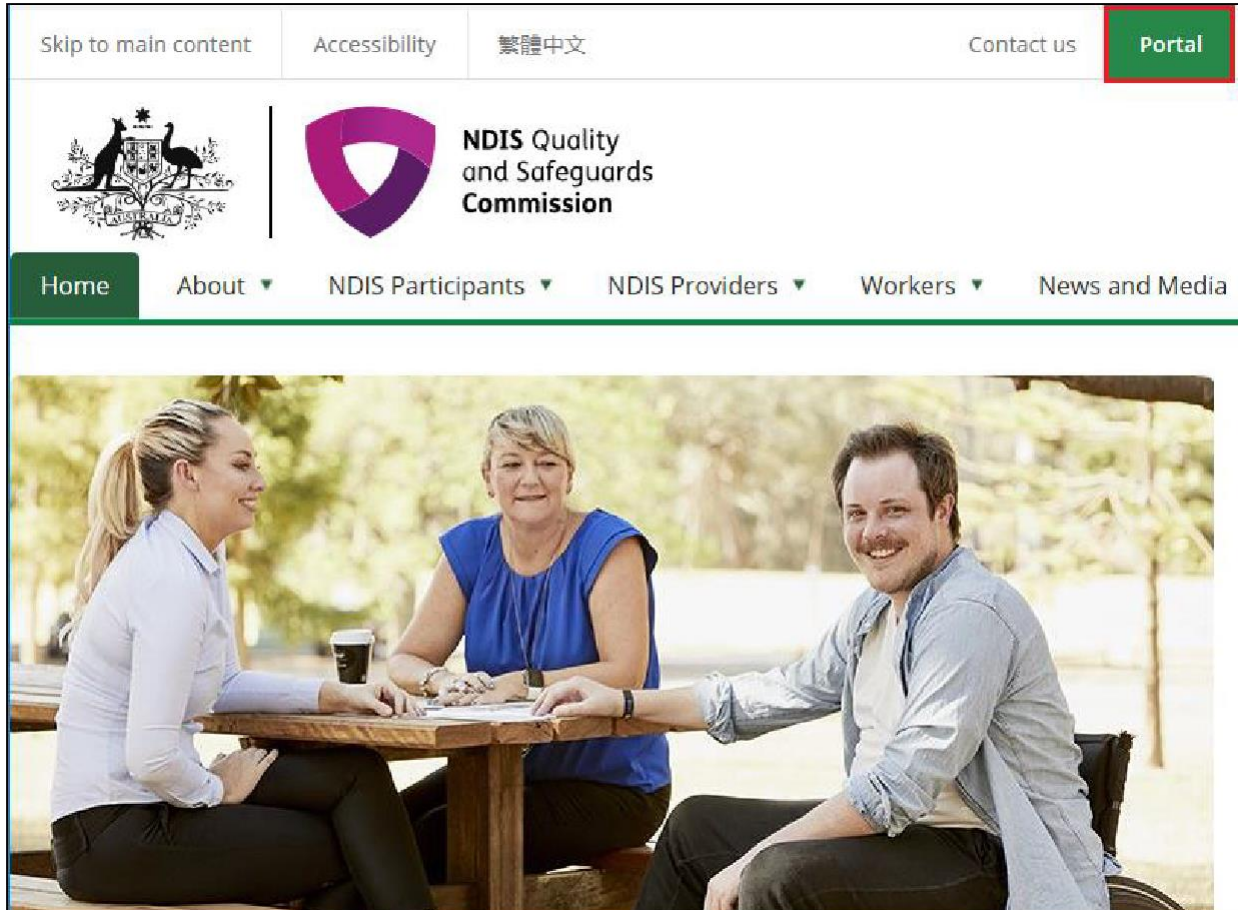
New providers who have a pending application with the NDIA to provide NDIS supports and services in NT, QLD, ACT, VIC and TAS at 1 July 2019 will need to [submit a new registration application](#) directly to the NDIS Commission.

Logging in to the NDIS Commission Portal – a step-by-step guide

This part of the Quick Reference Guide explains the step-by-step process of successfully logging in to the NDIS Commission Portal.

