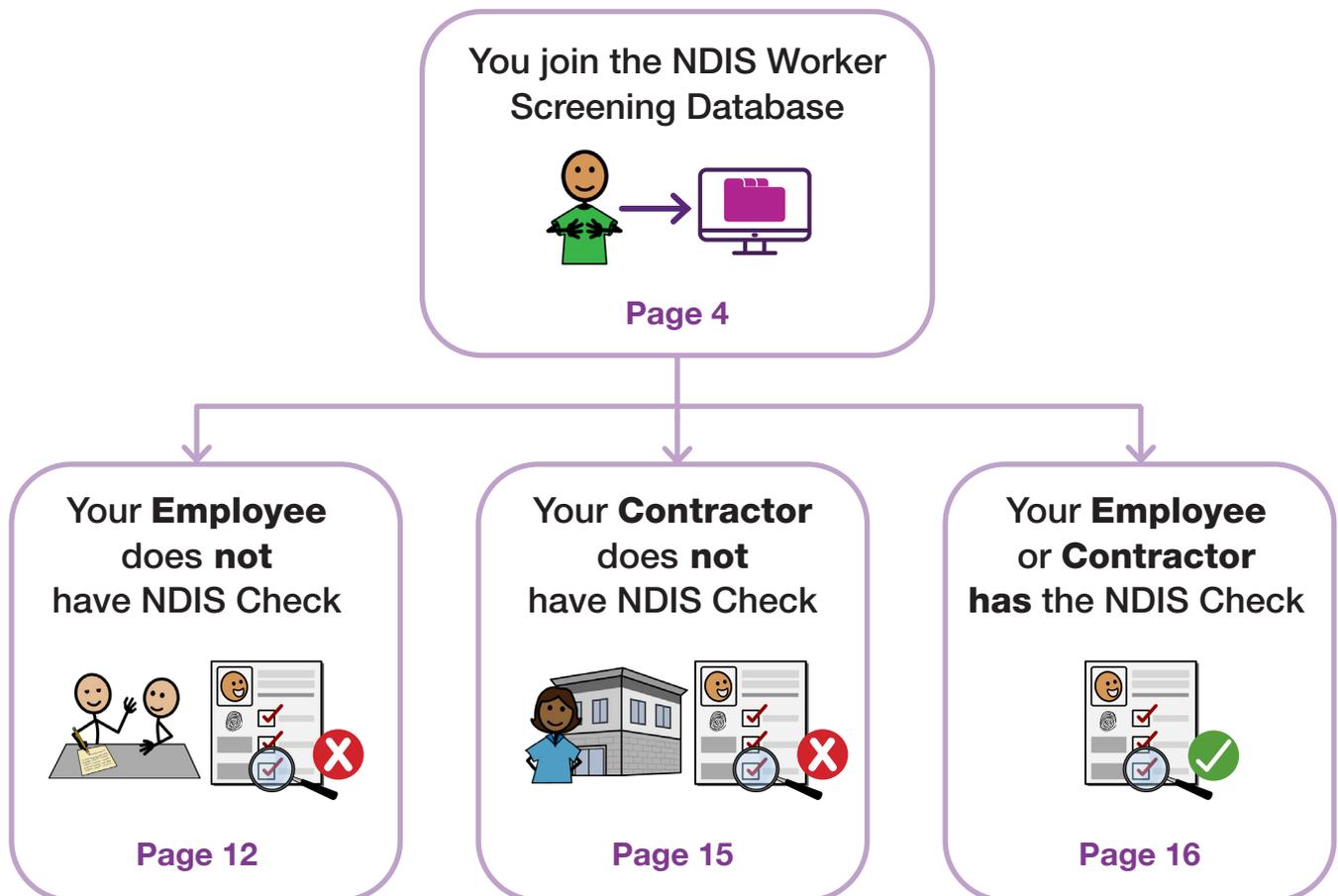# For People Directly Engaging their Own Support Workers

This resource is specifically for people who are directly engaging their own Support Workers, as either Employees or Contractors, under self or plan-managed NDIS funding and want their Workers to get the NDIS Worker Screening Check. In this case, the NDIS Check for Workers is **optional**.

