



Australian Government



NDIS Quality
and Safeguards
Commission

Getting access to the NDIS Commission Portal

Quick reference guide – Providers registration

Only NDIS Providers registered with the NDIS Commission can access the NDIS Commission Portal. This part of the Quick Reference Guide explains the step-by-step process of successfully logging in to the NDIS Commission Portal.

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Logging in to the NDIS Commission portal

1. Click **Portal**. Select Registered NDIS providers

The screenshot shows the top navigation bar of the NDIS Commission website. The logo for the Australian Government and the NDIS Quality and Safeguards Commission are on the left. The phone number 1800 035 544 is in the center. On the right, there are links for 'Languages' and 'Portals' (highlighted with a red box), and a search bar. Below the navigation bar, there are dropdown menus for 'For participants', 'For providers', 'For workers', and 'Resources'. A 'Make a complaint' button is also visible. The main content area features a purple banner with the text 'When you make it known, you make it better.' and a button for 'Make it known, make it better resources'. Below the banner, there is a photo of two smiling men. At the bottom, a white box contains the text: 'The NDIS Commission works with participants and providers to improve the quality and safety of NDIS services and supports.'

2. Click Login with PRODA

NDIS Commission Portal

[Login with PRODA](#)

The NDIS Commission Portal contains tools for providers to manage their registration and meet their obligations.

The NDIS Commission Portal is also used by Approved Quality Auditors to record their audit recommendations for a provider's application for registration with the NDIS Quality and Safeguards Commission.

Registered providers use the NDIS Commission Portal to renew registration, update registration details, add or remove registration groups, notify the NDIS Commission of changes and events, submit behaviour support plans and incident reports, report uses of unauthorised practice, and more.

The NDIS Commission Portal is only available to providers that have registered with the NDIS Commission. If you do not have an NDIS Commission Portal user account, please refer to the [Quick Reference Guide - Getting access to NDIS Commission Portal](#).

For assistance with PRODA, please contact the PRODA helpline on 1800 700 199.

Should you need additional technical support, help is available at Tier1Support@ndiscommission.gov.au.

3. Type the PRODA Username and Password then click Login



PRODA
Provider Digital Access

Login

If you have already created your PRODA account, login below.

Username

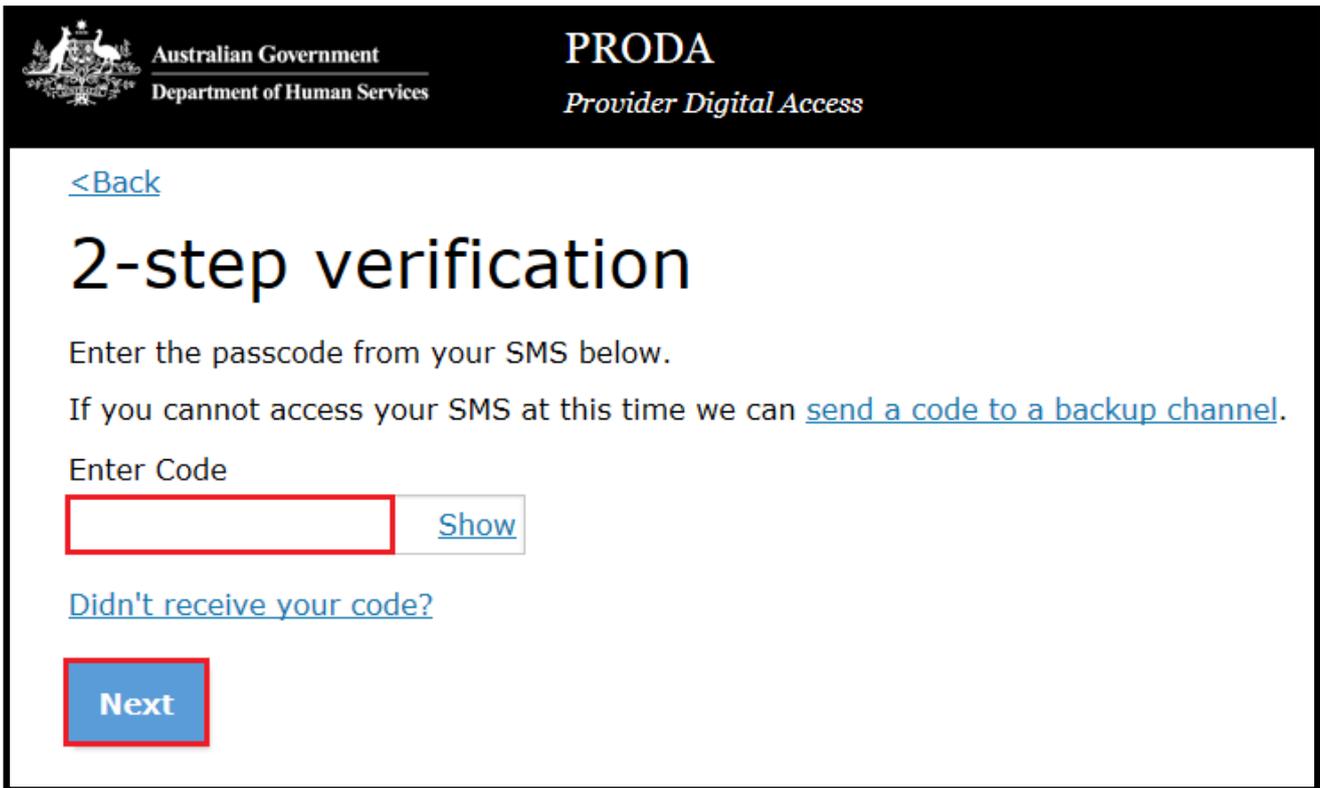
[Forgot your username?](#)