1. Click **Portal**.

Figure 1: Screenshot of NDIS Commission website demonstrating Step 1



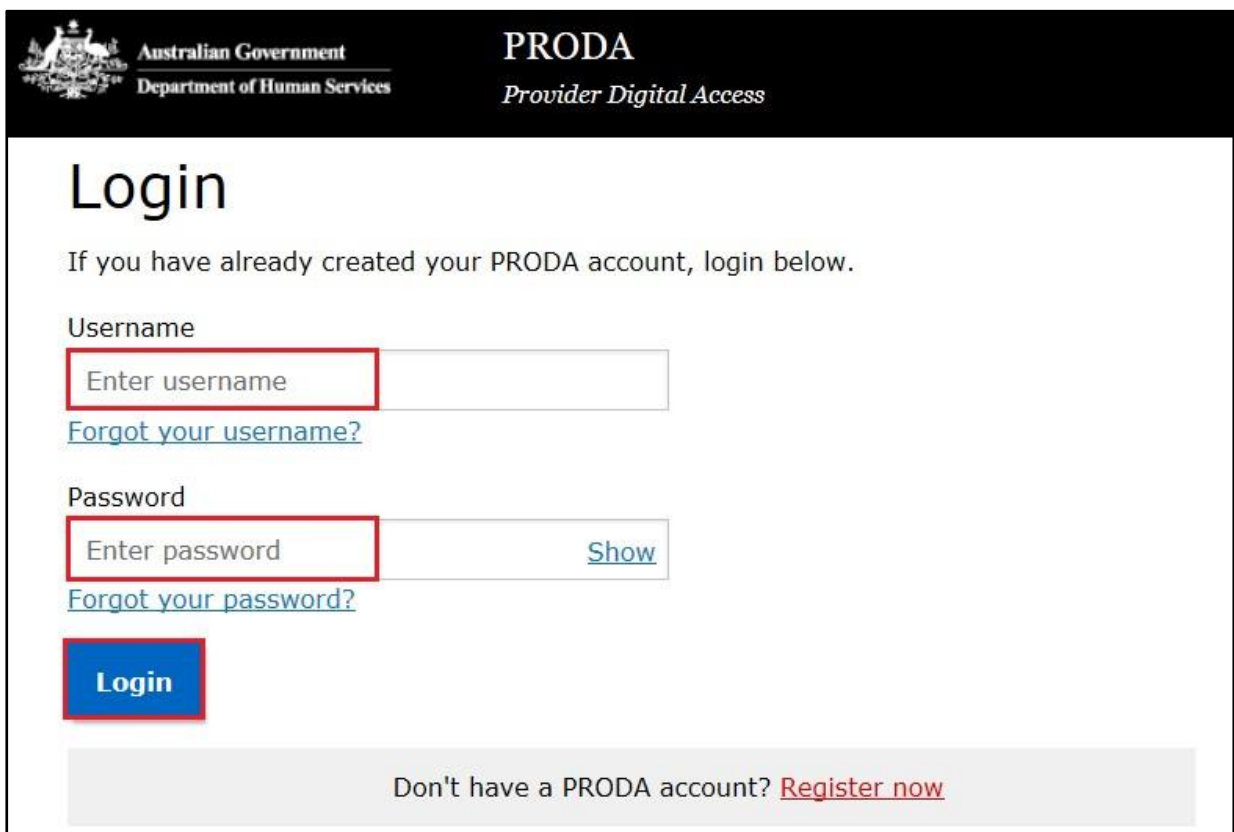
2. Click **Login with PRODA**.