How to get the NDIS Check

You join the NDIS Worker Screening Database

Page 4

Your **Employee** does **not** have NDIS Check	Your **Contractor** does **not** have NDIS Check	Your **Employee** or **Contractor** **has** the NDIS Check
Page 12	**Page 15**	**Page 16**

- The NDIS Worker Screening Check (NDIS Check) is a formal background check that assesses a Worker's relevant criminal and other history to determine whether that Worker **poses an unacceptable risk of harm to people with disability**.

- The outcome of the NDIS Check is either **Clearance or Exclusion**. The Worker is given a **NDIS Worker Screening ID number**. The Worker **does not get a card**.

- The NDIS Check is **valid for five years** in all Australian states and territories unless cancelled. It is **portable** across NDIS-related roles and organisations.

- During this time, the NDIS Check is **ongoing**. The NDIS Worker Screening Unit WA (Unit) monitors information sources for any new and relevant information that may **trigger a reassessment** of a Worker's clearance.

- A reassessment can be triggered solely by **disciplinary or misconduct information** received by the Unit from the **NDIS Quality and Safegards Commission** (NDIS Commission).

- Workers have **ongoing obligations** to notify the Unit of any changes to their personal details, employment details, criminal record and other relevant history. There are **penalties** for not meeting these obligations.

More information

NDIS Worker Screening Unit WA
1800 225 558
NDISCheck@communities.wa.gov.au
www.ndiswsu.wa.gov.au

- The NDIS Worker Screening Database (Database) is a **central, national register** of all Workers who have applied for the NDIS Check across Australia and whether they are **cleared or excluded**.

- The Database is managed by the **NDIS Quality and Safeguards Commission** (NDIS Commission).

- It is kept **up-to-date** with any changes to a Worker's clearance.

- In the Database, Employers can:

  - **Find** their **Employer ID** for NDIS Worker Screening,

  - **Validate** a Worker's application for the NDIS Check,

  - **Link** to a Worker to **view** their current clearance status and be **automatically notified** if that clearance changes.

More information

NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

If you want your Workers to get the NDIS Check, the first step is to join the Database regardless of whether your Worker:

- has already gotten the NDIS Check or not,

- is an Employee or a Contractor.

Why do I need to join the Database?

- To get an **Employer ID** so your Workers who do not have the NDIS Check can apply for it,

- To **validate** a Worker's application so the NDIS Check can proceed,

- To **link** to Workers who already have the NDIS Check to view their **clearance**, and

- To be automatically **notified of any changes** to a linked Worker's clearance.

Who joins the Database?

- The person who is managing the screening of your Workers joins the Database.

- It does not necessarily have to be the person with the NDIS Plan.

- However, the person with the NDIS Plan is always listed as 'the Employer' in the NDIS Check, even if someone else joins the Database on that person's behalf.

How to join the Database

1 Access the Applications Portal on the NDIS Commission website

2 Fill in the online form to apply to become a Worker Screening Employer

**3** Get two emails: Employer ID email **and** Finalise your Database Access email

Important

These instructions to join the Database are correct at January 2023. The NDIS Commission is currently making changes to its website and processes, so instructions and links may change.

A Go to NDIS Commission website **www.ndiscommission.gov.au** and click the 'Portals' button on top right.

