



Frequently Asked Questions (FAQs) – Renewal of expiring NDIS Worker Screening Checks

External use

Abbreviations used in this document

- **NDIS** National Disability Insurance Scheme
- **WSU** Worker Screening Unit
- **NWSD** National Disability Insurance Scheme Worker Screening Database

General

What is an NDIS worker screening check?

An NDIS worker screening check assesses whether a person who works or intends to work with people with disability poses an unacceptable risk to them. A worker will either be cleared or excluded from working in certain roles.

The worker screening check is nationally applied, and information is shared across the states and territories so that a worker cannot have more than one clearance or exclusion. Workers only need to apply for a worker screening check in one state or territory.

Who must have a worker screening check?

For registered NDIS providers, key personnel (e.g. CEOs and board members) and people in risk-assessed roles (including staff, volunteers and students doing work experience or placements) need a worker screening check.

Registered NDIS providers are responsible for identifying and recording all roles that are risk-assessed roles in their organisation.

What is a risk-assessed role?

A risk-assessed role includes all key personnel and roles that are likely to require ‘more than incidental contact’* with people with disability, which includes:

- physically touching a person with disability
- building a rapport with a person with disability as an integral and ordinary part of the performance of normal duties
- having contact with multiple people with disability as part of the direct delivery of a specialist disability support or service, or in a specialist disability accommodation setting.

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- involved in the direct delivery of specified supports or services to a person with disability

** 'More than incidental contact' can be physical contact as well as communication that is face-to-face or oral, written or electronic.*

How long is a worker screening check valid for?

A worker screening check is valid for up to 5 years from the date of the outcome, unless cancelled or revoked.

Who administers worker screening checks?

State and territory [worker screening units](#) (WSUs) undertake worker screening checks on behalf of the NDIS Commission.

Why am I hearing about worker screening checks now?

The worker screening check has a five-year lifecycle, with the first cycle of renewals scheduled to finish from 1 February 2026. Some workers may be able to renew their current worker screening check from late 2025.

Registered providers

Why are worker screening checks important?

NDIS worker screening helps ensure that the people who work, or wish to work, with NDIS participants don't present an unacceptable risk to them.

The worker screening check is one tool employers can use during the recruitment, selection and screening process for new employees. The worker screening check can also help providers with the ongoing review of the suitability of NDIS workers.

How do I check the expiry date of workers linked to my organisation?

If you are an employer for the purposes of NDIS worker screening, you can check the clearance status of any linked workers, including the expiry, by searching for the worker in the [NDIS Worker Screening Database](#) (NWSD).

Will my linked workers need to renew their worker screening check?

Yes.

Any worker with a worker screening check due to expire within 90 days will need to renew their worker screening check in order to continue working in risk-assessed roles.

You will receive a notification via the NWSD when a linked worker's check will expire within 90 days.

What happens if the worker screening check of a worker linked to my organisation expires?

If a worker is operating in a risk-assessed role for a registered provider, and their Worker Screening Check expires, that worker must be removed from all risk-assessed roles immediately.

The registered provider is responsible for ensuring this happens.

The worker cannot operate in a risk-assessed role for registered providers until their worker screening check is re-issued.

‘Work on application’ renewals

‘Work on application’ means that a worker with a valid worker screening check can continue working in risk-assessed roles while their renewal application is being processed. This applies only where:

- the state or territory they are working in has a work on application policy
- the worker submits the application to the same WSU that issued the original worker screening check
- the application is submitted before the expiry date
- their employer logs into the NWSD and verifies that the worker is employed by their organisation before the expiry date.

For more information on ‘work on application’ rules and eligibility, please refer to the website of the [Worker Screening Unit](#) that issued the worker’s original worker screening check.

Will I need to verify the employment of my worker for their worker screening check renewal?

Yes.

To renew a worker screening check, workers will need to supply their current employer’s Employer ID. This will initiate a Worker Screening Verification Request to be sent to the provider’s Employer Account in the NWSD. Once verified, the worker screening renewal application will progress.

For more information on how to [find your organisation’s Employer ID](#), or how to respond to Worker Screening Verification Requests as an employer, please refer to the NDIS Quality and Safeguards Commission (NDIS Commission) website: [Worker screening | NDIS Quality and Safeguards Commission](#)

As an employer, the NWSD is emailing me worker screening check expiry notifications about workers who no longer work for my organisation. How do I stop this?

If a worker no longer works for your organisation, you should unlink that worker in the NWSD. This will stop expiry notifications from being sent to your organisation.

NDIS workers

How do I check the expiry date of my worker screening check?

If you are a worker and you wish to check the expiry date of your worker screening check, you can either:

- refer to the confirmation material sent to you by the WSU when they issued you your worker screening check, or
- request this information from your employer (to which you should be linked on the NWSD), or
- refer to the [website of the WSU](#) in the state or territory that issued your worker screening check.

How early will a WSU accept a new application for my NDIS worker screening check?

WSUs will accept renewal applications up to 90 days prior to the expiry date of a worker screening check.

The WSU that issued your original worker screening check will notify you when your check is due for renewal.

The NWSD will also notify your linked employer when your worker screening check is within 90 days from expiry.

