



Quick reference guide: Screening verification requests Registered 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. When a worker applies for a NDIS Worker Screening Check they must nominate at least one employer to verify their application. The nominated employer/s will receive an email notification requesting verification of the worker.
3. You must verify the worker if you intend for them to deliver NDIS supports and services. Once verified, you will be able to view the worker’s record in the NWSD and you will receive updates about their NDIS Worker Screening Check status.
4. You have 30 days to action a verification request. A reminder email will be sent to you 28 days, 14 days and 7 days prior to the expiry of the verification request.
5. Once verified, the worker’s application will progress and screening will commence.

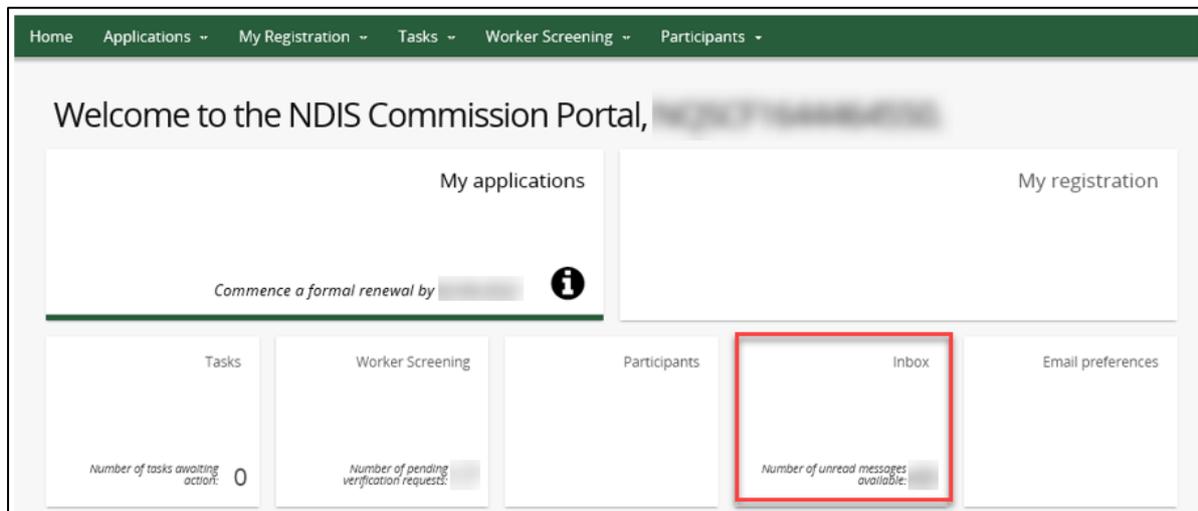


Tip 1 - A worker can nominate multiple employers, but only one employer needs to verify their NDIS Worker Screening Check application for the application to progress to screening. Once *one* employer has verified the application, the *other* employers will no longer receive the verification reminders. However, even if another employer has verified the worker, you must verify the worker too if you intend for them to deliver NDIS supports and services for your organisation.

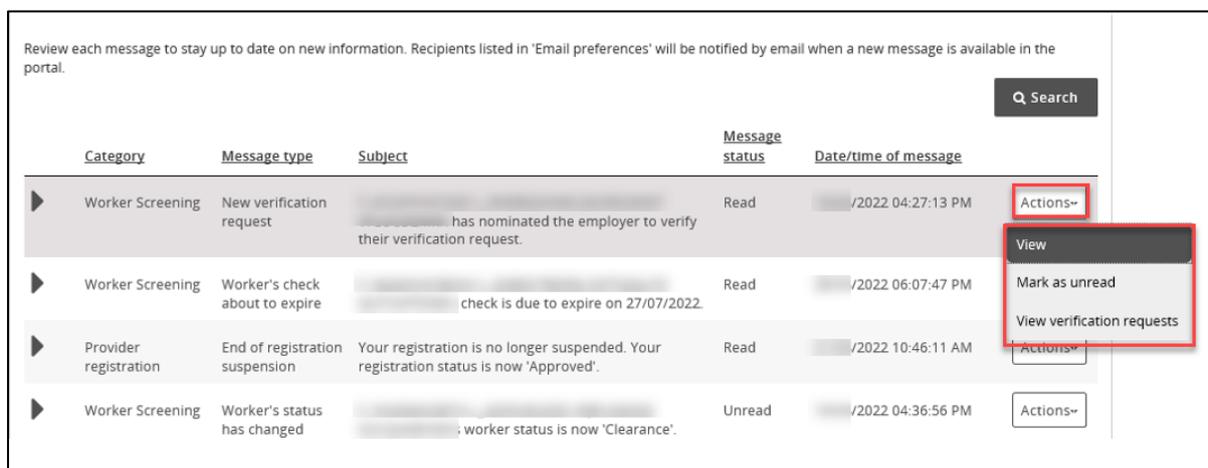
For further information please refer to the NDIS Quality and Safeguards Commission website - [Worker screening requirements \(NDIS registered providers\)](#). Alternatively, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by email at nwsd@ndiscommission.gov.au.

