



Australian Government



NDIS Quality and Safeguards Commission

NDIS behaviour support Practitioners

Quick reference guide – How to Update Practitioner Profile

This guide can be read in conjunction with our FAQ on the behaviour support practitioner profile.

When a behaviour support practitioner is considered suitable, their portal access moves from the applications portal to the NDIS provider portal.

Important note: An auto-generated verification email is sent when the application is approved. This can end up in you spam or junk email folder. You must click on the link in this email to complete your practitioner profile access.

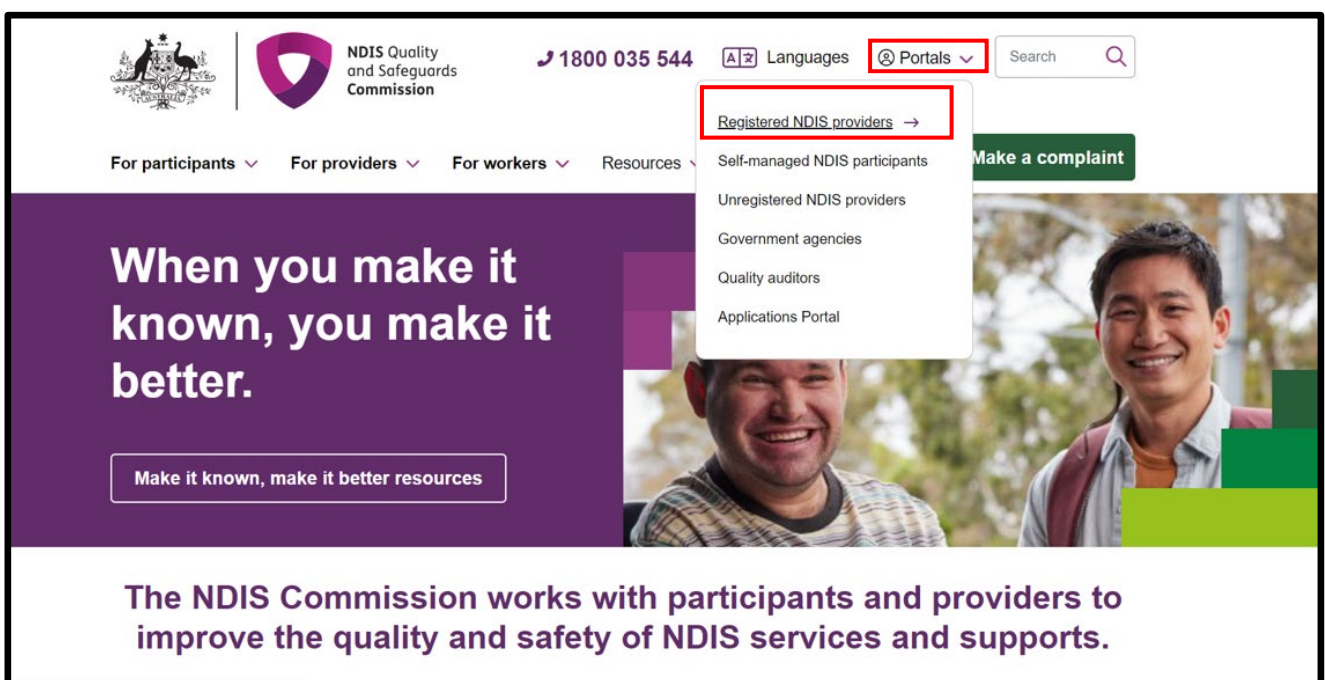
This Quick Reference Guide explains the step-by-step process of logging in to the NDIS Commission Practitioner Profile.