In the drop-down menu, select 'Self-managed NDIS Participants'. Select this item even if you are Plan-managed.
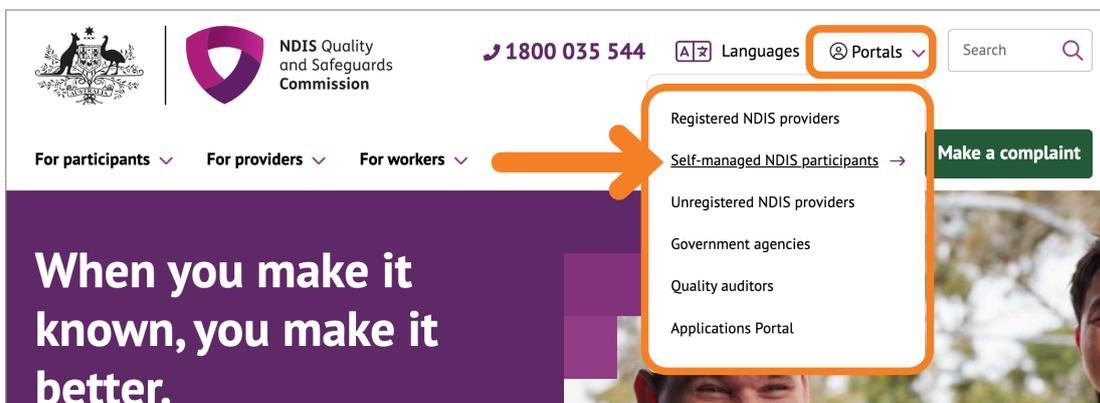
B The 'Self-managed NDIS participants portal login' page will open. Scroll down to the NDIS Worker Screening section and click the 'Login with PRODA' button.

Note: This portal is a different portal to where you view your NDIS Plan and make payment requests.

C The 'PRODA login' page will open. Login to PRODA.

Important

PRODA (Provider Digital Access) is an online identity verification and authentication system that lets you access government online services. **The PRODA account must be in the same name as the Database account you are about to make.**

- If you **do not have** a PRODA account, click the link 'Register Now' and follow the on-screen steps to create an account.

- For instructions about creating a PRODA account, including identity documents needed, see Services Australia website: www.servicesaustralia.gov.au/how-to-register-for-individual-proda-account

- When creating your PRODA account, always use official names and details as listed on your identity documents, and not nicknames or informal names.

- Keep track of your PRODA account details as you will need them to login to the Database in future.

  PRODA username: _____

  PRODA password: _____
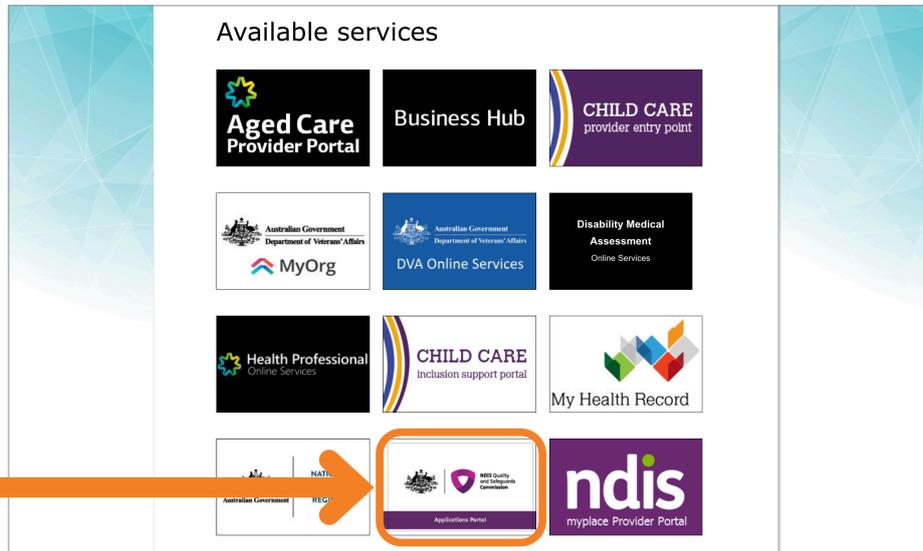
 Answers to Security Questions:

  _____

  _____

  _____

D In your PRODA account, when you reach the 'My Linked Services' page, scroll down to the 'Available services' section and select the 'Application Portal' tile.

Available services

E The 'Logging on to the Applications Portal' page will open. Follow the onscreen prompts until you get to the 'Welcome to the Applications Portal' page.

