



Quick reference guide: Manage NWSD access & email preferences

Unregistered provider

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Overview

1. The NDIS Worker Screening Database (NWSD) is a national database which stores NDIS Worker Screening Check information about workers who deliver NDIS supports and services.
2. To gain access to the NWSD, the representative of an unregistered provider must make an application (refer to *Quick Reference Guide – Unregistered Providers – Request access to the NWSD*). The person nominated as the ‘Primary contact’ on the application will become the default ‘Authorised Access Delegate’.
3. The Authorised Access Delegate will be able to add, remove and vary the access of other members of the organisation (employees) to the NWSD.
4. This quick reference guide provides information about how to update access to the NWSD and set NWSD email preferences.

For further information please refer to the NDIS Quality and Safeguards Commission website - <https://www.ndiscommission.gov.au/providers/unregistered-providers>. Alternatively, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by email at nwsd@ndiscommission.gov.au.

Managing access to the NWSD


5. There are two ways in which an unregistered provider can manage access to the NWSD for their employees:
 1. the 'Authorised Access Delegate' can add, remove and change the type of access employees of an organisation have; or
 2. an employee may request access or a change to the type of access they have, which the 'Authorised Access Delegate' will then consider and approve or reject.

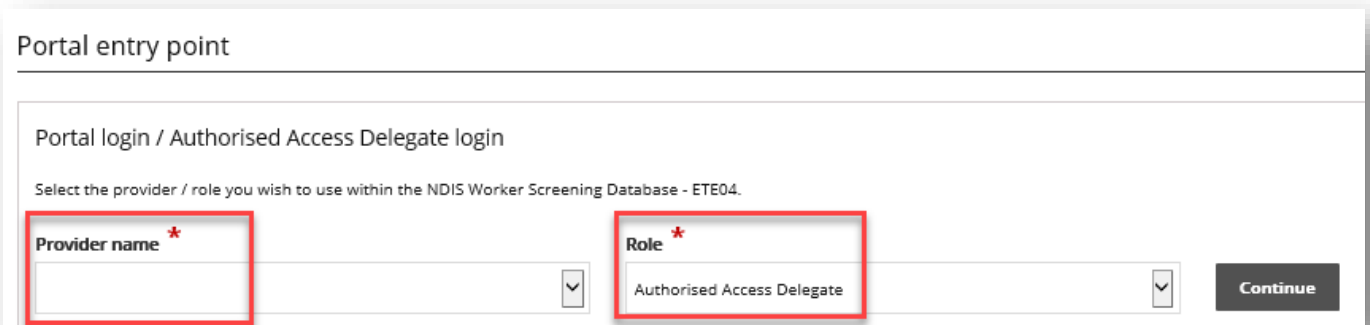
Both methods are described below.

Manage access as the Authorised Access Delegate

Update the access of an existing employee

6. Log into PRODA and select the appropriate 'Provider name' and choose the 'Authorised Access Delegate' role.

 **Tip 1** – You must apply for access to the NWSD and register for a PRODA account before you can log in. Refer to *Quick Reference Guide – Unregistered Provider – Request access to the NWSD* for more information.



Portal entry point

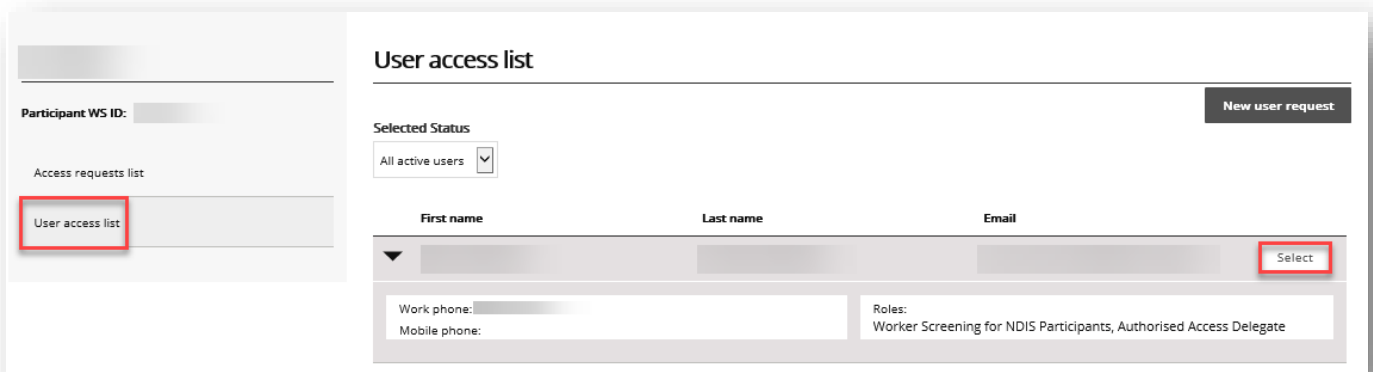
Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name *

Role *

7. Select 'User access list' from the side menu and 'Select' the employee you want to update the access for.



Participant WS ID:

Access requests list

User access list

User access list

Selected Status
All active users

First name	Last name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Work phone:
Mobile phone:

Roles:
Worker Screening for NDIS Participants, Authorised Access Delegate

- To add additional access for the employee, in the 'Required user role(s)' section select *all* the user roles you want the employee to have and click 'Save'.