Figure 2: Screenshot of NDIS Commission Portal page demonstrating Step 2



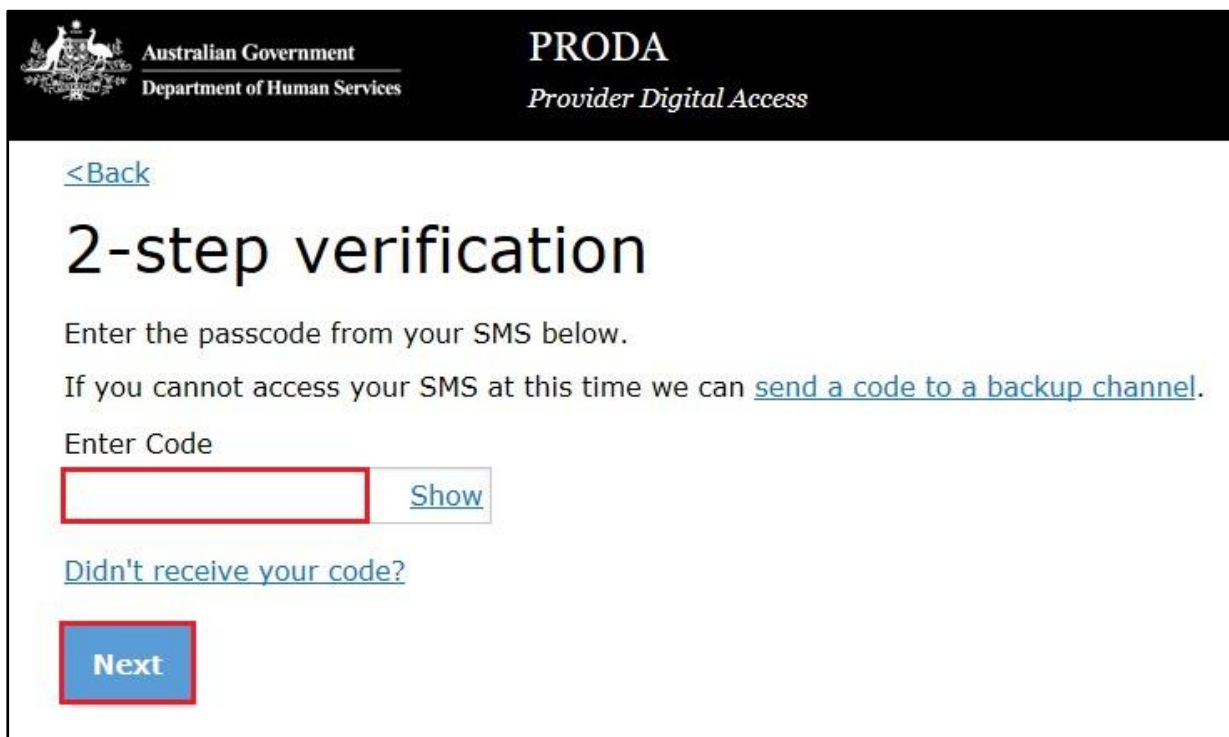
3. Type the PRODA **Username** and **Password** then click **Login**.

Figure 3: Screenshot of PRODA Login page demonstrating Step 3



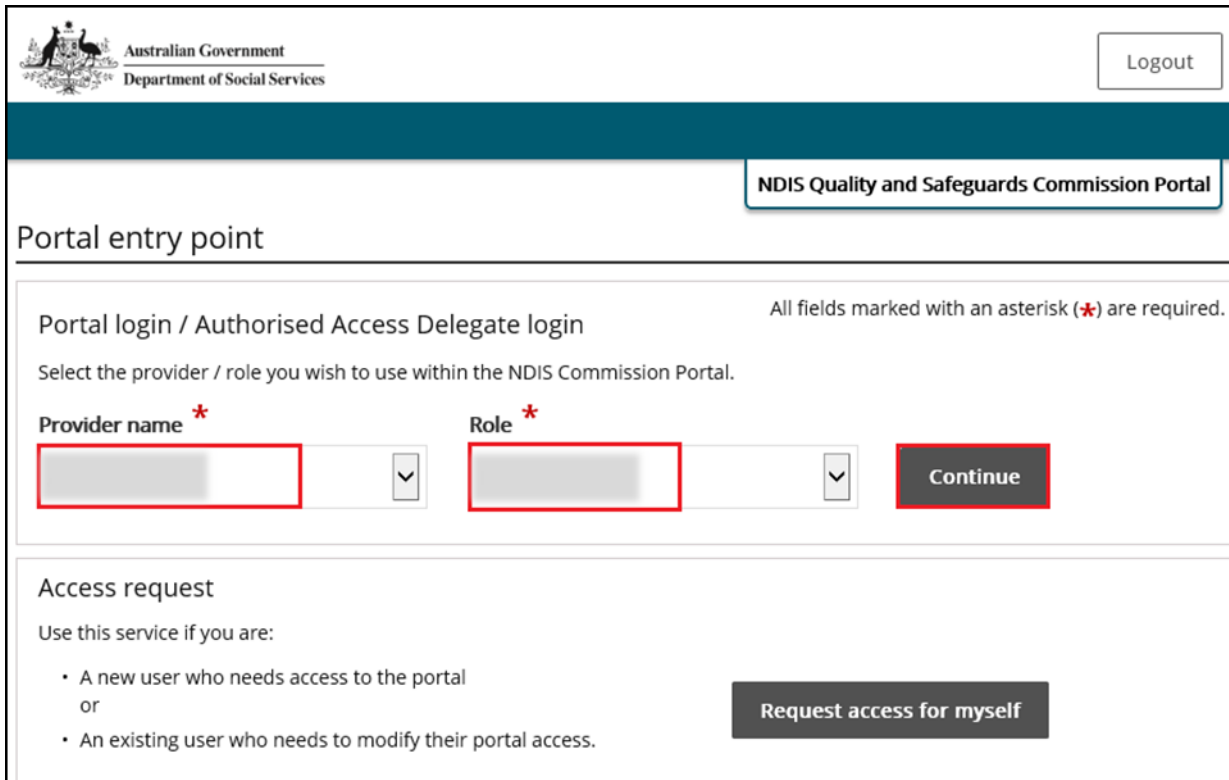
4. Enter the PRODA verification **Code** then click **Next**.