Note: This portal is different to where you view your NDIS Plan and make payment requests.
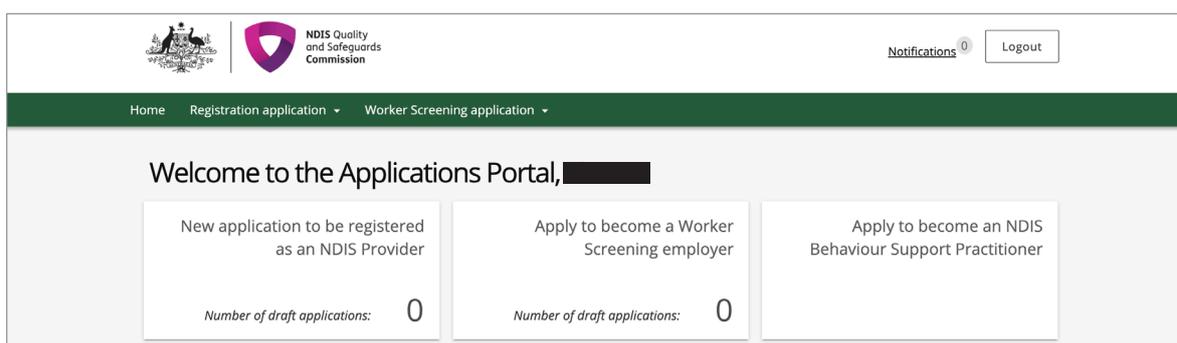
Need help with PRODA?
Services Australia
1800 700 199
proda@servicesaustralia.gov.au
www.servicesaustralia.gov.au/
proda-provider-digital-access

Need help with the Applications Portal?
NDIS Quality and Safeguards Commission
1800 035 544
tier1support@ndiscommission.gov.au
www.ndiscommission.gov.au

A For this step you will need:

- The NDIS number for the person, plan management type, person's name, date of birth, gender, email address and phone number.

- The Name and NDIS Worker Screening ID Number of any Workers that have already done the NDIS Check. Don't worry if your Workers do not have the NDIS Check as you can add their details later.

Worker Name	NDIS Worker Screening ID Number
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

B On the 'Welcome to the Applications Portal' page, select the 'Apply to become a Worker Screening Employer' tile.

C The 'Apply to become a Worker Screening employer' page will open. Click 'Start new application' button at bottom of page.

D The 'Start new application' page will open. Click 'Start an application for a NDIS Participant'. The 'How do you manage your NDIS plan' section will display. Select how the NDIS Plan is managed. You can select more than one type. Click the 'Continue' button.

E The 'Applicant details' form will open. Fill in the form and submit.

- Tips for the form:

  'My Key Contacts'
  List your name here and anyone else you wish to be kept informed about your Workers' clearances.

  'The Primary Contact'
  The Primary Contact is the main person responsible for managing worker screening. If the person filling in the form is the person with the NDIS Plan, i.e. 'NDIS Participant', they are automatically made the 'Primary Contact'. If someone else is filling out the form on behalf of the person with the NDIS Plan, they need to nominate themselves as the 'Primary Contact'.

☐ **F** **Download or print a copy of your application for your reference in case there is a problem later.**

Need help with the form?

NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

☐ **A** **Get your Employer ID.**

- See email 'NDIS Worker Screening Details for …'

- This email contains your 'Participant WS ID' number, which is your 'Employer ID for NDIS Worker Screening'. Your Workers will need this ID to apply for the NDIS Check.

- To keep a record of your Employer ID, you can print the email or write it below.

Employer ID for NDIS Worker Screening
('Participant WS ID') _____

Employer Name
(The name of the Person with the NDIS Plan)

_____

☐ **B** **Finalise your access to the NDIS Worker Screening Database.**

- See email 'Access granted to the NDIS Worker Screening Database'.

- Open this email and **click the link in the email to finalise your access to the Database.**

Important
You will not have joined the Database until you click this link!