Tip 2 – Unregistered providers should only select 'Worker Screening for organisations' and/or 'Authorised Access Delegate'. The 'Worker Screening for NDIS Participants' option is for the use of self-managed participants and their representatives.

- To remove access, in the 'Required user roles(s)' section select the user roles you want to *removed* and select 'Revoke access'.

View employee details

Employee's details

First name : Last name :

Email address : Work phone : Mobile phone :

Participant's details

Participant First Name : Participant Last Name : Participant WS ID :

Access status

Access Status : Active Stable Id :

3. Required user role(s) *

Choose at least one user role from the options below.

Worker Screening for NDIS Participants
Responsible for managing the participant's workers.

Worker Screening for organisations
Responsible for managing the organisation's workers.

Authorised Access Delegate
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

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Create access of a new employee

- To give a new employee access to the NWSD, log into PRODA, select the appropriate 'Provider name' and choose the 'Authorised Access Delegate' role.
- Select 'New user request'.

Access requests list

Participant WS ID:

Access requests list

User access list

New user request

Selected Status

Pending requests

Request date/time	First name	Last name	Email	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Pending <input type="button" value="View"/>

12. Read the information presented and if you are ready to continue select the 'I'm ready to request access' button.

Portal details access request

Before you begin

The employee must have a Provider Digital Access (PRODA) account to access the NDIS Worker Screening Database - ETE04.

Provider Digital Access (PRODA) is an online authentication system used to securely access government online services. Using a two-step verification process, the employee will only need a username and password to access multiple online services including the NDIS Worker Screening Database - ETE04.

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

Worker Screening for NDIS Participants

Responsible for managing the participant's workers.

Worker Screening for organisations

Responsible for managing the organisation's workers.

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 Worker Screening Database - ETE04 (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 Worker Screening Database - ETE04.

User access responsibilities

The NDIS Worker Screening Database - ETE04 is an Australian Government computer system managed by the Department of Social Services.

Data contained within the NDIS Worker Screening Database - ETE04 is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the NDIS Worker Screening Database - ETE04 may be a breach of the Act.

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 Worker Screening Database - ETE04.

You are also agreeing to:

- only access data relating directly to your organisation's responsibilities;
- only access data necessary to perform approved activities relating to your organisation's responsibilities.

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

The NDIS Quality and Safeguard Commission may revoke NDIS Worker Screening Database - ETE04 access rights for anyone who fails to comply with these requirements.

Security awareness

Once the NDIS Quality and Safeguard 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.

You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.

If you have concerns in this regard, the NDIS Quality and Safeguard 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 Quality and Safeguard Commission Help Desk.

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I'm ready to request access

13. Enter the required information and in the 'Required user role(s) section' select:

13.1. 'Worker Screening for organisations' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check; and/or

13.2. 'Authorised Access Delegate' which enables you to manage who in your organisation has access to the NWSD e.g. approving or rejecting requests for NWSD access.

2. Required user role(s) *

Choose at least one user role from the options below.

- Worker Screening for NDIS Participants**
Responsible for managing the participant's workers.
- Worker Screening for organisations**
Responsible for managing the organisation's workers.

- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

Employee requests for access

14. If you are an employee seeking access to the NWSD, log into PRODA and select the 'Request / update my access' button.



Tip 3 – You must register for a PRODA account before you can log in. If you are having trouble registering for PRODA contact the PRODA Helpdesk on 1800 700 199.

Portal entry point

My portal access

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, or
 - update your contact details such as your email address.

Request / update my access

15. Read the information presented and if you are ready to continue select the 'I'm ready to request access' button.

Important Information

Access request: How does it work?

1. Read the information below and be aware of your user access responsibilities.
2. Click the **I'm ready to request access** button at the bottom of this page.
3. Enter the relevant information in the spaces provided.
4. When your access is approved you can use your PRODA account to access the NDIS Worker Screening Database - ETE04.

User access responsibilities

By submitting this form and being approved, you and the key contacts identified will be granted access to the NDIS Worker Screening Database - ETE04 (Database). The Database is an Australian Government computer system managed by the Department of Social Services.

Data contained within the Database is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the Database may be a breach of the Act.

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 Database.

