



# Quick reference guide NDIS Commission Provider Portal Inbox Unregistered NDIS Provider & Self or Plan-Managed Participants

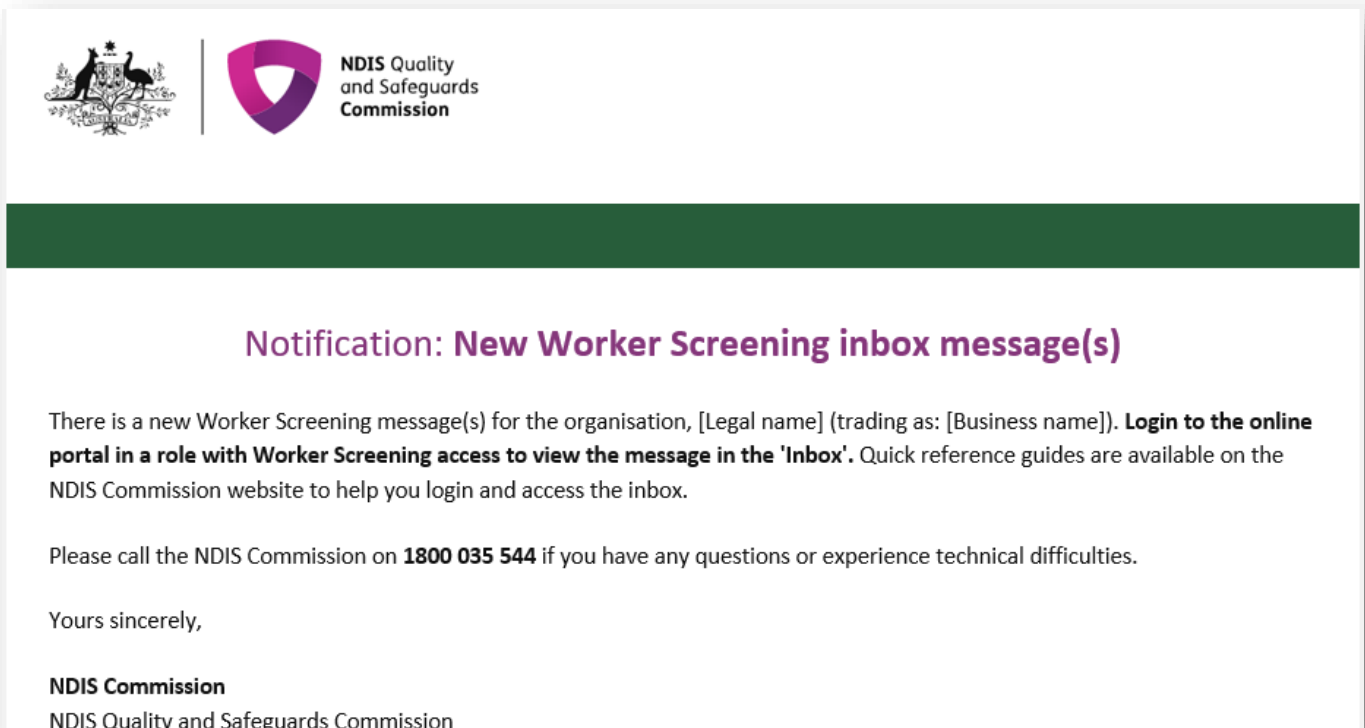
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- The NDIS Commission is changing the way it communicates with unregistered NDIS providers , self and plan-managed participants about NDIS Worker Screening matters.
- From 12 June 2022, unregistered NDIS providers, self and plan-managed participants will receive a notification to their email account **alerting** them to a **message** in their NDIS Commission Worker Screening Database Inbox .
- All communication about NDIS Worker Screening can only be accessed via the NDIS Commission Worker Screening Database **Inbox**.
- **Regularly check your NDIS Commission Worker Screening Database Inbox for important messages about worker screening.**
- This quick reference guide provides information about how to access and manage messages in your NDIS Commission Provider Portal Inbox.

## Inbox notification

1. When you receive a **message** in your **NDIS Commission Worker Screening Database Inbox** you will receive an email alert about the message.



