

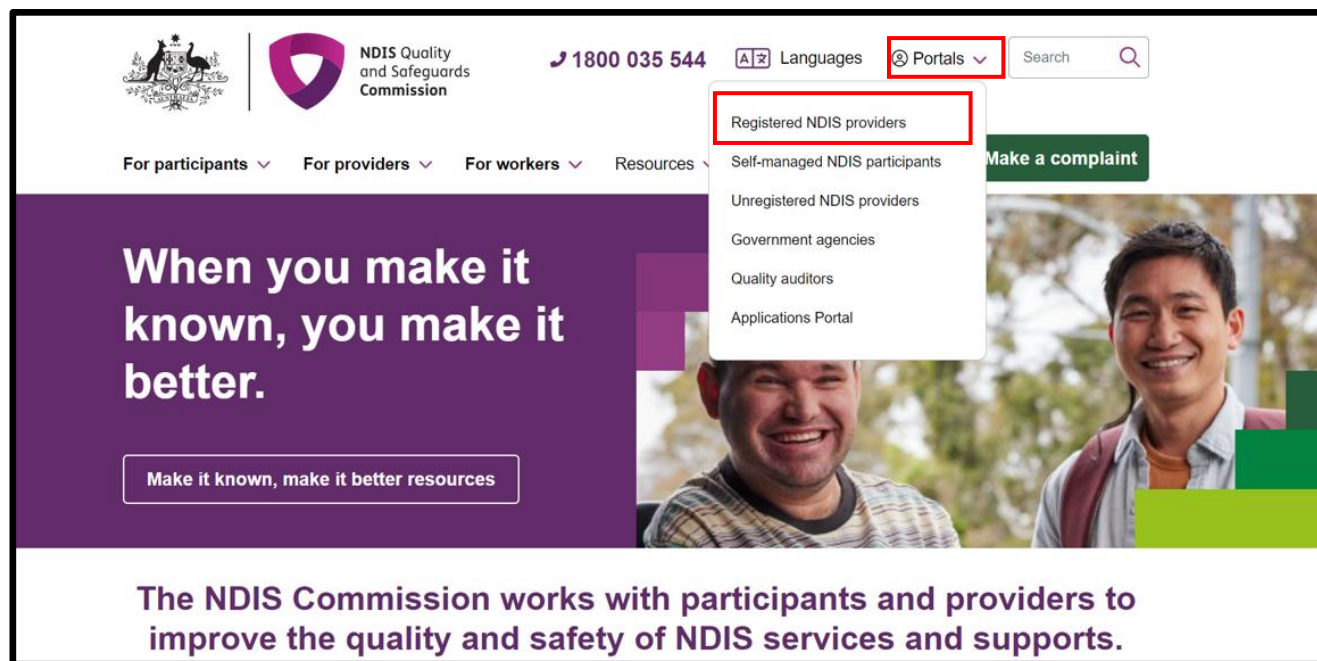
How to renew my registration

Quick reference guide – Provider registration

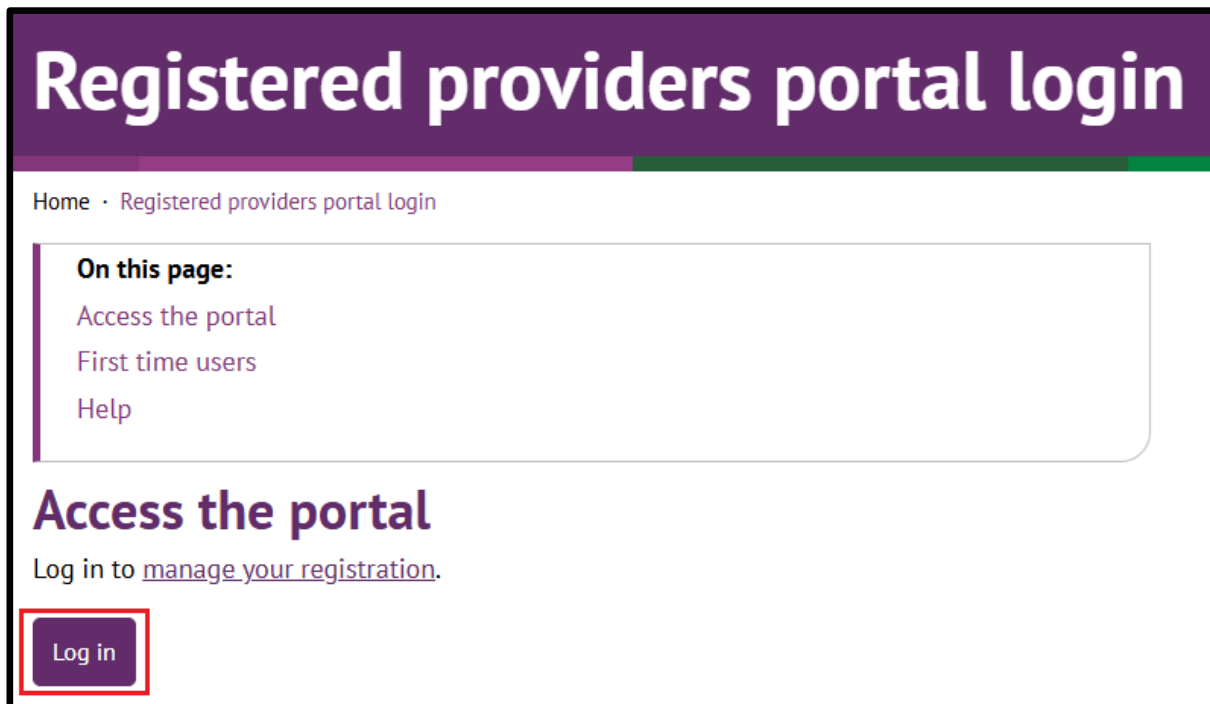
Providers can submit a renewal application within 6 months of their registration end date using the NDIS Commission Portal. Expired providers can also submit a new application for registration following these instructions.

Renewal of a registration

1. Log in to NDIS Commission Portal. On the Commission website select **Portals** and then select Registered NDIS providers. You can also use this link if your registration has expired or you are now deregistered.

