For Registered NDIS Providers
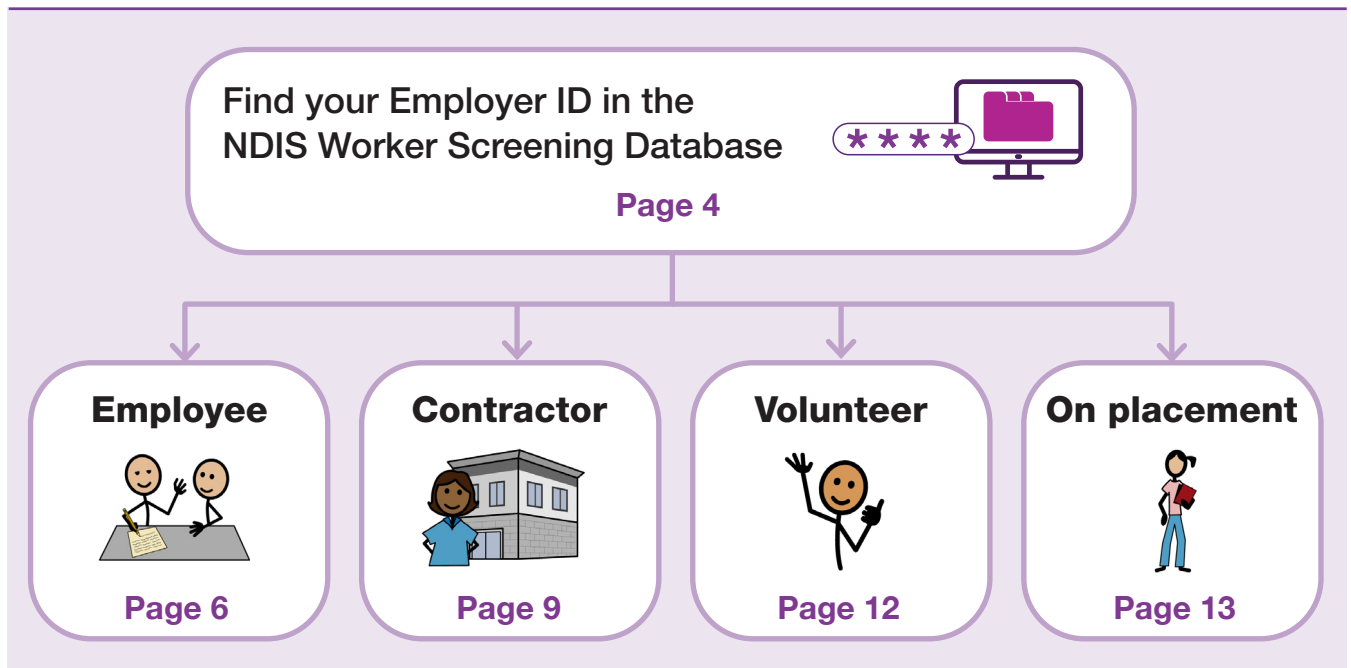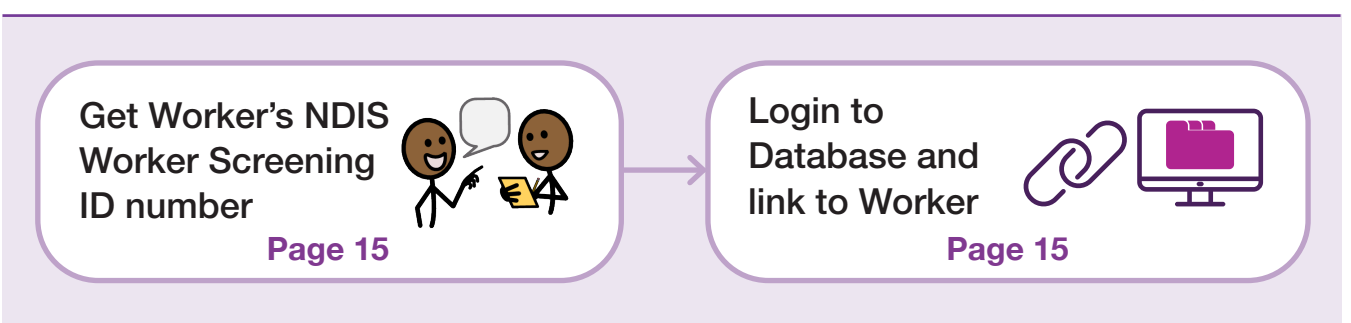
Registered NDIS Provider

This resource is specifically for providers who are **registered** with the NDIS Quality and Safeguards Commission and need their Workers to get the NDIS Worker Screening Check. The NDIS Check is **mandatory** for Registered NDIS Providers.