In this guide

- [Logging in to the NDIS Commission Provider Portal](#)
- [Updating the Practitioner Profile details](#)
- [Updating the contact details on the NDIS Commission website](#)
- [Accessing your outcome letter](#)
- [Help with accessing the NDIS Commission portal](#)

Logging in to the NDIS Commission portal

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



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**.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Login

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

Username

[Forgot your username?](#)

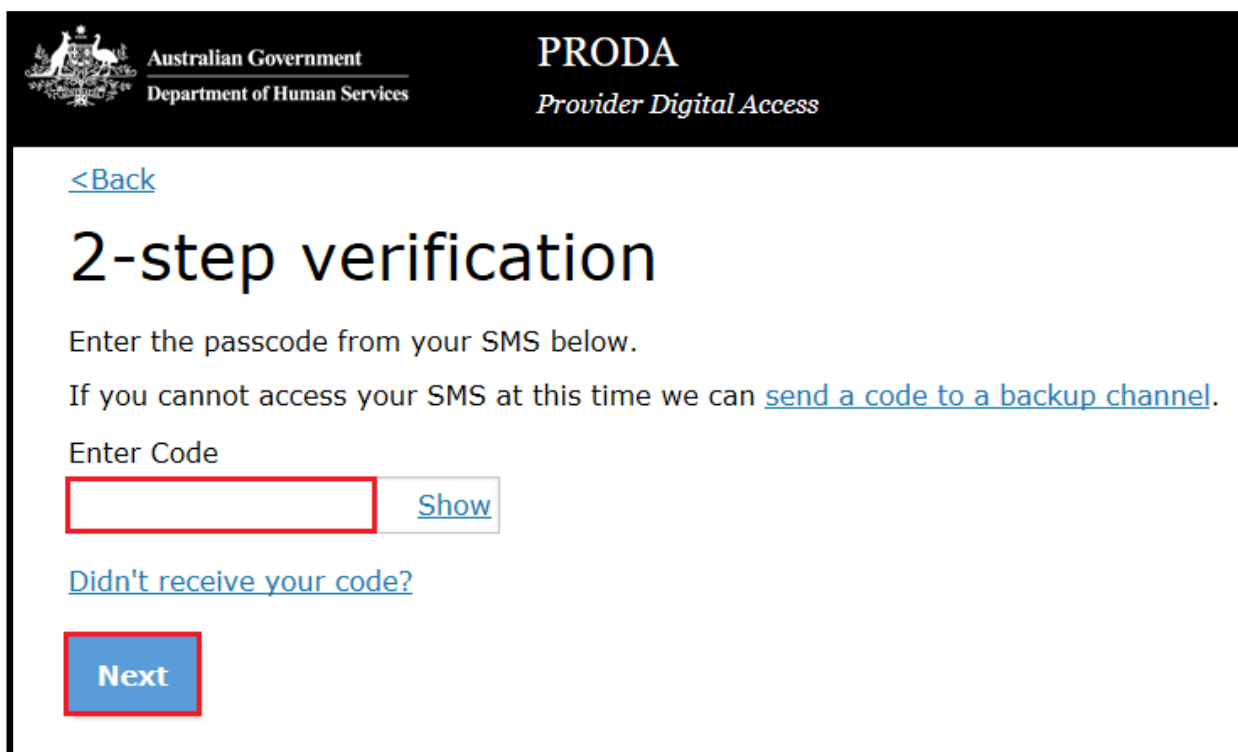
Password
 [Show](#)

[Forgot your password?](#)

Login

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

4. Enter the PRODA verification **Code** then click **Next**.



[<Back](#)