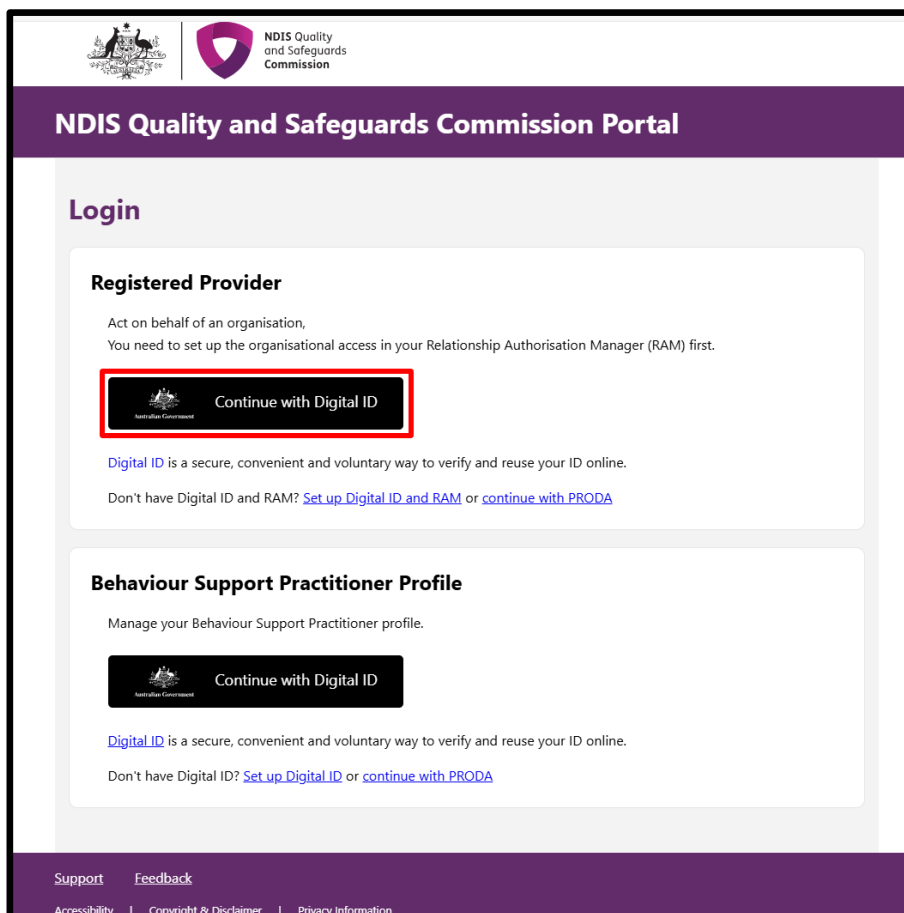


2. Once you get to the Registered providers portal webpage, click **Login**



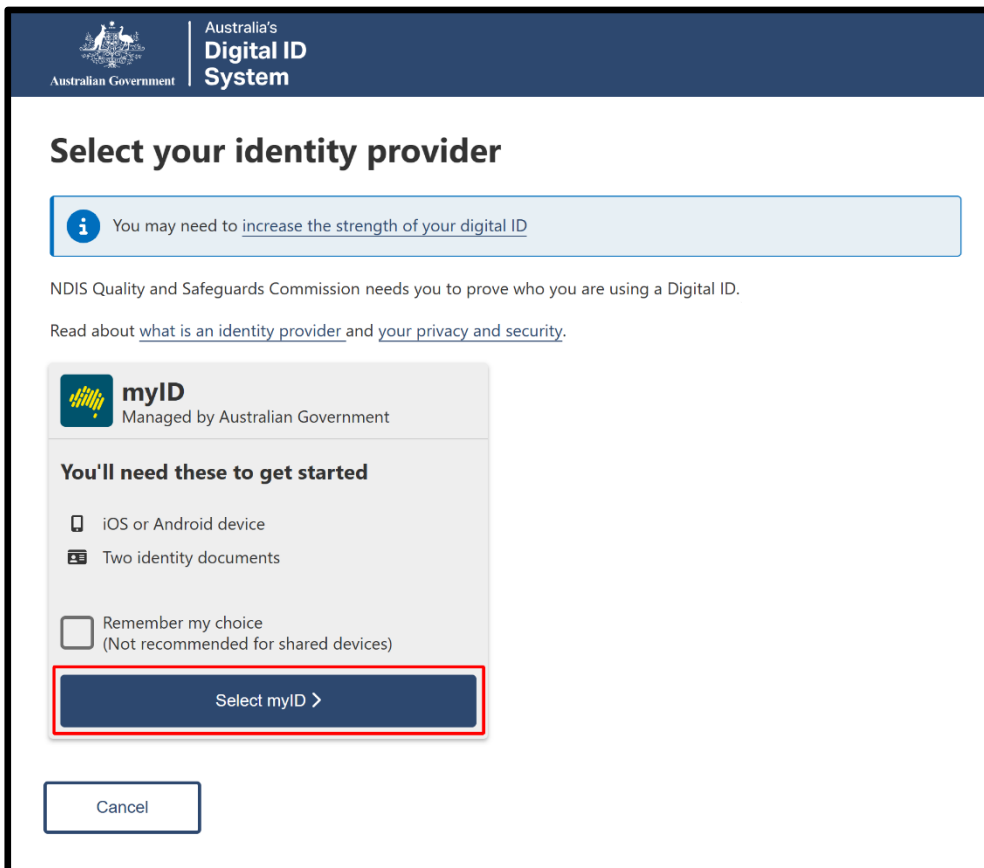
The screenshot shows the 'Registered providers portal login' page. At the top, there is a purple header with the title 'Registered providers portal login' in white. Below the header, a breadcrumb trail reads 'Home · Registered providers portal login'. A box on the left titled 'On this page:' contains links for 'Access the portal', 'First time users', and 'Help'. The main content area features the heading 'Access the portal' followed by the instruction 'Log in to [manage your registration](#)'. A red rectangle highlights a purple 'Log in' button.