If Worker **does not** have the NDIS Check

Find your Employer ID in the NDIS Worker Screening Database

Page 4

Employee	**Contractor**	**Volunteer**	**On placement**
Page 6	**Page 9**	**Page 12**	**Page 13**

If Worker **does have** the NDIS Check

Get Worker's NDIS Worker Screening ID number

Page 15

Login to Database and link to Worker

Page 15

- 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**.

- Registered NDIS Providers must comply with the *NDIS (Practice Standards – Worker Screening) Rules*. Under these Rules, the NDIS Check clearance is **mandatory** for all Workers in 'risk assessed' roles, including:
  - Direct support workers,
  - Key personnel (including CEO and Board Members), and
  - Anyone with 'more than incidental contact' with people with disability.
  - See NDIS Commission website for more information on 'risk assessed roles' and 'more than incidental contact'.

- A Worker is someone **employed or otherwise engaged** by an NDIS provider and includes paid, unpaid and self-employed roles, such as employees, contractors, consultants, and volunteers.

- In WA, the NDIS Check is done by the **NDIS Worker Screening Unit WA**.

- 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** and new information may trigger a reassessment of a Worker's clearance.

- 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

'Worker screening requirements (registered NDIS providers)' page on NDIS Quality and Safeguards Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

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

What is the NDIS Worker Screening Database?

- 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.
  - Create a list of workers with the NDIS Check to help meet NDIS Practice Standards **requirements** and **worker screening rules**.

- NDIS Providers that are currently registered with the NDIS Commission, or were previously registered but registration has expired, **automatically have access to the Database**.

More information

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

Why is the Employer ID important?

- If your Worker does not have the NDIS Check, they need your Employer 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.**

- Your Employer ID is the same as your NDIS Commission Registration ID.

How to find your Employer ID

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

B   **The 'Registered NDIS providers portal login' page will open. Scroll down to the NDIS Commission Portal 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. Select options as follows:**
- 'Provider name': Select the Provider name
- 'Role': Select either 'Worker screening officer' or 'Registrant'
- Then click the button 'Continue'

E   **Accept the terms to log on to the NDIS Commission Portal. See button on bottom right.**

F   **The 'Welcome to the NDIS Commission Portal', page will open. Select the 'My Registration' tile.**

☐ **G** **The 'Provider details' page will open.**

- On the top left is your Registration ID. This is your Employer ID for NDIS Worker Screening

- **You need to give this ID to your Workers so they can apply for the NDIS Check.**

☐ **H** **You can also print an 'Employer ID for Worker Screening' document to give to your Workers:**

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

Need help?

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 previous step.**

- 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.**

☐ **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
'Employer ID' or 'Registration ID'	Nominated Employer Registration ID Number

☐ **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 Registered providers' 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 Registered providers' 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.

☐ **E** **Your Worker may be able to start work after they have lodged their application and before they have received clearance if certain conditions are met. Starting work before clearance is called 'Work on application'. See:**

- 'Engaging a worker before they have an NDIS worker screening clearance' section on 'Worker screening requirements (registered NDIS providers)' page on NDIS Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

- 'Do I need an NDIS Check before I can start work' section on 'Applying for a Worker Screening Check' page on NDIS Check WA website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check

Employee
does **not** have NDIS Check

☐ **F** **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 WA website: www.wa.gov.au/organisation/department-of-communities/ndis-check-screening-process-and-outcomes

☐ **G** **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. Login to the Registered NDIS Providers Portal, then choose the Worker Screening tile.