Figure 4: Screenshot of PRODA web page demonstrating Step 4



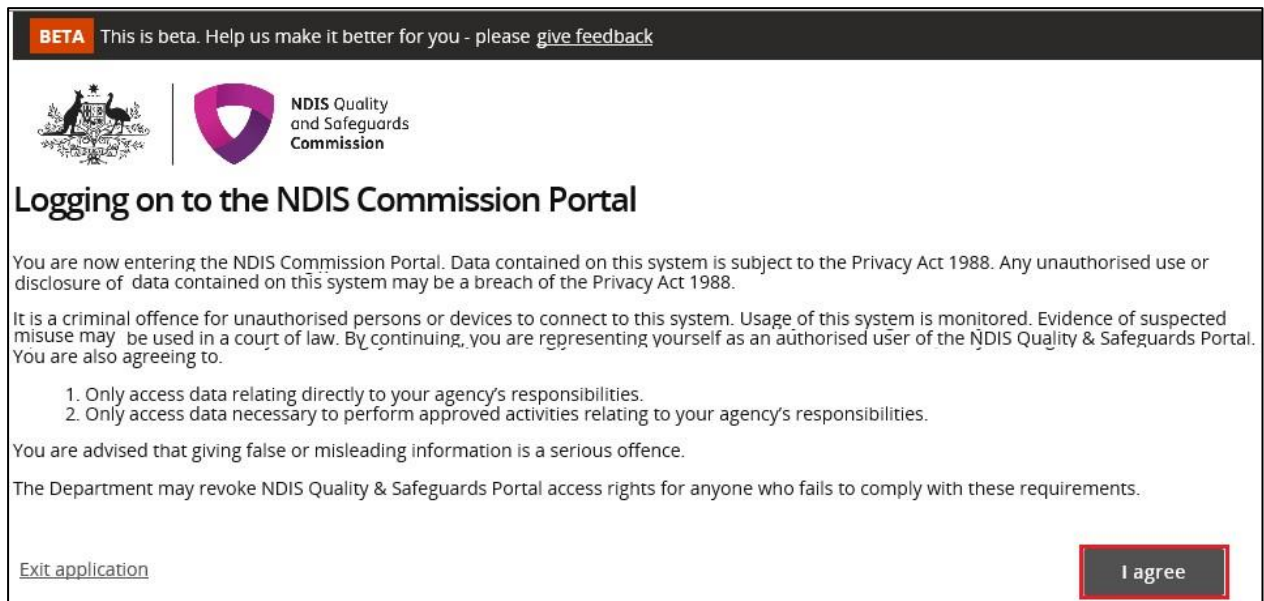
5. Select the **Provider name** and the **Role** to logon and the click **Continue**.