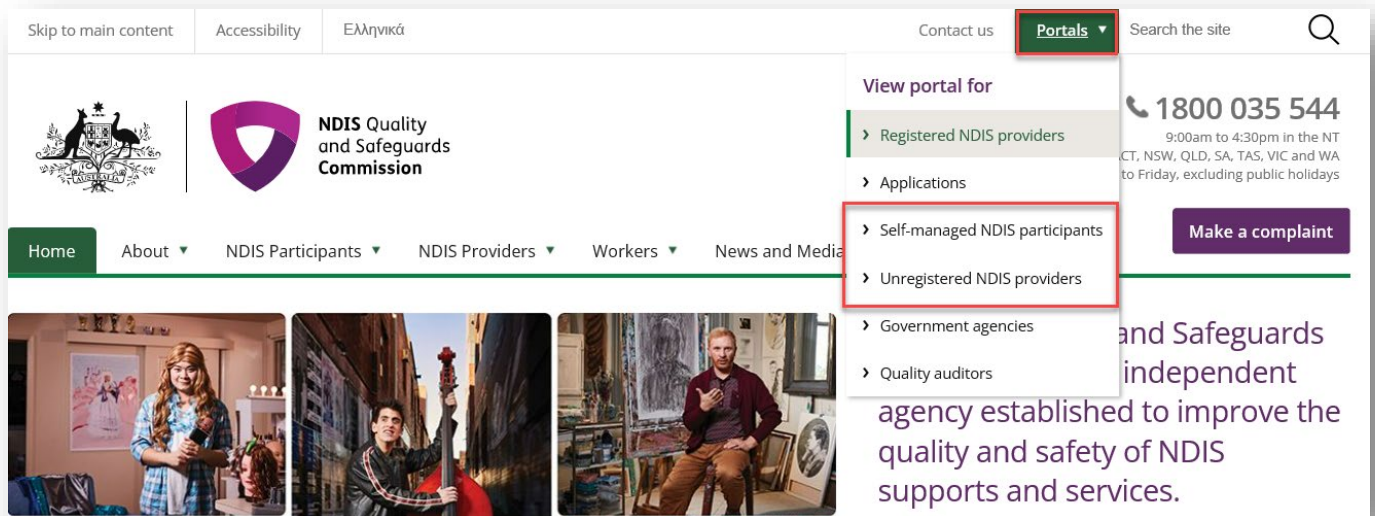
The image shows a sample email notification from the NDIS Quality and Safeguards Commission. At the top left is the Australian coat of arms, and to its right is the NDIS logo and the text 'NDIS Quality and Safeguards Commission'. Below this is a dark green horizontal bar. The main body of the email has a white background with a purple heading: 'Notification: New Worker Screening inbox message(s)'. The text below the heading reads: 'There is a new Worker Screening message(s) for the organisation, [Legal name] (trading as: [Business name]). **Login to the online portal in a role with Worker Screening access to view the message in the 'Inbox'.** Quick reference guides are available on the NDIS Commission website to help you login and access the inbox.' Below this is a line of text: 'Please call the NDIS Commission on **1800 035 544** if you have any questions or experience technical difficulties.' This is followed by 'Yours sincerely,' and the signature 'NDIS Commission' and 'NDIS Quality and Safeguards Commission'.

2. The representatives that will receive the email alert are those with the email preference of 'Default recipient', and/or 'Worker Screening'.
3. For information about how to manage email preferences please refer to the QRG - <https://www.ndiscommission.gov.au/document/2596>
4. Email alerts are sent at 6am, 12 noon and 4pm daily (if messages are available). If an inbox message is read before the email alert about that message is sent, an email alert won't be sent.

**For example, if a representative of the organisation or the participant opens the inbox at 9.30am and reads a message before the next email alert is sent at 12 noon, an email alert about the message will not be sent. Other representatives of the organisation or the participant will need to check the inbox regularly to ensure that all messages are viewed, as they won't receive the email alert for the message that someone else has read before the next email alert batch was sent.**

## Access the Inbox

5. Go to the [NDIS Commission Website](#) and select the 'Portals' button and 'Unregistered NDIS providers' or 'Self-managed NDIS participants' option.