2-step verification

Enter the passcode from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

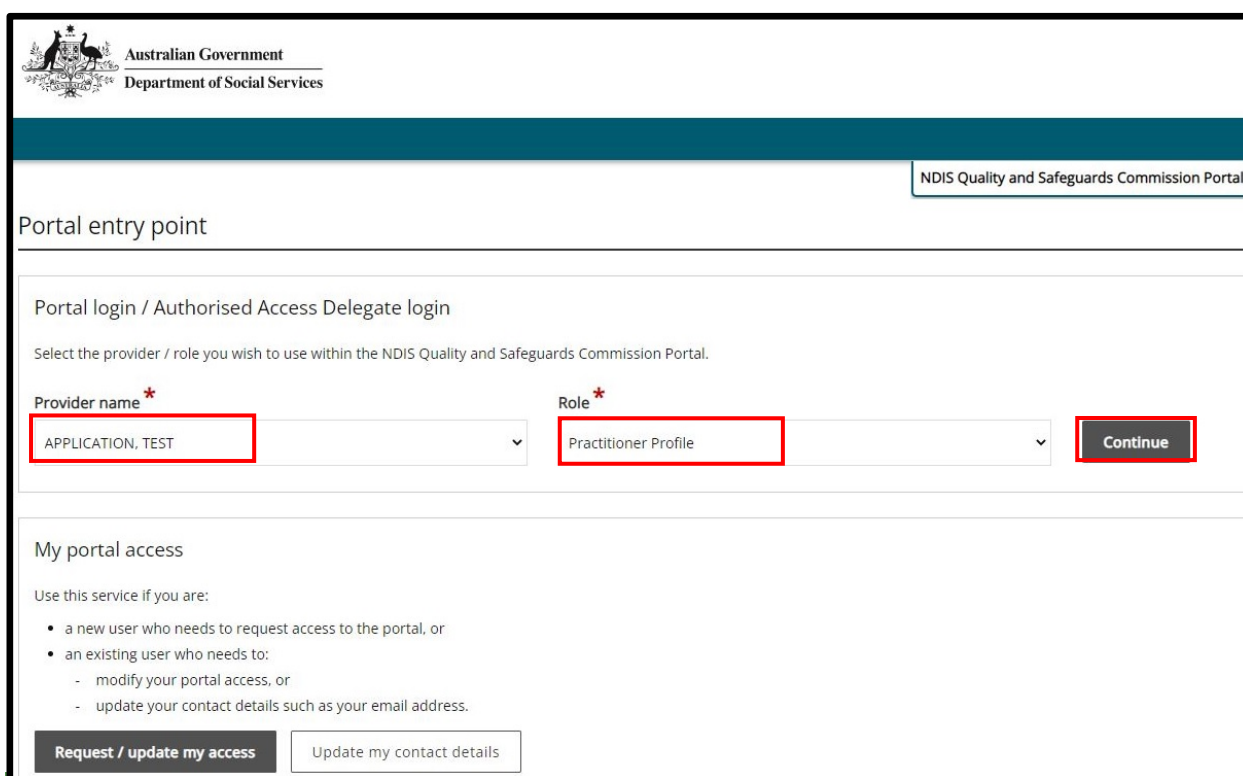
Enter Code

[Didn't receive your code?](#)

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

For the practitioner profile, your name will appear under the provider name. This is for technical purposes only and you are not considered a provider in this context (unless you are a sole trader who is also registered as an NDIS provider).

If you are logging in to lodge a behaviour support plan, select the provider name that you are lodging the plan on behalf of and refer to the Quick Reference Guide on lodging behaviour support plans.



Australian Government
Department of Social Services

NDIS Quality and Safeguards Commission Portal

Portal entry point

Portal login / Authorised Access Delegate login

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

Provider name*

Role*



My portal access

Use this service if you are:

- a new user who needs to request access to the portal, or
- an existing user who needs to:
 - modify your portal access, or
 - update your contact details such as your email address.

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.