  See instructions: 'Find a worker and check their clearance status' in 'Worker Screening Quick Reference Guides for Registered Providers' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

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

Obligations when engaging Contractors

- Registered NDIS providers that engage a contractor to deliver work as part of the provider's NDIS supports and services, must work with the contracted organisation or individual to ensure appropriate NDIS Worker Screening clearances are in place.

- The Worker Screening Rules also require that any workers obtained through a contractor must only be allowed to engage in a risk assessed role if the registered NDIS provider has:
  - identified to the contractor each risk assessed role that the Worker will engage in;
  - entered an 'appropriate contract' with the contractor for that Worker. Specific requirements for an 'appropriate contract' are in section 5A of the Worker Screening Rules; and
  - taken reasonable steps to satisfy itself that the Worker has an NDIS worker screening clearance.

- See 'Engaging Contractors' section on 'Worker screening requirements (registered NDIS providers) page on NDIS Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

Ways Contractors can get the NDIS Check

For a Worker to apply for the NDIS Check, they need to **nominate their current or intended employer by putting an Employer ID** in the NDIS Check application form.

There are different ways a contractor can get this Employer ID:

Option 1: Contractor wants their own Employer ID

If you are directly engaging a sole trader independent contractor, they can get their own Employer ID and apply for the NDIS Check themselves using that ID. 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 to get an Employer ID before they apply for the NDIS Check.

- Give your Worker **'How to get the NDIS Check: For Sole Trader Independent Contractors'** (WAiS resource).
  - This resource has instructions for Workers who are **not registered** with the NDIS Commission to get an Employer ID and then how to apply for the NDIS Check. See WAiS website: www.waindividualisedservices.org.au

- Once your Worker has the NDIS Check, link to them in the Database by following the steps on the 'Worker has the NDIS Check' page in this resource.

Option 2: Contractor uses your Employer ID

If you are directly engaging a sole trader independent contractor, they can use your Employer ID to apply for the NDIS Check.

- 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 if their clearance changes.

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

Option 3: Contractor uses online platform's Employer ID

If you found your Worker as a contractor through an online platform, the Worker may be able to use the online platform's Employer ID to apply for the NDIS Check.

- Once your Worker has the NDIS Check, link to them in the Database by following the steps on the 'Worker has the NDIS Check' page in this resource.

Option 4: Contractor organisation applies for their own Employer ID

If you are engaging another organisation to provide workers, and that organisation is not registered with the NDIS Commission, that organisation can apply for their own Employer ID to give to their Workers to apply for the NDIS Check.

- Give the organisation 'How to get the NDIS Check: For Unregistered NDIS Providers'. See WAiS website: www.waindividualisedservices.org.au

- The organisation provides their Employer ID to their Workers to apply for the NDIS Check.

- Once the Worker has the NDIS Check, link to them in the Database by following the steps on the 'Worker has the NDIS Check' page in this resource.

Starting work before getting NDIS Check clearance

- The Worker may be able to start work after they have lodged their application and before they have received clearance if certain conditions are met.

- Starting work before clearance is called 'Work on application'.

- For more information see:
  - 'Engaging a worker before they have an NDIS worker screening clearance' on 'Worker screening requirements (registered NDIS providers)' page on NDIS Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

  - 'Do I need an NDIS Check before I can start work' section on 'Applying for a Worker Screening Check' page on NDIS Check website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check

Need help with obligations?

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

Volunteer
does **not** have NDIS Check

Obligations when engaging volunteers

- A Worker is defined as someone employed or otherwise engaged by an NDIS provider. This definition includes unpaid roles, such as volunteers.
  - See: 'Glossary' section on the 'NDIS Worker Screening Check' page on the NDIS Commission website: www.ndiscommission.gov.au/workers/worker-screening/ndis-worker-screening-check

- For the purposes of the NDIS Check, a volunteer or unpaid worker is a person who 'freely performs a role without remuneration.'
  - See 'What are the application fees' section on the 'Applying for an NDIS Check' page on the NDIS Check WA website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check
  - Note: Volunteers and unpaid workers are eligible to pay a reduced application fee. If they subsequently become a paid worker, they do not have to reapply for the NDIS Check nor pay the difference in fee.