**Need help with getting your Employer ID
or finalising access to the Database?**
NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

Employee
does **not** have NDIS Check

☐ **A** **Make sure you have your 'Employer ID for NDIS Worker Screening' from when you joined the Database.**

- Your Worker needs this ID to nominate you as their current or intended Employer on the NDIS Check application form. **Your Worker cannot apply for the NDIS Check without this ID.**

- If you cannot find your ID, see instructions 'Generate your Employer ID' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

☐ **B** **Give your Worker your Employer ID and 'How to get the NDIS Check: For Employees' (WAiS resource).**

- This resource has instructions for Workers on how to apply for the NDIS Check, including where to find the form in DoTDirect, information about proof of ID and payment. See WAiS website: www.waindividualisedservices.org.au

- Write your Employer ID and Employer Name in the space in the resource.

- Note: in the Worker's application form, the Employer ID is called by a different name. Make sure you write your details in the resource as below:

Name in Database	Name in Worker's Application Form
'Participant WS ID'	Nominated Employer Registration ID Number
'NDIS Participant Last Name'	Employer Name

- To keep track of which Workers you have asked to get the NDIS Check, you can use the 'Records' page in this resource.
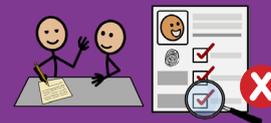
☐ **C** **Your Worker 'lodges' their application for the NDIS Check.**

- Your Worker's application is 'lodged' when they have filled in the NDIS Check application form in DoTDirect AND shown their proof of ID AND paid at an authorised Driver and Vehicle Service Centre or Regional DoT office.

- If your Worker **cannot access the form in DoTDirect, does not have enough ID, or cannot attend a centre in person**, they may be eligible for the **Alternate Lodgement** process. For more information, see the Help section in this resource.

- After 'lodgement', your Worker will receive a receipt of payment from the Department of Transport. This receipt does not mean that the NDIS Check is complete nor is it proof of the NDIS Check. It just means that the application has been 'lodged'.

☐ **D** **You verify their application within 28 days for the NDIS Check to start.**

- You will receive an email asking you to login to the Database and check your Worker Screening Inbox. Emails are sent from noreply@ndiscommission.gov.au.

- Login using the instructions 'NDIS Commission Provider Portal Inbox' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

- Open the 'New Verification Request'.

- Verify your Worker's application using the instructions 'NDIS Worker Screening Check verification request' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

- If the verification was sent to you in error, you can decline it in the Database.

- After you have verified your Worker's application, you are linked to them and will be notified when the NDIS Check is complete and of any changes in the future.

> **Important**
> The NDIS Check **cannot start** until you have verified your Worker's application.

Employee
does **not** have NDIS Check
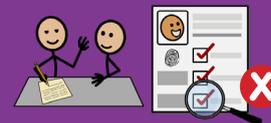
☐ **E** **The NDIS Worker Screening Unit WA does the screening process.**

- More information is on the 'NDIS Check screening process and outcomes' page on the NDIS Check website: www.wa.gov.au/organisation/department-of-communities/ndis-check-screening-process-and-outcomes

☐ **F** **You and your Worker are notified of the Worker Screening ID number and outcome.**

- The Worker gets a Worker Screening ID number and the outcome (Clearance or Exclusion) in a letter attached to an email. **The Worker does not get a card.**

- The Worker Screening ID is also known as the 'NDIS Check Clearance Number'.

- You are also notified of the Worker Screening ID number and the outcome.

- You can also login to the Database at any time to view a linked Worker's current clearance. For instructions, see the 'How to login to the Database' page in this resource.

Need help with finding your Employer ID or verifying?

NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

Questions about the screening process and outcomes

NDIS Worker Screening Unit WA
1800 225 558
NDISCheck@communities.wa.gov.au
www.ndiswsu.wa.gov.au

Sole Trader Independent Contractor
does **not** have NDIS Check

There are 2 options depending on the circumstances:

Option 1: Your Worker can use your Employer ID to apply.