3. Click **Continue with Digital ID**



The screenshot displays the 'NDIS Quality and Safeguards Commission Portal'. The header includes the Australian Government and NDIS logos. The main heading is 'Login'. Under the 'Registered Provider' section, it states: 'Act on behalf of an organisation, You need to set up the organisational access in your Relationship Authorisation Manager (RAM) first.' A red rectangle highlights a button that says 'Continue with Digital ID' next to the Australian Government logo. Below this, it explains that Digital ID is a secure, convenient, and voluntary way to verify and reuse your ID online, and provides links for those without Digital ID and RAM. A similar section for 'Behaviour Support Practitioner Profile' is also visible, with its own 'Continue with Digital ID' button highlighted. The footer contains links for 'Support', 'Feedback', 'Accessibility', 'Copyright & Disclaimer', and 'Privacy Information'.

4. Click **Select myID**




Australia's Digital ID System

Select your identity provider



i You may need to [increase the strength of your digital ID](#)

NDIS Quality and Safeguards Commission needs you to prove who you are using a Digital ID.

Read about [what is an identity provider](#) and [your privacy and security](#).

**myID**
Managed by Australian Government

You'll need these to get started

-  iOS or Android device
-  Two identity documents
- ☐ Remember my choice
(Not recommended for shared devices)

Select myID >

Cancel

5. Enter your myID email and click **Get code**. If you don't have an account, you can [register for a Digital ID \(myID\)](#).

Australian Government | myID

< Back

Log in with myID

myID email

☐ Remember me

Get code

Don't have a myID? [Set one up](#)

Create a myID to prove who you are and log in to online services.

Download on the App Store | GET IT ON Google Play

Visit [myID](#) to find out more.

6. A code will be generated.

Australian Government | myID

< Back

Log in with myID

1. Open the myID app on your phone

2. Accept or enter the code

9860

Didn't get a code? Ensure you have entered the email associated with your myID.

3. Come back and log in

Visit [myID](#) to find out more.

7. Open the **myID app** on your **phone** and either accept the request or enter the code.

8. If you have authority for multiple provider organisations, you will be directed to the RAM Australian Business Number (ABN) selection page, where you must **choose the organisation**, you wish to represent in the NDIS Commission portals. If you only have authority for one provider organisation, you will bypass this selection page.

The screenshot shows the 'Relationship Authorisation Manager' interface. At the top, it says 'Australian Government' and 'Relationship Authorisation Manager'. Below this is a search bar with the text 'Search by ABN or name...'. A table lists businesses with columns for 'Entity name' and 'ABN'. The 'INSPIRATION' row is highlighted with a red box, and its selection radio button is also highlighted. At the bottom right, there is a 'Continue' button highlighted with a red box.

Entity name	ABN
<input type="radio"/> ADAMSON, KELLY	62 633 913 089
<input type="radio"/> CNShadows0103	22 626 779 349
<input type="radio"/> CNTestCo211	41 979 630 993
<input type="radio"/> INSPIRIA SA	18 458 201 297
<input type="radio"/> INSPIRE LTD	88 090 184 471
<input checked="" type="radio"/> INSPIRATION	18 089 976 511
<input type="radio"/> TEST_ABN	69 227 575 469
<input type="radio"/> Test_RAM_ABN4	99 264 288 103
<input type="radio"/> The Storecutters	64 365 086 158
<input type="radio"/> WARD DENNIS	20 545 326 432

Page 1 of 1 Results per page 50

Cancel Continue

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

Portal entry point

Access an account

ABN: 123 456 789

Switch ABN

1. Select an account *

Account name	Account type	ABN
<input type="radio"/> Uniting Education	Organisation	123 456 789

Other organisation accounts

To access your other organisation accounts: [switch ABN](#) or [login with PRODA](#)

Account name	Account type	ABN
A	Organisation	234 567 890
B	Organisation	456 789 012

2. Select a Role then Continue *

Role

Select an account first

Continue

My access

'Create a new request' to request access to an account for ABN 123 456 789 or to request a change to your current access.