Password
 [Show](#)
[Forgot your password?](#)

[Login](#)

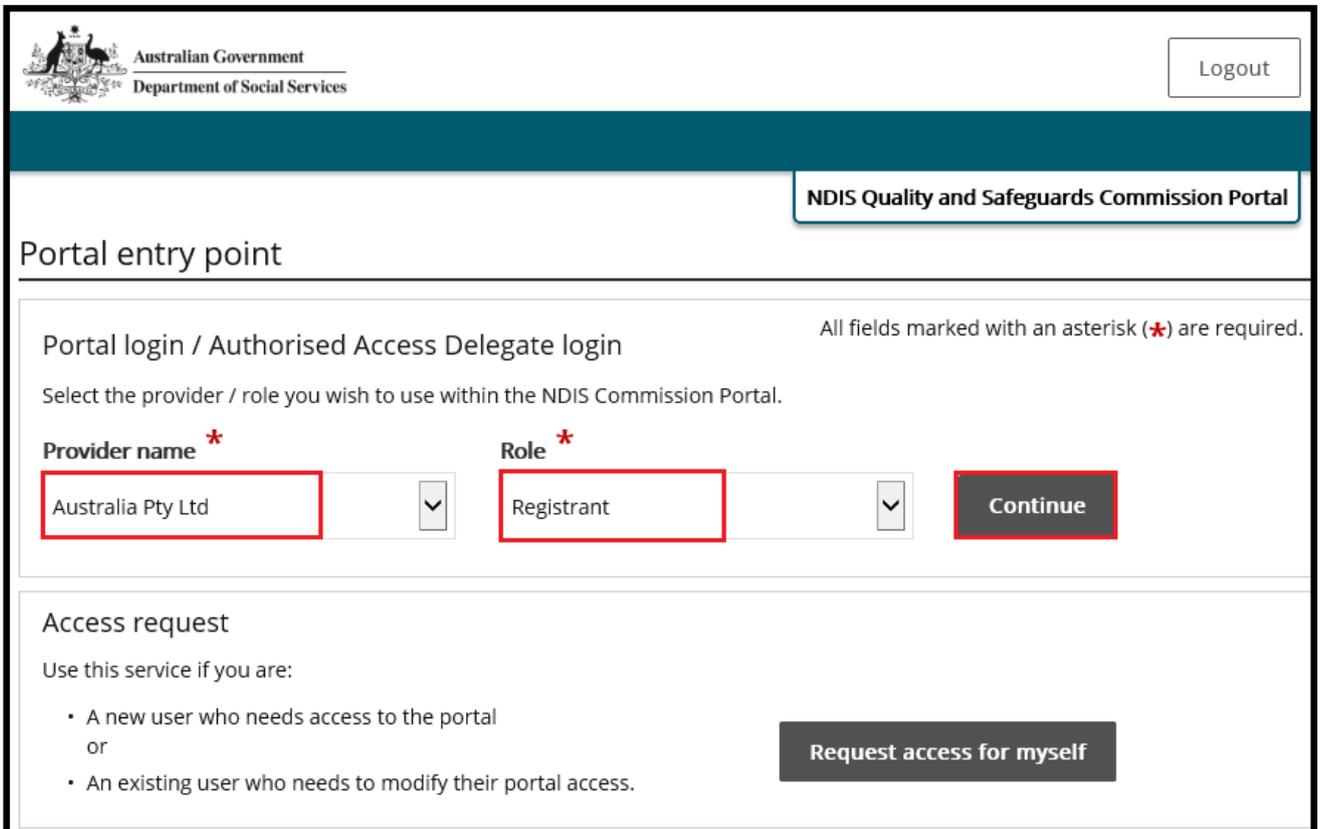
Don't have a PRODA account? [Register now](#)