- This option is faster because your Worker does not have to go through the steps of applying to join the Database for their own Employer ID before they apply for the NDIS Check.

- Also, when you verify their application in the Database, you are automatically linked to the Worker in the Database so you are notified of the outcome of the NDIS Check and if their clearance changes in the future.

- For this option, follow the steps on the 'Employee does not have the NDIS Check' page in this resource.

Option 2: Your Worker wants to get their own Employer ID and apply for the NDIS Check themselves. Then, you link to them in the Database.

- The Worker needs to have their own business with an ABN for this option.

- This option is slower because your Worker must apply to join the Database **before** they apply for the NDIS Check.

- However, if you have found your Worker as a contractor through an online platform, the Worker may be able to use the **online platform's Employer ID** to get the NDIS Check.

- Give your Worker **'How to get the NDIS Check: For Sole Trader Independent Contractor'** (WAiS resource).

  – This resource has instructions for Workers on how to get an Employer ID and then how to apply for the NDIS Check. See WAiS website: www.waindividualisedservices.org.au

  – Note: This resource is for Contractors who are NOT registered with the NDIS Commission.

- Once your Worker has the NDIS Check, follow the steps on the 'Employee or Contractor has the NDIS Check' page in this resource.

Your **Employee** or **Contractor** **has** the NDIS Check

A **Get your Worker's NDIS Worker Screening ID number.**

- The Worker gets their Worker Screening ID number and the outcome (Clearance or Exclusion) in a letter attached to an email. **The Worker does not get a card.**

- The Worker Screening ID is also known as the 'NDIS Check Clearance Number'.

B **Login to the Database via 'Portals > Self-managed NDIS Participants' on top right of NDIS Commission website:** www.ndiscommission.gov.au/portal/self-managed-ndis-participants-portal-login

- See instructions on the 'How to login to Database' page in this resource.

C **Search for your Worker using their ID number and full name and link to them.**

- See instructions 'Link a Worker' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

> **Important**
>
> **You must link to your Worker in the Database before you can view their current clearance. Linking also means you are automatically notified if their clearance changes in the future.**

D **View your Worker's clearance status. Clearance is only current if:**

Worker Status	=	Clearance
Expiry date	=	Date in the future
Eligible to work	=	Yes

Need more help to link?

NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

Keeping records

Write your Database details here for handy future reference

PRODA username: _____

PRODA password: _____

Answers to Security Questions:

_____

_____

_____

Employer ID ('Participant WS ID'): _____

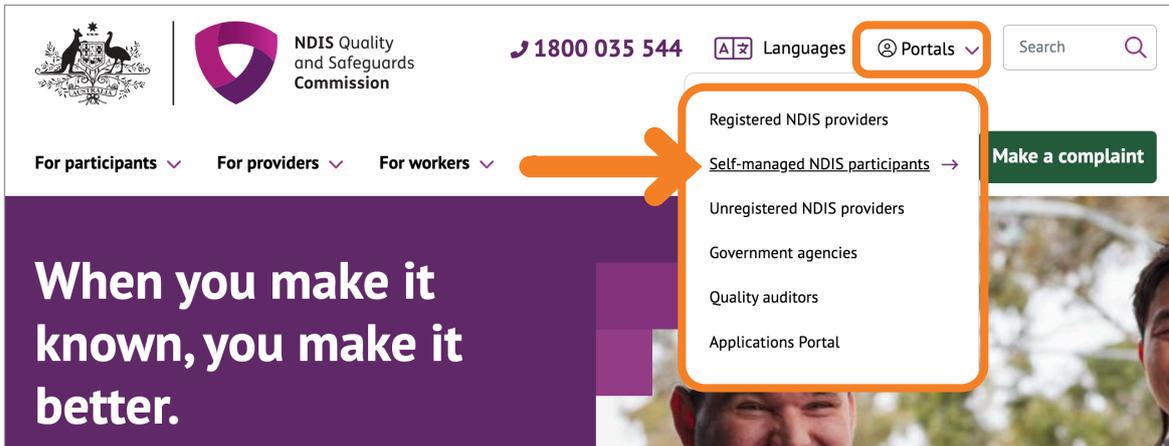Employer Name (Name of Person with the NDIS Plan):

_____

Your Workers

You can download a list of your Workers and their current clearance from the NDIS Worker Screening Database. Alternatively, you can write in details below.