7. Click **My Practitioner Profile**.



NDIS Quality and Safeguards Commission

[Change role / Manage access](#) [Notifications 0](#) [Switch to myplace](#) [Logout](#)

Home Tasks My practitioner profile

Welcome to the NDIS Commission Portal

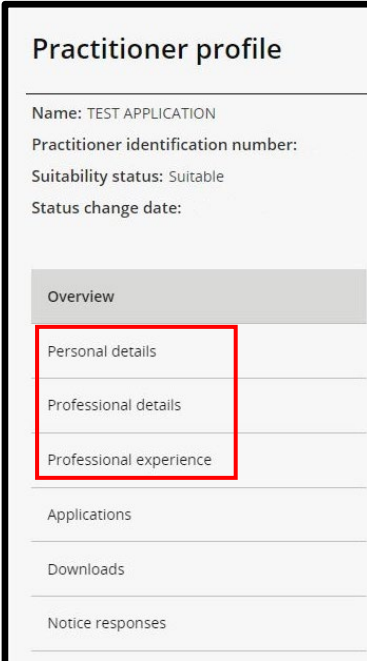
My practitioner profile

Tasks

Number of tasks awaiting action: 0

Updating the Practitioner Profile details

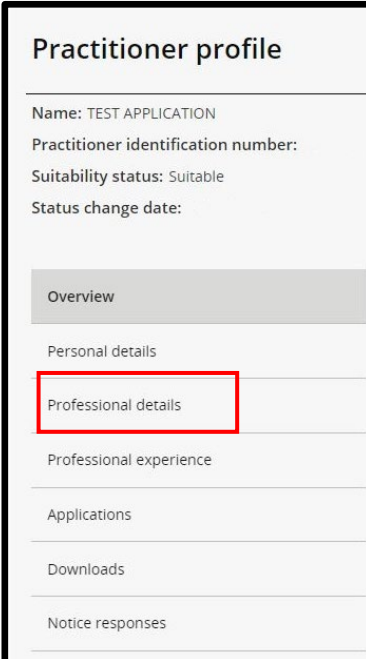
1. Click **Personal details / Professional details / Professional experience** to make any changes.



The screenshot shows the 'Practitioner profile' page. At the top, it displays the name 'TEST APPLICATION', the practitioner identification number, suitability status 'Suitable', and status change date. Below this is a navigation menu with the following items: Overview, Personal details, Professional details, Professional experience, Applications, Downloads, and Notice responses. A red rectangular box highlights the 'Personal details', 'Professional details', and 'Professional experience' options in the menu.

Updating the contact details on the NDIS Commission website

1. Click **Professional details**.



The screenshot shows the 'Practitioner profile' page, identical to the one above. The navigation menu items are: Overview, Personal details, Professional details, Professional experience, Applications, Downloads, and Notice responses. A red rectangular box highlights the 'Professional details' option in the menu.

2. Click **update** (this will allow you to consent to your name, email address, phone number and postcode being placed on a list of NDIS behaviour support practitioners to be published on the NDIS Commission’s website).

Publishing contact details on the NDIS Commission website

If the NDIS Commission determines your application as suitable, then (with your consent) your details may be published on the NDIS Commission website in the NDIS Behaviour Support Practitioner Register.

Update

First name: TEST1

Last name: APPLICATION1

Phone number:

Email address:

Postcode:

Agreement to publish

I **DO** consent to my name, email address, phone number and postcode being placed on a list of NDIS behaviour support practitioners to be published on the NDIS Quality and Safeguards Commission’s website if the Commissioner (or delegate) decides that I am suitable to undertake behaviour support assessments (including functional behaviour assessments) and to develop behaviour support plans that may contain the use of regulated restrictive practices.

have read the statement above and I **DO** consent to publishing my details.

Help with accessing your Practitioner Suitability Outcome letter.

1. Login to the NDIS Commission Provider Portal.
2. In the Portal entry point, select your name under the provider drop down (please note this is for technical purposes only and you are not considered a provider in this context).
3. Select **Practitioner Profile** under the Role drop down box.
4. Click on **My practitioner profile**.
5. Click on **Applications** in the left menu.
6. Select **Actions** on your Completed application from the drop down list and click **View**.
7. Click **Downloads** on the left menu then download the latest **Application Outcome Letter** from the list.

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 ICT Support team nqsc.ictsupport@ndiscommission.gov.au.

Further information or support

Contact the NDIS Quality and Safeguards Commission

Email: ndispractitioners@ndiscommission.gov.au