Figure 5: Screenshot of NDIS Commission Portal entry page demonstrating Step 5





6. Click I agree

Figure 6: Screenshot of NDIS Commission Portal entry demonstrating Step 6



BETA This is beta. Help us make it better for you - please [give feedback](#)

  **NDIS Quality and Safeguards Commission**

Logging on to the NDIS Commission Portal

You are now entering the NDIS Commission Portal. Data contained on this system is subject to the Privacy Act 1988. Any unauthorised use or disclosure of data contained on this system may be a breach of the Privacy Act 1988.

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 continuing, you are representing yourself as an authorised user of the NDIS Quality & Safeguards Portal. You are also agreeing to:

1. Only access data relating directly to your agency's responsibilities.
2. Only access data necessary to perform approved activities relating to your agency's responsibilities.

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

The Department may revoke NDIS Quality & Safeguards Portal access rights for anyone who fails to comply with these requirements.

[Exit application](#) **I agree**

This should successfully log you on to the Portal.

Request new user roles

A staff member can request a new user role using the Commission Portal, for this the user first needs to successfully login to PRODA.

1. After logging in to PRODA, at **Portal entry screen**, click **Request access for myself**.

Figure 7: Screenshot of NDIS Commission Portal page demonstrating Step 1

Australian Government
Department of Social Services

Logout

NDIS Quality and Safeguards Commission Portal

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

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

Provider name * **Role ***

Access request

Use this service if you are:

- A new user who needs access to the portal
or
- An existing user who needs to modify their portal access.

2. Click **I'm ready to request access.**

Figure 8: Screenshot of NDIS Commission Portal page demonstrating Step 2

Portal details access request

Before you begin

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

Auditor An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a registration application.	Authorised Reporting Officer Responsible for accepting a behaviour support plan and reporting monthly on the use of authorised restrictive practices.	Behaviour Support Practitioner Responsible for creating a behaviour support plan for a person with disability. This role requires accreditation.
Approved Quality Auditor An employee of an Audit organisation, this person has the same responsibility of an 'Auditor' role and more. They are responsible for witnessing and submitting an assessment on a registration application, and providing an audit recommendation.	Registrant Responsible for managing and varying an NDIS Provider's current scope of registration, managing the organisation's workers and notifying the NDIS Commission about a reportable incident. Registrant includes 'Worker Screening Officer' role.	Authorised Reportable Incidents Approver Responsible for completing, reviewing and submitting a reportable incident to the NDIS Commission.
Authorised Reportable Incidents Officer Responsible for documenting a reportable incident in preparation for review and submission.	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 Quality and Safeguards Commission Portal - BIT35 (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 Quality and Safeguards Commission Portal - BIT35.

<h4>User access responsibilities</h4> <p>The NDIS Commission Portal is an Australian Government computer system managed by the Department of Social Services.</p> <p>Data contained within the NDIS Commission Portal is subject to the Privacy Act 1988 (ACT). Any unauthorised use or disclosure of data contained in the NDIS Commission Portal may be a breach of the Act.</p> <p>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 Commission Portal.</p> <p>You are also agreeing to:</p> <ul style="list-style-type: none">• only access data relating directly to your organisation's responsibilities;• only access data necessary to perform approved activities relating to your organisation's responsibilities. <p>You are advised that giving false or misleading information is a serious offence.</p> <p>The NDIS Commission may revoke NDIS Commission Portal access rights for anyone who fails to comply with these requirements.</p>	<h4>Security awareness</h4> <p>Once the NDIS 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.</p> <p>You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.</p> <p>If you have concerns in this regard, the NDIS 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 Commission Help Desk.</p> <hr/> <h4>Disclaimer</h4> <p>The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this document.</p> <p>Additionally, the Commonwealth disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented on this document.</p>
---	--

Cancel **I'm ready to request access**

3. Select the user roles that are required and click **Next**.

Figure 9: Screenshot of NDIS Commission Portal page demonstrating Step 3

User details access request

All fields marked with an asterisk (*) are required.

1. Your details

First name [input field] Last name [input field]

Email [input field] Work phone number* [input field] Mobile phone number [input field]

2. Required user role(s) *

Choose at least one user role from the options below.