When will worker screening checks start expiring?

The first worker screening checks were issued from February 2021. They will expire from February 2026.

What happens if my worker screening check expires?

If your worker screening check has expired, you cannot continue to work in risk-assessed roles for a Registered NDIS Provider.*

To [reapply for a worker screening check](#), please refer to the WSU in the state or territory where you live or work.

**Some jurisdictions allow workers to operate in risk-assessed roles as long as they have submitted an application for renewal of their worker screening check. Please refer to [‘Work on Application’ renewals](#).*

How much will it cost to renew my worker screening check?

The fees for worker screening checks are set by the state and territory governments responsible for processing them. The fees vary. For more information, please refer to the [Worker Screening Unit website](#) in the state or territory where you live or work.

Will I need to provide identification documents again to renew my worker screening check?

Yes.

How you supply your identification documents will vary between WSUs. For more information on what documents you will need to supply, including if you have problems obtaining the required documentation, please refer to the WSU website in the state or territory where you live or work.

I don't work in the disability sector anymore, can I let my worker screening check expire?

Yes.

If you are no longer engaged by a registered provider in a risk-assessed role, you are not required to hold a worker screening check. Please confirm with your employer before allowing your Worker Screening Check to expire.

Self-managed participants

While there is no rule that says a worker needs to have a worker screening check before they support you, you have the right to only accept workers with a current, valid clearance.

The NDIS Commission recommends that you do this to enhance your safety, wellbeing and peace of mind.

The worker who I engage for supports and services has previously held a worker screening check, but that has now expired. The worker has not renewed it. Can the worker continue to provide me supports and services?

Yes.

Self-managed NDIS participants may choose to engage workers who do not hold a current worker screening check. If you prefer that your worker holds a current worker screening check, please ask them to renew it with the WSU in the state or territory where they live or work.

The worker I engage for supports and services wants to check the expiry date of their worker screening check. How can they do this?

If you are an employer (self-managed NDIS participant) for the purposes of NDIS worker screening, you can check the current clearance status of any linked workers, including the expiry date, by searching for the worker in the [NWSD](#). The worker can also refer to the [WSU website](#) of the state or territory that issued their worker screening check.

I am receiving worker screening check expiry notifications on the NWSD about the workers who provide me supports and services. What should I do next?

If a worker who is linked to you in the NWSD has a worker screening check that is due to expire within 90 days, you will receive an automated notification through the NWSD. This worker can now submit a renewal application. If you would prefer that the worker holds a current worker screening

check, or the worker also works for a registered provider, please direct them to the WSU that issued their original worker screening check.

I am receiving worker screening check expiry notifications on the NWSD about workers who no longer provide me with supports and services. How do I stop this?

You will need to unlink that worker in the NWSD. Unlinking the worker will stop expiry notifications being sent to you.

Will I need to verify the employment of my worker for their Worker Screening Check renewal?

Yes.

To renew a worker screening check, workers will need to supply the Participant Worker Screening ID of the self-managed NDIS participant who they currently provide supports and services to. This will send a Worker Screening Verification Request to your account in the NWSD. Once verified, the Worker Screening renewal application will progress.

For more information on how to respond to Worker Screening Verification Requests as an employer, please refer to the NDIS Commission website: [Worker screening | NDIS Quality and Safeguards Commission](#)

Version history

This FAQs will be reviewed one year after first issue and every three years thereafter.

Version	Date	Author	Change description
0.1	12/03/2025	Anne-Marie Anthony, Worker Screening and Market Coordination, NDIS Commission	Key messaging amended/additions made.
0.2	29/04/2025	Tom Fitzgerald, Worker Screening and Market Coordination, NDIS Commission	Updated based on WSU suggestions. Replaced “reapplication” with “renewal”.
0.3	08/07/2025	Tom Fitzgerald, Worker Screening and Market Coordination, NDIS Commission	Updated based on Issues/Suggestions Log entries.
0.4	10/07/2025	Tom Fitzgerald, Worker Screening and Market Coordination, NDIS Commission	Updated ‘Work on application’ entry.
0.5	12/08/2025	Tom Fitzgerald, Worker Screening and Market Coordination, NDIS Commission	Updated ‘Work on application’ entry following WSU feedback.
0.6	17/08/2025	Tom Fitzgerald, Worker Screening and Market Coordination, NDIS Commission	Amended as per Joanne Warnecke review.

Version	Date	Author	Change description
0.7	19/09/2025	Kim Kischer, CEE, NDIS Commission Conan Elphicke, CEE, NDIS Commission	CEE staff reviewed for accessibility/easy read assessment.
0.8	20/10/2025	Teresa Gorondi, Director – Worker Screening and Market Coordination, NDIS Commission	Amended as per TG comments. Cleaned for final submission to Operational Policy branch.
0.9	04/11/2025	Senior Policy Officer, Operational Policy, Practice and Provider Relations	Approved guideline.
1.0	05/11/2025	Anastacia Koutsoupas – Worker Screening and Market Coordination, NDIS Commission	Amended as per Operational Policy, Practice and Provider Relations review.

Approval

Approved by [Position and name] PDMS Number	Teresa Gorondi A/g Assistant Commissioner, Market Operations
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