4. Enter the PRODA verification Code then click Next



The screenshot shows the PRODA (Provider Digital Access) 2-step verification screen. At the top left is the Australian Government logo and the text "Australian Government Department of Human Services". At the top right is the text "PRODA Provider Digital Access". Below the header is a "<Back" link. The main heading is "2-step verification". Below this is the instruction "Enter the passcode from your SMS below." and a link "If you cannot access your SMS at this time we can [send a code to a backup channel](#)." There is a text input field labeled "Enter Code" with a "Show" button to its right. Below the input field is a link "Didn't receive your code?". At the bottom is a blue "Next" button.

5. Select the Provider name and the Role to logon and then click Continue



The screenshot shows the login page for the NDIS Quality and Safeguards Commission Portal. At the top left is the Australian Government logo and the text "Australian Government Department of Social Services". At the top right is a "Logout" button. Below the header is a teal bar with the text "NDIS Quality and Safeguards Commission Portal". The main heading is "Portal entry point". Below this is the text "Portal login / Authorised Access Delegate login" and "All fields marked with an asterisk (*) are required." Below this is the instruction "Select the provider / role you wish to use within the NDIS Commission Portal." There are two dropdown menus: "Provider name*" with "Australia Pty Ltd" selected, and "Role*" with "Registrant" selected. To the right of these is a red "Continue" button. Below this is the "Access request" section with the text "Use this service if you are:" and a list of two bullet points: "A new user who needs access to the portal or" and "An existing user who needs to modify their portal access." To the right of the list is a dark grey button labeled "Request access for myself".

6. Click I agree

BETA This is beta. Help us make it better for you - please [give feedback](#)



NDIS Quality and Safeguards Commission

Logging on to the NDIS Commission Portal

You are now entering the NDIS Commission Portal. Data contained on this system is subject to the Privacy Act 1988. Any unauthorised use or disclosure of data contained on this system may be a breach of the Privacy Act 1988.

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 continuing, you are representing yourself as an authorised user of the NDIS Quality & Safeguards Portal. You are also agreeing to:

1. Only access data relating directly to your agency's responsibilities.
2. Only access data necessary to perform approved activities relating to your agency's responsibilities.

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

The Department may revoke NDIS Quality & Safeguards Portal access rights for anyone who fails to comply with these requirements.

[Exit application](#) **I agree**

This should successfully log you on to the Portal

Request new user roles

A staff member can request a new user role using the Commission Portal, for this the user first needs to successfully login to PRODA.

7. After logging in to PRODA, at **Portal entry screen**, click **Request access for myself**



Australian Government
Department of Social Services

Logout

NDIS Quality and Safeguards Commission Portal

Portal entry point

Portal login / Authorised Access Delegate login All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name * **Role ***

Continue

Access request

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.