- Auditor**
An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a registration application.
- Authorised Reporting Officer**
Responsible for accepting a behaviour support plan and reporting monthly on the use of authorised restrictive practices.
- Behaviour Support Practitioner**
Responsible for creating a behaviour support plan for a person with disability. This role requires accreditation.
- Approved Quality Auditor**
An employee of an Audit organisation, this person has the same responsibility of an 'Auditor' role and more. They are responsible for witnessing and submitting an assessment on a registration application, and providing an audit recommendation.
- Registrant**
Responsible for managing and varying an NDIS Provider's current scope of registration, managing the organisation's workers and notifying the NDIS Commission about a reportable incident. Registrant includes 'Worker Screening Officer' role.
- Authorised Reportable Incidents Approver**
Responsible for completing, reviewing and submitting a reportable incident to the NDIS Commission.
- Authorised Reportable Incidents Officer**
Responsible for documenting a reportable incident in preparation for review and submission.
- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

- Access requests for 'Provider Authorised RI Approver' and 'Provider Authorised RI Notifier' roles will be reviewed and approved by the 'Provider's Authorised Access Delegate'. Once the request has been submitted, the individual will be responsible for notifying the delegate of the request, to ensure they can obtain approval in a timely manner.
- Individuals should only nominate themselves either the 'Approver' or 'Notifier' role.
- The provider is responsible for ensuring the nominated authorised 'Access Delegate', 'Approver', 'Notifier' recorded in the system are up to date and reflect access needs accordingly.

4. Enter the related **Organisation details** for the new user role/s request and click **Runsearch**.

Figure 10: Screenshot of NDIS Commission Portal page demonstrating Step 4

Organisation details access request

3. The service provider you work for

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="button" value="v"/>	<input type="text"/>

5. Review the **Summary access request** and click **Submit**.

Figure 11: Screenshot of NDIS Commission Portal page demonstrating Step 5

Request summary access request

4. Access request summary

Your details

First name : <input type="text"/>	Last name : <input type="text"/>	
Email address : <input type="text"/>	Work phone : <input type="text"/>	Mobile phone : <input type="text"/>

Required user role(s)

Role : Authorised Reporting Officer, Registrant

Your employer's details

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

About PRODA

PRODA is an online authentication system used to securely access government online services. PRODA is managed by the Department of Human Services.

Most individuals who need access to the NDIS Commission Portal will require a PRODA account.

Once you've authenticated your identity with PRODA, your username and password will allow you to access multiple online services including the NDIS Commission Portal.

Requirements

- An email address which is unique to you (not a shared email address)
- At least 3 specified and valid Australian Government issued identity documents to verify your identity online. A full list of acceptable documents is available on the PRODA registration page.
- Please also check that you are using the minimum browser version required for the service you are accessing through PRODA. To access PRODA to set up an account you'll need one of these minimum browser versions:
 - Internet Explorer 9
 - Mozilla Firefox 30
 - Google Chrome 39
 - Safari 5

Learn more and register

- [Register for a PRODA account](#)
- [Learn more about PRODA](#)
- [PRODA eLearning](#).

If you require assistance with your PRODA account, see the Contact Us section of the [PRODA help page](#).

Help with accessing NDIS Commission Portal

The following questions and answers are for Providers who are having difficulties accessing the NDIS Commission Portal.

1. I do not have PRODA account, how can I create a PRODA account?

See [Register for a PRODA account](#) to register and create a new PRODA account.

2. I am unable to create a PRODA account, what can I do?

Please contact the PRODA Help Desk on 1800 700 199 or proda@humanservices.gov.au.

3. I have a PRODA account but I cannot log on to the NDIS Commission Portal, what can I do?

- If your organisation **is** registered with the NDIS Commission, operates in NSW or in SA and you have used Myplace prior to 29th June 2018, contact the NDIS Commission Contact Centre on 1800 035 544 or tier1support@ndiscommission.gov.au.
- If your organisation **is not** registered with the NDIS Commission and operates in **NSW** or in **SA** then your organisation is eligible to register with NDIS Commission. See [NDIS Provider registration](#) for more information on registering your organisation with NDIS Commission.
- If your organisation **is not** registered with the NDIS Commission and operates in states and territories other than NSW and SA, see [NDIS Provider Toolkit](#) for more information on registering your organisations with NDIS.