If you need to request access to another organisation's account, you should [switch ABN](#) before creating a request.

'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 request

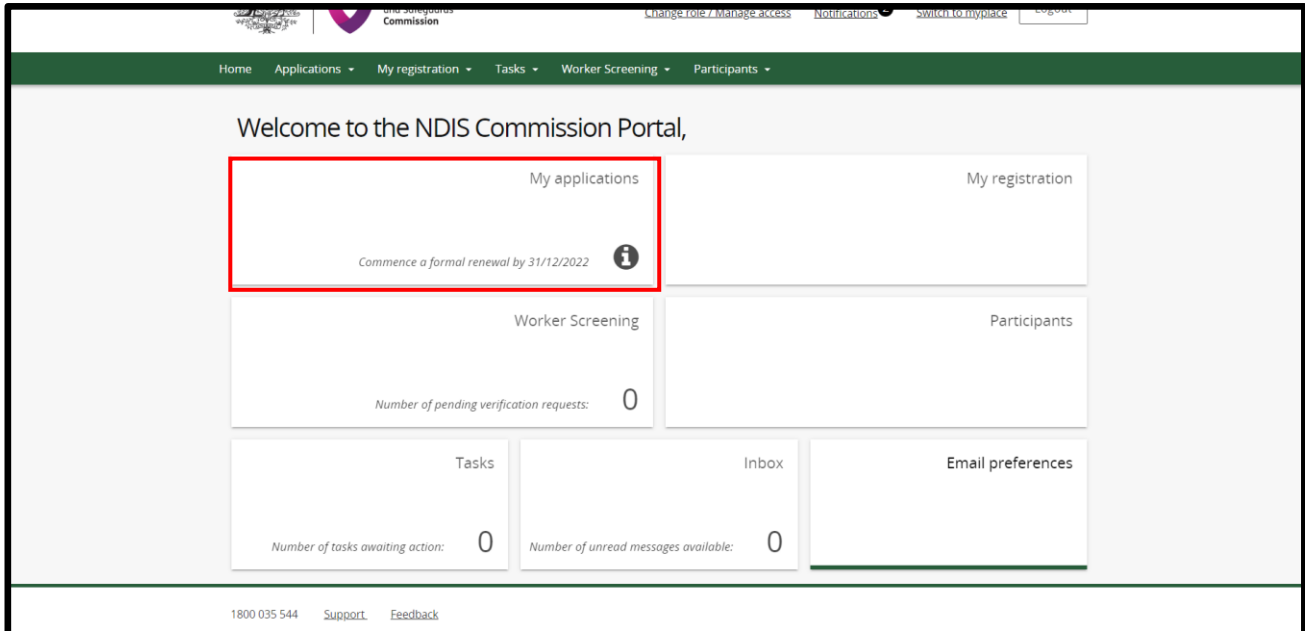
Update my contact details

Exit application

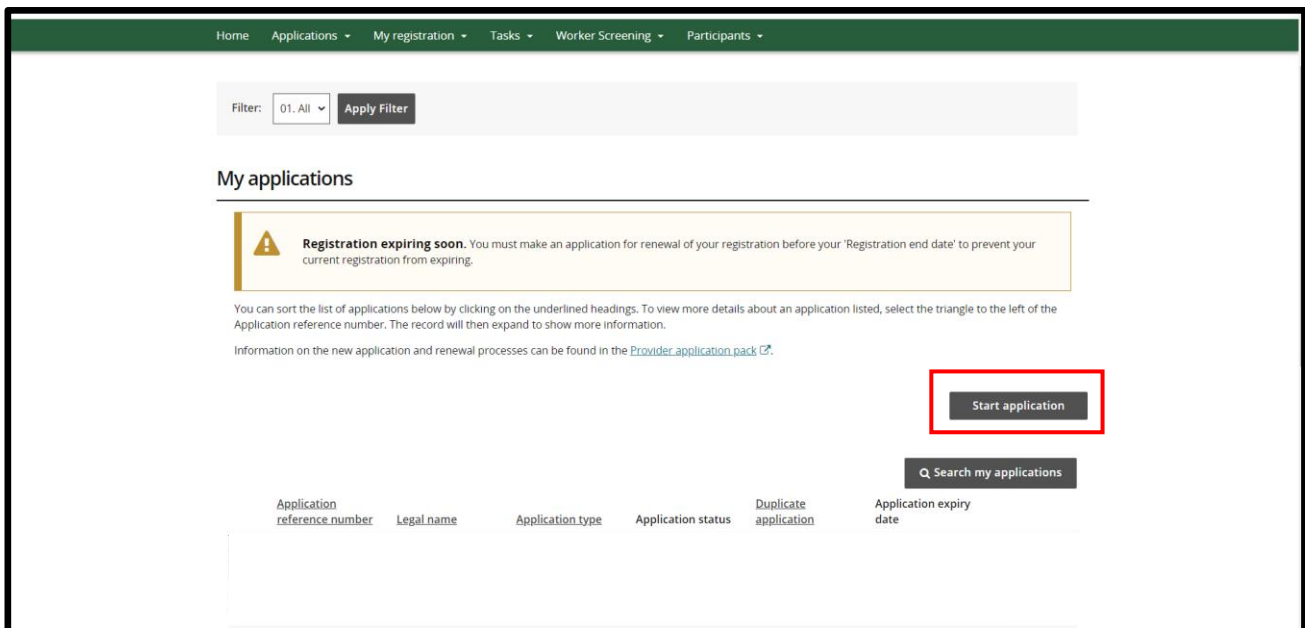
10.If your registration is within the final 6 months of the registration end date, you will be able to commence a renewal