Notification about a verification request

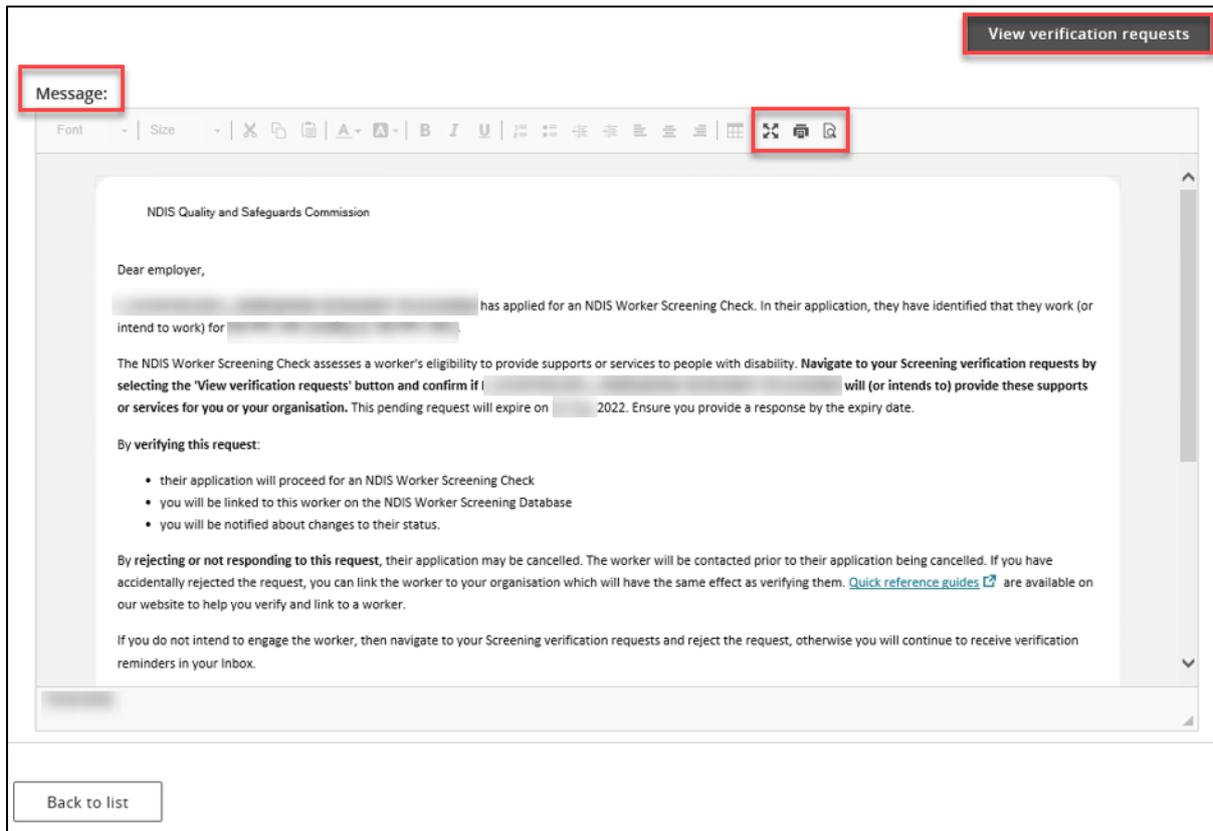
6. You will receive a notification about a verification request in your 'Inbox'.



7. Identify the 'New verification request' or verification reminder message, select 'Actions' and 'View verification requests'.

