

Request or update existing access to the NWSD on behalf of an employee

1. Log into the NDIS Commission portal, on reaching the portal entry point. Under the Account name, select your organisation and the **Authorised Access Delegate** role, click **Continue**.

Tip: You must be logged in as the **Authorised Access Delegate** role to request, update or approve access to the NWSD on behalf of an employee.

Portal entry point My access requests

Portal entry point

Access an account

To access an account in the portal:

1. Select the Account name
2. Select a Role then 'Continue'.

Account name:

Role:

Continue

My access

'Create a new request' to request access to an account or to request a change to your current access.

'My access requests' contains a list of your access requests. You can update or withdraw a recent request if it is still active.

Create a new request **My access requests** Update my contact details

2. Click **Create new request**.

Portal entry point My access requests

Account

ABN:

Legal name:

Trading name:

Account type: Organisation

Address:

Access requests list

User access list

Access requests list

A list of the account's access requests. As the Authorised Access Delegate, you may view, update and record a decision on a 'Pending' request. You have until the expiry date to record a decision on a request. The user will be advised by email if their request is Approved, Rejected or has Expired.

You may also 'Create a new request' for a user to access this account in the portal.

Once a user's been approved to access this account, their record will be available in the 'User access list'. If their access needs to change, you can find their record and update their user access as appropriate.

► About a request's status

Filter: Pending ► Show Search

Create a new request

Request submitted date/time	First name	Last name	Email address	Request status	Expiry date	
22/01/2025 11:20:38 AM				Pending	21/02/2025	View

3. Please ensure that you read all the information on this page, then click **I am ready to request access.**

Portal entry point My access requests

Create a request for a user

Create a request for a user to access the account, Able Australia in the portal. This user will need to register for a Provider Digital Access (PRODA) account to login to the portal. Please create a request for each user that needs access to this account.

Once you are ready to create a request, you may select 'I am ready to request access' at the bottom of this page.

How does it work?

To create a new request for a user, you will need to record:

- Their current legal name, as shown on their identity documents. **This is essential** - If the name you record does not match the legal name recorded on their PRODA account, then they won't be able to follow the instructions on the email sent to them after you submit this request. If you've recorded the incorrect name, the user will be presented with an error when they follow the instructions in the email. If this occurs, you will need to create a new request with the correct legal name.
- Their email address and phone number.
- The role(s) the user may use to access this account.

After you submit the request, an email will be sent to the user. They will need to follow the instructions in the email to 1. register for a PRODA account if they don't have one and then 2. follow the link in the email to activate their access. Once complete, their access will be updated to reflect this request and they will be able to access the portal with this account. This request will expire in 30 days if the user does not complete process.

User access responsibilities

The NDIS Quality and Safeguards Commission Portal - NTE04 is an Australian Government computer system managed by the Department of Social Services.

Data contained within the NDIS Quality and Safeguards Commission Portal - NTE04 is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the NDIS Quality and Safeguards Commission Portal - NTE04 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 Quality and Safeguards Commission Portal - NTE04.

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 Safeguards Commission may revoke NDIS Quality and Safeguards Commission Portal - NTE04 access rights for anyone who fails to comply with these requirements.

Security awareness

Once the NDIS Quality and Safeguards 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 Safeguards Commission has other ways of obtaining and providing information including mail, telephone and electronic file transfer.

Disclaimer

The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

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 system.

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

4. Enter the **employee's details** including their current legal name. It is essential that the worker's details are entered exactly as shown on their identity documents. Click **Next**.

Portal entry point My access requests

Create a request for a user

Account Details

Legal name :

Trading name :

ABN :

Address :

1. User's details

All fields marked with an asterisk (*) are required.

Record the user's details including their current legal name, as shown on their identity documents. **This is essential** - The name you record, if this does not match the legal name recorded on the user's PRODA account, then they won't be able to follow the instructions on the email sent to them after you submit this request. If you record the incorrect name, the user will be presented with an error when they follow the instructions in the email. If this occurs, you will need to create a new request with the correct legal name.

First name*

Last name*

Email address*

Phone number*

Mobile phone number

[Back](#) [Discard request](#) **Next**

5. Select at least one role from the options below. Once the user completes the process, they will only be able to access the account in the selected role(s). Select **I authorise this request and confirm the above details are correct**, then click **Submit**.

2. Access to roles All fields marked with an asterisk (*) are required.

Select at least one role from the options below. Once the user completes the process, they will only be able to access the account in the selected role(s).

<input type="checkbox"/> Approved Quality Auditor An employee of an Audit organisation, this person 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 type="checkbox"/> Behaviour Support Practitioner Admin Provides data entry support to a Behaviour Support Practitioner to enter a behaviour support plan in the portal.
<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"/> Behaviour Support Reporting Admin Provides data entry support to an Authorised Reporting Officer by entering reports on the use of an authorised restrictive practice.
<input type="checkbox"/> Authorised Reportable Incidents Approver Responsible for completing, reviewing and submitting a reportable incident to the NDIS Commission.	<input type="checkbox"/> Practitioner Profile A role provided to an NDIS Behaviour Support Practitioner to allow them to manage their profile. A practitioner should contact the NDIS Commission if they require access to this role. Note 'Behaviour support practitioner' role should be requested to lodge behaviour support plans in the portal.
<input type="checkbox"/> Authorised Reportable Incidents Notifier Responsible for documenting a reportable incident in preparation for review and submission.	<input checked="" type="checkbox"/> Registrant Responsible for managing and varying an NDIS Provider's current scope of registration as well as managing email preferences for the organisation.
<input type="checkbox"/> Authorised Reporting Officer Responsible for accepting a behaviour support plan and submitting monthly reports on the use of an authorised restrictive practice.	<input checked="" type="checkbox"/> Worker Screening Officer Responsible for managing the provider's workers.
<input type="checkbox"/> Behaviour Support Practitioner Responsible for developing and lodging a behaviour support plan for a person with disability. This role requires approval as an NDIS behaviour support practitioner.	<input type="checkbox"/> Authorised Access Delegate Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

3. Acknowledgement

After you submit the request, an email will be sent to the user. They will need to follow the instructions in the email to activate their access. Once complete, their access will be updated to reflect this request and they will be able to access the portal with this account. **This request will expire in 30 days** if the user does not complete process.

☒ I authorise this request and confirm the above details are correct. *

My full name Date

6. The request has now been submitted. An email will be sent to the employee containing instructions on how to log in and a link to finalise their access. If the employee does not activate their access within **30 days**, the request will expire.

Portal entry point My access requests

Finish access request

☒ Access request submitted. Your access request details are shown below. Select the Finish button to return to the account

7. Once the employee has successfully activated their access, you can **update** access to the NWSD on behalf of an employee. Do this by logging in as the **Authorised Access Delegate** and navigating to the **User access list**.