application. You will see a message on your **My applications** tile, reminding you to 'commence a formal renewal' and the date you must commence by.

If your registration has **expired** or you are **deregistered** you will see the following message on your **My applications** tile, 'Commence a New Application to register as an NDIS provider'.

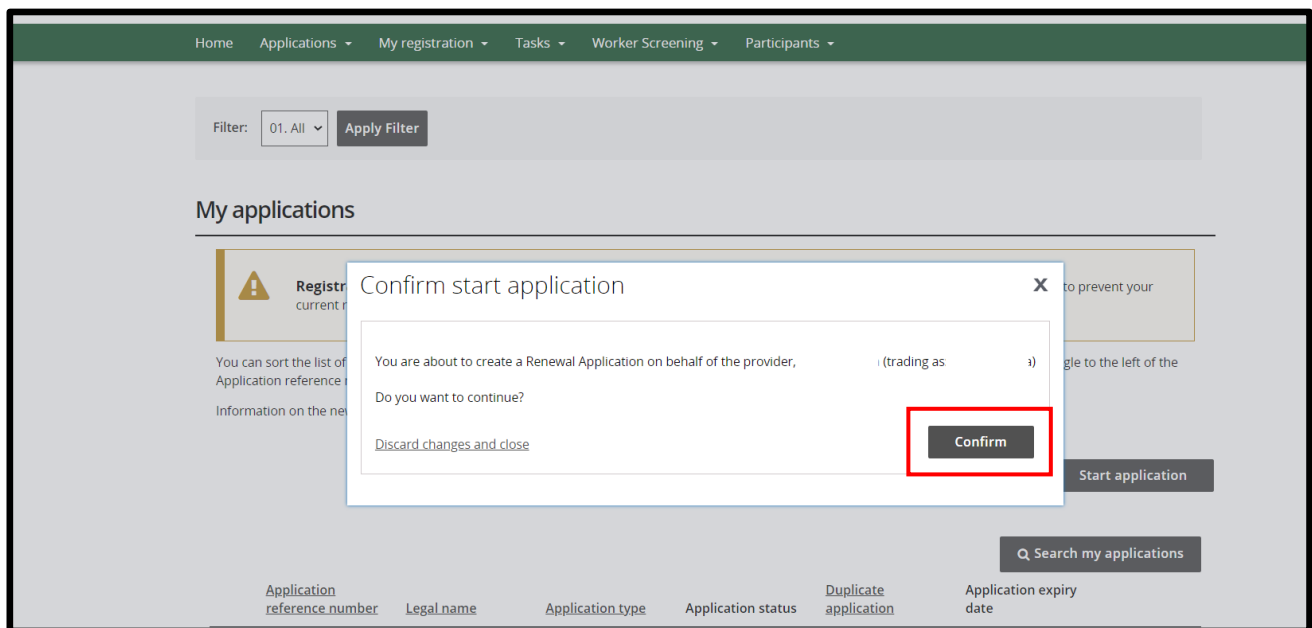
In both cases click on the **My applications** tile.