Name	Date applied for NDIS Check	NDIS Worker Screening ID	Expiry Date

How to login to the Database

A   **Go to NDIS Commission website www.ndiscommission.gov.au and click the 'Portals' button on top right. In the drop-down menu, select 'Self-managed NDIS Participants'.**

B   **The 'Self-managed NDIS participants portal login' page will open. Scroll down to the NDIS Worker Screening section and click the 'Login with PRODA' button.**
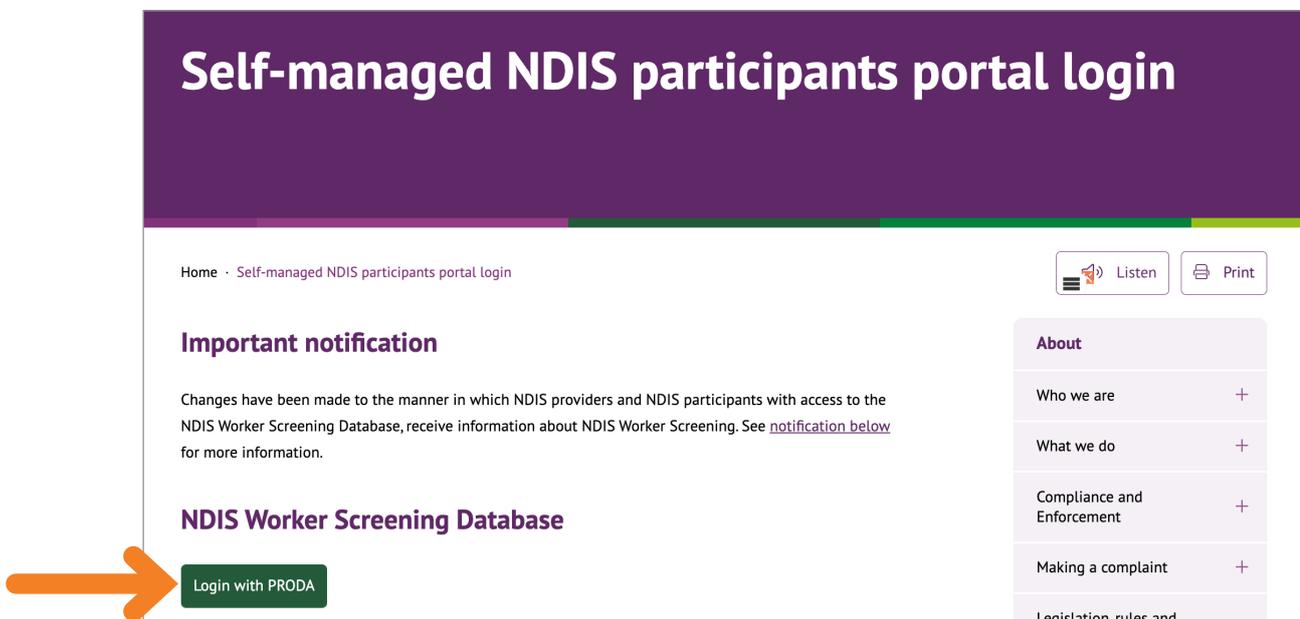
C   **The 'PRODA login' page will open. Login to PRODA with your details.**

D The 'Portal entry point' page will open. Go to the 'Access an account' section and select options as follows:

- ' Select an account'
  – Click the button next to the name of the Person with the NDIS Plan

- ' Select a Role then Continue'
  – Select 'Worker Screening for NDIS Participants'

- Click the button 'Continue'.