Request access for myself

8. Click **I'm ready to request access**

Portal details access request

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

Approved Quality Auditor An employee of an Audit organisation, this person is has the same responsibility of an 'Auditor' role and	Auditor An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a	Authorised Reporting Officer Responsible for accepting a behaviour support plan and reporting monthly on the use of authorised restrictive
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You are advised that giving false or misleading information is a serious offence.

The NDIS Commission may revoke NDIS Commission Portal access rights for anyone who fails to comply with these requirements.

Additionally, the Commonwealth disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented on this document.

[Cancel](#) **I'm ready to request access**

9. Select the user roles that are required and click **Next**

1. Your details

First name USER1	Last name BVT	
Email	Work phone number *	Mobile phone number

2. Required user role(s) *

Choose at least one user role from the options below.

<input type="checkbox"/> Approved Quality Auditor An employee of an Audit organisation, this person is has the same responsibility of an 'Auditor' role and more. They are responsible for witnessing and submitting an assessment on a registration application, and providing an audit recommendation.	<input checked="" type="checkbox"/> Registrant Responsible for managing and varying an NDIS Provider's current scope of registration, managing the organisation's workers and notifying the NDIS Commission about a reportable incident. Registrant includes 'Worker Screening Officer' role.
<input type="checkbox"/> Auditor An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a registration application.	<input type="checkbox"/> Authorised Access Delegate Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.
<input checked="" type="checkbox"/> Authorised Reporting Officer Responsible for accepting a behaviour support plan and reporting monthly on the use of authorised restrictive practices.	
<input type="checkbox"/> NQSC BSP Practitioner Behaviour Support Practioner responsible for creating a behaviour support plan for a person with disability.	

[Back](#) **Next**

10. Enter the related **Organisation details** for the new user role/s request and click **Run search**. Please only enter **one** of the Provider Details (**ABN is preferred**)

Organisation details access request

3. The service provider you work for

Provider details

Provider legal name	Provider trading name	ABN
<input type="text" value="Australia Pty Ltd"/>	<input type="text"/>	<input type="text"/>

Provider address details

Address line 1

Address line 2

Suburb/town	State	Postcode
<input type="text"/>	<input type="text" value="Please select"/>	<input type="text"/>

11. Review the **Summary access request** and click **Submit**

Request summary access request

4. Access request summary

Your details

First name : USER1	Last name : BVT	
Email address	Work phone :	Mobile phone :

Required user role(s)

Role : Authorised Reporting Officer, Registrant

Your employer's details

Provider legal name : Australia Pty Ltd	Provider trading name :	ABN :
Address : VICTORIA 3088		

About PRODA

PRODA is an online authentication system used to securely access government online services. PRODA is managed by the Department of Human Services.

Most individuals who need access to the NDIS Commission Portal will require a PRODA account.

Once you have authenticated your identity with PRODA, your username and password will allow you to access multiple online services including the NDIS Commission Portal.

Requirements

- An email address which is unique to you (not a shared email address)
- At least 3 specified and valid Australian Government issued identity documents to verify your identity online. A full list of acceptable documents is available on the [PRODA registration page](#).
- Please also check that you are using the minimum browser version required for the service you are accessing through PRODA. To access PRODA to set up an account you'll need one of these minimum browser versions:
 - Internet Explorer 9
 - Mozilla Firefox 30
 - Google Chrome 39
 - Safari 5

Learn more and register

- [Register for a PRODA account](#)
- [Learn more about PRODA](#)
- [PRODA eLearning](#)

If you require assistance with your PRODA account, see the [Contact Us section of the PRODA help page](#).

Help with accessing NDIS Commission portal

The following questions and answers are for Providers who are having difficulties accessing the NDIS Commission Portal

1. I do not have PRODA account, how can I create a PRODA account?
See [Register for a PRODA account](#) to register and create a new PRODA account.
2. I am unable to create a PRODA account, what can I do?
Please contact the PRODA Help Desk on 1800 700 199 or proda@humanservices.gov.au.
3. I have a PRODA account but I cannot log on to the NDIS Commission Portal, what can I do?
If your organisation is registered with the NDIS Commission, contact the NDIS Commission Contact Centre on 1800 035 544 or tier1support@ndiscommission.gov.au.