- If you are engaging a volunteer in a risk assessed role, they must have NDIS Check clearance.
  - See 'Who needs an NDIS Check' section on on the 'Applying for an NDIS Check' page on the NDIS Check WA website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check

Volunteers can apply for the NDIS Check by using your Employer ID

Follow the steps on the 'Employee does not have the NDIS Check' page in this resource.

Need help with obligations?

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

More information about NDIS Check and costs

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

Student on placement
does **not** have NDIS Check

Obligations: Secondary school students on work experience

- Secondary school students on a formal work experience placement are **not required** to have NDIS worker screening clearance to work in risk assessed roles, provided they are **directly supervised** by another worker who has NDIS Check clearance.

- For more information, see 'Exceptions' section on 'Worker screening requirements (registered NDIS providers)' page on NDIS Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

Obligations: Tertiary or TAFE students on placement

- Tertiary or TAFE students that are employed or otherwise engaged by Registered Providers are **required** to have an NDIS Check clearance to work in risk assessed roles.

- For more information, see 'I am a tertiary or TAFE student' section on 'Applying for a Worker Screening Check' page on NDIS Commission website:
  www.ndiscommission.gov.au/workers/worker-screening/applying-worker-screening-check

How Students on placement can get the NDIS Check

For a student to apply for the NDIS Check, they need to nominate their current or intended employer by putting an Employer ID in the NDIS Check application form. There are different ways a student can get this Employer ID:

Option 1: Student uses the University or Registered Training Organisation's Employer ID.

- However, for this option, the University or Registered Training Organisation must have access to the NDIS Worker Screening Database and have an Employee ID for Worker Screening.

- For more information, see 'Worker Screening' section on 'Unregistered Provider Obligations' page on NDIS Commission website:
  www.ndiscommission.gov.au/providers/registered-ndis-providers/provider-obligations-and-requirements/unregistered-provider

– Once the student has the NDIS Check, link to them in the Database by following the steps on the 'Worker has the NDIS Check' page in this resource.

Option 2: **Student uses your Employer ID**.

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

• If the student placement is unpaid, they are eligible to pay a reduced application fee for the NDIS Check.

– See 'What are the application fees?' section on the 'Applying for an NDIS Check' page on the NDIS Check WA website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check

More information

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

Worker
does have 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 > Registered providers' on top right of NDIS Commission website:** www.ndiscommission.gov.au/portal/registered-ndis-providers-portal-login

- See instructions 'How to log into the NDIS Worker Screening Database, manage access for staff and set email preferences' in 'Worker Screening Quick Reference Guides for Registered Providers' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

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 Registered providers' 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

How to unlink from your Worker in the Database after employment ends

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 > Registered NDIS Providers' on top right of NDIS Commission website:** www.ndiscommission.gov.au/portal/registered-ndis-providers-portal-login

- For instructions, see 'How to log into the NDIS Worker Screening Database, manage access for staff and set email preferences' in 'Worker Screening Quick Reference Guides for Registered Providers' on the NDIS Commission website: www.ndiscommission.gov.au/resources/fact-sheets-and-guides/ndis-commission-portal-quick-reference-guides#paragraph-id-1647

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

- See instructions 'Unlink a Worker' in 'Worker Screening Quick Reference Guides for Registered providers' 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.
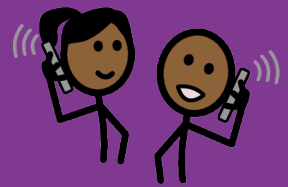
Need more help to unlink?

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

Need more help?

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

Can my Worker start working before the NDIS Check is complete?

- Your Worker may be able to start work after they have lodged their application and before they have received clearance if certain conditions are met. See

  – 'Engaging a worker before they have an NDIS worker screening clearance' on 'Worker screening requirements (registered NDIS providers)' page on NDIS Commission website: www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/worker

  – 'Do I need an NDIS Check before I can start work' section on 'Applying for a Worker Screening Check' page on NDIS Check WA website: www.wa.gov.au/organisation/department-of-communities/applying-ndis-check

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

Need more help?
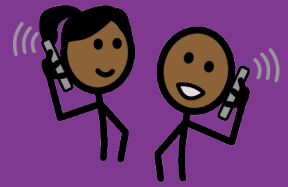
How do I verify my Worker?

- 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 Registered providers' 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 Registered providers' 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 Worker 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 March 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**