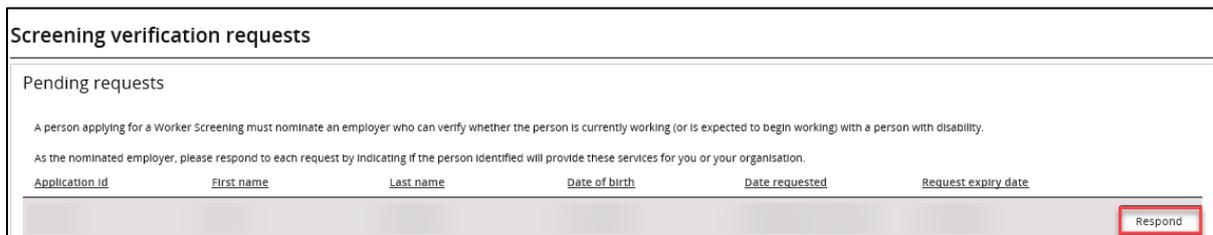


8. Select 'View verification requests' to navigate directly to the verifications page.



Respond to a verification request

9. Locate the worker you have received the verification request for and select 'Respond'.



10. Select either 'Verify' or 'Reject'.

- 10.1. If you verify the worker, you are confirming that they will provide, or intend to provide, NDIS supports and services for your organisation (if they receive a NDIS Worker Screening Clearance).
- 10.2. If you reject the worker you are confirming that they will not provide NDIS supports and services for your organisation.

Screening verification request X

Please indicate if the person below will provide NDIS services for you.
By verifying, this worker will be added to 'My workers' and you will receive notifications if their status changes.

Name: Date of birth:

Verify a worker

- Once you select 'Verify' you will move to the 'My workers' tab and be presented with an option to update the worker's contact details.

Worker Screening

Screening verification requests

- To enter the worker's work email address or work phone number enter the details directly on this screen. To update the work address, select 'add' and enter the details. Select 'Save and return' (even if you haven't entered any details).

Update worker

About the worker

Worker Screening Id: Name: Date of birth:

Worker's Status: Eligible to work: Expiry date:

Worker contact details

Please type in the worker's contact details in your organisation (optional)

Email address: Phone number:

Work address

The work location of this worker

13. The worker will now be linked to your organisation and appear on the 'My workers' tab.
14. You will receive updates about the NDIS Worker Screening Clearance status for all of your linked (verified) workers, including when they receive an NDIS Worker Screening Clearance and when their NDIS Worker Screening Clearance is due to expire.

Reject a worker

15. If you reject a worker you will not be able to view their worker record and will not receive updates about their NDIS Worker Screening Check status.



Tip 3 - If you *accidentally* reject a worker, you can *link* them to your organisation. Refer to the *Quick reference guide – Registered Provider – Link a worker*. Once linked you will be able to view the worker record and will receive updates about their NDIS Worker Screening Check status.



Tip 4 – If you are the only employer on an application and you *accidentally* reject a worker, contact the worker and ask them to get in touch with the Worker Screening Unit and request that they are linked back onto the application.

View previous verification requests

16. To view your verification request history navigate to the 'Screening verification requests' tab and view the 'Past requests' section.

Screening verification requests

Pending requests

A person applying for a Worker Screening must nominate an employer who can verify whether the person is currently working (or is expected to begin working) with a person with disability.
As the nominated employer, please respond to each request by indicating if the person identified will provide these services for you or your organisation.

| Application id | First name | Last name | Date of birth | Date requested | Request expiry date | |
|----------------|------------|-----------|---------------|----------------|---------------------|---------|
| | | | | | | Respond |
| | | | | | | Respond |

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Select Format, Press Export, and Save Download
Format: Comma Separated Values (CSV) Export

Past requests

| Application id | First name | Last name | Date of birth | Status | Decision date |
|----------------|------------|-----------|---------------|----------|---------------|
| | | | | Verified | |
| | | | | Verified | |



Tip 5 – You will receive email notifications about your verified (linked) workers regarding their NDIS Worker Screening Check status:

- 90 days prior to when their NDIS Worker Screening Check is due to expire; and
- if there is a NDIS Worker Screening Check status change e.g. they have been excluded and are no longer eligible to work.