The screenshot shows the top navigation bar of the NDIS Quality and Safeguards Commission website. The 'Portals' button is highlighted with a red box. A dropdown menu is open, listing various portal options. The 'Self-managed NDIS participants' and 'Unregistered NDIS providers' options are also highlighted with red boxes. The website header includes the Australian coat of arms, the NDIS logo, and the text 'NDIS Quality and Safeguards Commission'. The navigation menu includes 'Home', 'About', 'NDIS Participants', 'NDIS Providers', 'Workers', and 'News and Media'. The contact information section displays the phone number '1800 035 544' and a 'Make a complaint' button. The main content area features three images of people and a brief description of the Commission's role.

6. Select 'Login with PRODA'.

### NDIS Worker Screening Database

The NDIS Worker Screening Database allows unregistered NDIS providers and self-managed participants to verify and check the NDIS Worker Screening clearance status of workers engaged to provide NDIS supports and services.

Unregistered NDIS providers and self-managed participants use the NDIS Worker Screening Database to:

- verify that a worker is or will be engaged by them to provide NDIS supports and services
- check the clearance status of a worker
- monitor the clearance status of workers and when a clearance is about to expire

The NDIS Worker Screening Database is only available to unregistered providers and self-managed participants that have been approved to access it by the NDIS Quality and Safeguards Commission. If you have not been granted access you can request access. For assistance with the NDIS Worker Screening Database or to apply for access please refer to the [Quick Reference Guides](#).

[Login with PRODA](#)

[Portal user guides](#)

7. At the 'Portal entry point' select the 'Provider name' of the unregistered NDIS provider, self or plan-managed participant that you are logging into the NDIS Worker Screening Database on behalf of. Select either '**Worker screening for organisation**' or '**Worker screening for participants**' as the 'Role'.

## 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 \*

Continue

8. Select the Inbox tile.

Unregistered providers:

Welcome to the NDIS Worker Screening Database, [blurred]

My account

Worker Screening

Number of pending verification requests: [blurred]

Inbox

Email preferences

Number of unread messages available: [blurred]

Self/plan-managed participants:

Welcome to the NDIS Worker Screening Database, [blurred]

Participant details

Worker Screening

Number of pending verification requests: [blurred]

Inbox

Number of unread messages available: [blurred]

## View inbox messages

9. To view a message select 'Actions' and 'View'.

Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.

Q Search

Category	Message type	Subject	Message status	Date/time of message	Actions
Worker Screening	New verification request	... has nominated the employer to verify their verification request.	Read	.../2022 04:27:13 PM	Actions
Worker Screening	Worker's check about to expire	... check is due to expire on 27/07/2022.	Read	.../2022 06:07:47 PM	View Mark as unread View verification requests
Provider registration	End of registration suspension	Your registration is no longer suspended. Your registration status is now 'Approved'.	Read	.../2022 10:46:11 AM	Actions
Worker Screening	Worker's status has changed	...; worker status is now 'Clearance'.	Unread	.../2022 04:36:56 PM	Actions

10. The message will appear at the bottom of a new page along with information about the message, such as who has viewed it and what email addresses received the email alert about the new message.

### View message

Mark as unread

Message Id: ... Category: Worker Screening Related to record Id: ...

Message type: New verification request Date/time of message: dd/mm/yyyy hh:mm .../2022 04:27:13 PM Message status: Read

Subject: ... has nominated the employer to verify their verification request.

Email addresses that were advised about the message:

▼ Message viewed by

A list of the organisation's staff who have viewed this message.

First name	Last name	Date/time message was viewed
[REDACTED]	[REDACTED]	/2022 09:23:45 AM
[REDACTED]	[REDACTED]	/2022 09:15:28 AM

11. The message will appear at the bottom of the page. Use the buttons along the top of the message to **expand** or **print** the message.

12. If the message relates to a worker screening verification request, select **'View verification requests'** button to navigate directly to the verifications page.