Important

If you get to the 'Portal entry point' page and the 'Access an account' section does not appear, make sure you have clicked the link in the email to finalise your access to the Database.
See steps on 'Get 2 emails' page in this resource.

E Accept the terms to log on to the NDIS Worker Screening Database. See button on bottom right.

F The 'Welcome to the NDIS Worker Screening Database, …' page will open.

How to unlink from your Worker in the Database

After employment ends, you can unlink from your Worker in the Database. Unlinking means you will no longer receive notifications about that Worker's clearance. You can always re-link to a Worker if needed.

☐ **A** **Login to the Database via 'Portals > Self-managed NDIS Participants' on top right of NDIS Commission website:** www.ndiscommission.gov.au/portal/self-managed-ndis-participants-portal-login

  • More instructions are on the 'How to login to the Database' page in this resource.

☐ **B** **Find your Worker and unlink from them.**

  • See instructions 'Unlink a Worker' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

☐ **C** **Your Worker also needs to login to DoTDirect and remove you from their list of current Employers in their NDIS Profile.**

  • For instructions for Workers to update their details in DoTDirect see 'How to get the NDIS Check: For Employees' and 'How to get the NDIS Check: For Contractors' resources on the WAiS website: www.waindividualisedservices.org.au.
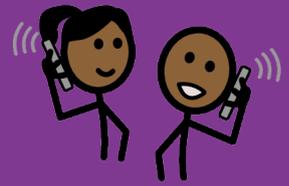
Need more help to unlink?
NDIS Quality and Safeguards Commission
1800 035 544
nwsd@ndiscommission.gov.au
www.ndiscommission.gov.au

My Worker cannot create a DoTDirect account

- If your Worker cannot create a DoTDirect account because they do not have a licence or vehicle, and cannot get to a DoTDirect centre with ID, they may still be able to create an account to get the NDIS Check by **using an email address**.

- Create the account here: https://online.transport.wa.gov.au/tso/selfservice/public/ndis_wsu_apply_entry.jsf#/embd/preliminary-questions

My Worker does not have enough identification or cannot get to an authorised centre to lodge their application.

- If your Worker does not have enough identification, lives in certain regional and remote areas of WA or cannot get to an authorised centre, they may be eligible for the **Alternate Lodgement** process.

- Contact the NDIS Worker Screening Unit WA for more information.
  1800 225 558
  NDISCheck@communities.wa.gov.au
  www.ndiswsu.wa.gov.au

Who does my Worker contact if they have problems with the NDIS Check?

- NDIS Worker Screening Unit WA
  1800 225 558
  NDISCheck@communities.wa.gov.au
  www.ndiswsu.wa.gov.au

How do I find my Employer ID for Worker Screening?

- If you cannot find the email with your ID, you can look it up in the Database.

- See instructions 'Generate your Employer ID' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

Need more help?
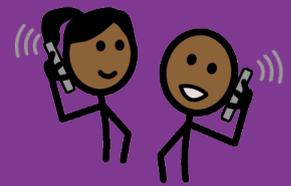
How do I verify my Worker?

- You will receive an email asking you to login to the Database and check your Worker Screening Inbox. Emails are sent from noreply@ndiscommission.gov.au.

- Login using the instructions 'NDIS Commission Provider Portal Inbox' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

- Open the 'New Verification Request'.

- Verify your Worker's application using the instructions 'NDIS Worker Screening Check verification request' in 'Worker Screening Quick Reference Guides for Self-managed Participants' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

How do I link to my Worker?

- See instructions on the 'Your Employee or Contractor has the NDIS Check' page in this resource.

Who do I contact if I have problems with the Database?

- NDIS Quality and Safeguards Commission
  1800 035 544
  nwsd@ndiscommission.gov.au
  www.ndiscommission.gov.au

The information in this guide is intended as a general guide and is correct as of April 2023.

Please note that over time, the links provided may no longer work as governing bodies change or update their information or websites. For more detailed or current information, refer to the relevant website and source the relevant document using a title search.

WAiS
WA's Individualised Services

Government of **Western Australia**
Department of **Communities**