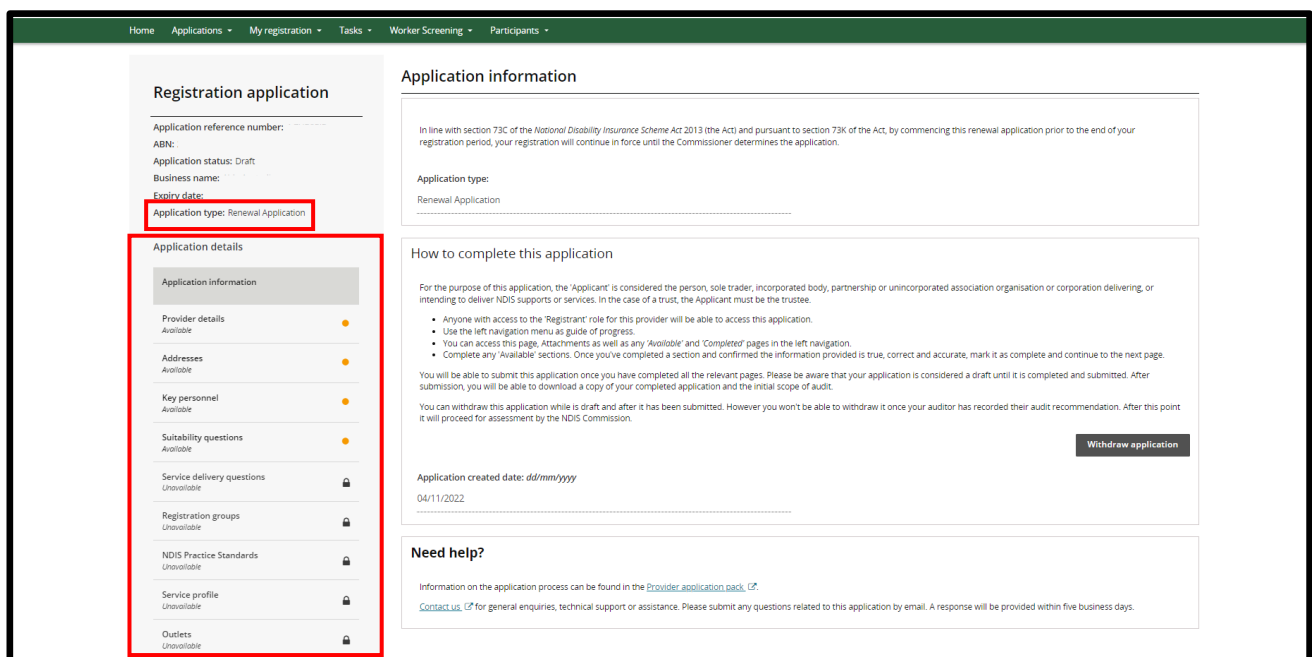
11.In the **My applications** page you will see a message banner with a similar message to the My application tile and a **Start application** button. Select the **Start application** button.



12. A confirmation box will appear to notify you that you are about to create an applications on behalf of the provider. Select **Confirm** to continue.



13. For a renewing provider a **Renewal Application** will appear and for an expired or deregistered provider a **New Application** will appear. You can start your application process by working through the tabs on the left hand side of the application. Work through each section in order.