You are also agreeing to:

- only access data relating directly to your responsibilities as either:
 - an NDIS Participant or their representative; or
 - the authorised representative your organisation
- only access data necessary to perform approved activities relating to these responsibilities.

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

The NDIS Quality and Safeguard Commission may revoke NDIS Worker Screening Database - ETE04 access rights for anyone who fails to comply with these requirements.

Security awareness

Once the NDIS Quality and Safeguard 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.

You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.

If you have concerns in this regard, the NDIS Quality and Safeguard Commission has other ways of obtaining and providing information including mail, telephone and electronic file transfer.

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[Cancel](#)

I'm ready to request access

16. Enter the required information and in the 'Required user role(s) section' select:

- 16.1. 'Worker Screening for organisations' which will provide you with access to the NWSD to verify workers and check the status of a worker's NDIS Worker Screening Check; and/or
- 16.2. 'Authorised Access Delegate' which enables you to manage who in your organisation has access to the NWSD e.g. approving or rejecting requests for NWSD access.

2. Required user role(s) *

Choose at least one user role from the options below.

- Worker Screening for NDIS Participants**
Responsible for managing the participant's workers.
- Worker Screening for organisations**
Responsible for managing the organisation's workers.

- Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.


17. In the 'Request access to which account' section select 'Unregistered organisation in the disability sector who is registered for Worker Screening' if you are the employee of an unregistered provider. Then select 'Next'.

3. Request access to which account? *

I would like to request access to the account of an:

- NDIS Participant who is registered for Worker Screening**
- Unregistered organisation in the disability sector who is registered for Worker Screening**

18. On 'The organisation that you work for' page, enter in the details of the unregistered provider that you work for.

 **Tip 4** – The 'Authorised Access Delegate' of this organisation will be the person who considers your request for access to the NWSD.

4. The organisation you work for

Search for a provider using one of the following fields. We suggest searching by ABN.

Provider details

Legal Name	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="text"/>	<input type="text"/>

19. Your request will be submitted to the current 'Authorised Access Delegate' for consideration. You will receive an email once your request has been approved or rejected.

Approve or reject a request for access (as the Authorised Access Delegate)

20. When an employee submits a request for access to the NWSD, the 'Authorised Access Delegate' will receive an email. Click the link in the email to view the access request.

21. Log into PRODA and select the appropriate 'Provider name' and 'Authorised Access Delegate' as the 'Role'. Select 'Continue'.

Portal entry point

Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name *	Role *	<input type="button" value="Continue"/>
<input type="text"/>	Authorised Access Delegate	

Navigate to the 'Access requests list' and select 'View' next for the application you want to assess.

22. Review the 'Required user role(s)' that the applicant has selected and ensure the appropriate checkbox is ticked.

23. Select 'Reject' or 'Approve'. The applicant will receive an email advising them of the outcome.

Managing email preferences

24. Log into PRODA and select 'Worker Screening for Organisations' to access the NWSD.

Portal entry point

Portal login / Authorised Access Delegate login

Select the provider / role you wish to use within the NDIS Worker Screening Database - ETE04.

Provider name ^{*}

Role ^{*}

25. Select 'Email preferences' to manage who will receive emails, and what types of emails each person will receive, from the NDIS Quality and Safeguards Commission on behalf of your organisation.

My organisation details

Employer Id: [redacted]
Name: [redacted]
Status: Active
Provider type: Unregistered

Provider details

Key contacts

[Email preferences](#)

26. A list of category descriptions will display at the top of the screen. This describes the different categories of emails that will be received. For each email contact a category from the list must be selected e.g. these are the types of emails they will receive.

Below is a list of the categories a recipient can be added to.
If a recipient needs to receive emails for multiple categories, then add the recipient to each category.

Category	Description
Default recipient(s)	Essential email notifications will be sent to the Default recipient(s) if a recipient isn't listed for a category. At least one email must be listed as a Default recipient(s).
Provider registration	Recipients will be sent email notifications relating to the provider's registration.
Worker screening	Recipients will be sent email notifications related to Worker Screening. This includes verification requests, updates about status changes for linked workers, and when a worker's check is due to expire.

27. To add an email contact to the list, select 'Add', enter their details and choose the category of emails they will receive. If they require multiple categories, they will need to be added multiple times.

List of recipients

Filter: 01. Active recipients

Email address	Recipient name	Category	Status	
▶ [redacted]	[redacted]	Worker screening	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV)

28. To **remove** an email contact, select 'Action' and 'Remove'.

29. To **update** the details of an email contact e.g. change their email category, select 'Action' and 'Update'.

List of recipients

Filter: 01. Active recipients

Email address	Recipient name	Category	Status	
▶ [redacted]	[redacted]	Worker screening	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>
▶ [redacted]	[redacted]	Default recipient(s)	Active	<input type="button" value="Actions"/>

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV)

Update Remove