[View verification requests](#)

**Message:**

Font | Size | [Icons]

NDIS Quality and Safeguards Commission

Dear employer,

[REDACTED] has applied for an NDIS Worker Screening Check. In their application, they have identified that they work (or intend to work) for [REDACTED]

The NDIS Worker Screening Check assesses a worker's eligibility to provide supports or services to people with disability. **Navigate to your Screening verification requests by selecting the 'View verification requests' button and confirm if [REDACTED] will (or intends to) provide these supports or services for you or your organisation.** This pending request will expire on [REDACTED] 2022. Ensure you provide a response by the expiry date.

By **verifying this request**:

- their application will proceed for an NDIS Worker Screening Check
- you will be linked to this worker on the NDIS Worker Screening Database
- you will be notified about changes to their status.

By **rejecting or not responding to this request**, their application may be cancelled. The worker will be contacted prior to their application being cancelled. If you have accidentally rejected the request, you can link the worker to your organisation which will have the same effect as verifying them. [Quick reference guides](#) are available on our website to help you verify and link to a worker.

If you do not intend to engage the worker, then navigate to your Screening verification requests and reject the request, otherwise you will continue to receive verification reminders in your Inbox.

Back to list

## Search or filter messages

13. Use the filter options to show only **read** or **unread** messages in your inbox, or use the search function to display only particular messages e.g. all messages about Worker Screening.

Filter:   
02. Unread  
03. Read

### Q Search messages

Search for a message using at least one of the fields below.

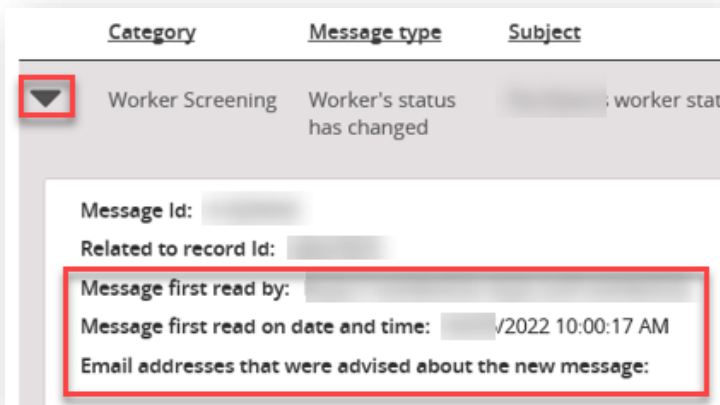
<b>Message Id:</b> <input type="text"/>	<b>Category:</b> Worker Screening <input type="button" value="v"/>	<b>Message type:</b> <input type="button" value="?"/> <input type="text"/> New verification request Reminder: Verification request Updated WS details Worker's application Worker's check about to expire Worker's status has changed
<b>Subject:</b> <input type="button" value="?"/> <input type="text"/>	<b>Date of message (From):</b> <i>dd/mm/yyyy</i> <input type="text"/> <input type="button" value="📅"/>	
<b>Message status:</b> Please Select <input type="button" value="v"/>	<b>Email addresses that were advised about the new message:</b> <input type="button" value="?"/> <input type="text"/>	

[Clear search](#) [Cancel search](#)



## Identify who has viewed a message

- 14. Expand the message in the inbox using the twistie arrow to view who has read the message and at what date/time.
- 15. If a user views a message and then marks it as 'Unread', their details will still appear in the 'Message first read by' field.
- 16. The 'Email addresses advised of the message' lists those email addresses that received the email alert about the message being available in the inbox.



### Key Points

From 12 June, you will receive communication about NDIS Worker Screening in the NDIS Worker Screening Database Inbox.

You will no longer receive emails about NDIS Worker Screening matters.

Regularly check the NDIS Worker Screening Database Inbox for important messages about worker screening.

### Legislation

[National Disability Insurance Scheme Act 2013](#)

[NDIS \(Practice Standards - Worker Screening\) Rules 2018](#)

### Contact Us

Web  
[Worker screening](#)

Phone  
1800 035 544

Email  
[nwsd@ndiscommission.gov.au](mailto:nwsd@ndiscommission.gov.au)