14. At the end of each section, select **Mark as completed and continue**.

The screenshot shows the 'My registration' page with a sidebar on the left containing a list of sections: Key personnel (Available), Suitability questions (Available), Service delivery questions (Unavailable), Registration groups (Unavailable), NDIS Practice Standards (Unavailable), Service profile (Unavailable), Outlets (Unavailable), Declaration (Unavailable), Actions, and Attachments. The main content area is titled 'Australian Company Number (ACN):' and contains two columns of questions. The first column asks 'Does the Applicant Operate under a trust?' with a 'No' response. The second column asks 'Is the Applicant a Government entity?' with a 'No' response. Below these are fields for 'GST registered:' (Yes) and 'Registered as a charity with the Australian Charities and Not-for-profit Commission:' (No). A 'Business contact details' section includes fields for 'Email address:', 'Phone number:', 'Fax number:', and 'Website:'. A red box highlights the 'Mark as complete and continue' button at the bottom right.

15. A green tick will appear on the tab you marked as completed, and the system will progress you to the next tab. As tabs are completed, other tabs will unlock for to complete. Work your way through. You can exit your application at any time and come back at a later time.

The screenshot shows the 'Registration application' page. The sidebar on the left lists sections: Application reference number, ABN, Application status: Draft, Business name, Expiry date, Application type: Renewal Application, Application details, Application information, Provider details (Complete, marked with a green tick and highlighted by a red box), Addresses (Available), and Key personnel (Available). The main content area is titled 'Addresses' and contains a section 'Add the Applicant's:' with a list of bullet points: 'main physical address, and' and 'a postal address if this is a different address.' Below this is a table with columns: Address, Address type, Status, Start date, and End date. An 'Add' button is located to the right of the table. A 'Mark as complete and continue' button is at the bottom right.

16.No workers needs to be added in the Workers page. You can click on **Mark as completed and continue**.

Home Registration application Worker Screening application

Registration application

Application reference number
ABN:
Application status: Draft
Business name
Expiry date: 30/12/2022
Application type: New Application

Application details

Application information

Provider details	Complete	✓
Addresses	Complete	✓
Key personnel	Complete	✓
Suitability questions	Complete	✓
Service delivery questions	Complete	✓
Registration groups	Complete	✓

Workers

Workers include employees, volunteers and contractors the Applicant engages to deliver NDIS supports/services for a participant.

Add workers that have applied for the NDIS Worker Screening Check. If none have applied then you may skip this section.

There are no workers recorded.

Add

Mark as complete and continue

17.The last tab you will complete is your **Declaration**. Check all the details are correct. Select **Update** and enter any conflicts or potential conflicts interest for this application (if none leave blank).

Home Registration application Worker Screening application

Registration application

Application reference number:
ABN:
Application status: Draft
Business name:
Expiry date:
Application type: New Application

Application details

Application information

Provider details	Complete	✓
Addresses	Complete	✓
Key personnel	Complete	✓
Suitability questions	Complete	✓
Service delivery questions	Complete	✓
Registration groups	Complete	✓

Declaration

Attachments. Ensure you've attached any relevant documents or evidence to the 'Attachments' page prior to submission. Failure to attach documentation may delay the assessment of your application.

The primary contact

The person identified below has been nominated to be the primary contact (on the 'Key personnel' page). Please ensure they have the authority to act on behalf of the Applicant. They will be the main point of contact following submission.

Confirm these details are correct and ensure you have listed:

- Their current legal name, as shown on their identity documents, and
- The correct email address.

This is to ensure the primary contact receives future correspondence relating to this application. If these details are incorrect, or if another individual should be the primary contact, then navigate to 'Key personnel' and update the primary contact.

First name: Last name:

Email address: Phone number:

Update

Please identify any conflicts, or potential conflicts of interest that may occur from the submission of this application or the progression of the application process.:

18. Read the declaration and click on Submit application.

Home

Registration application

Worker Screening application

Workers
Complete

Outlets
Complete

Declaration
Available

Actions

Attachments

I declare that:

- I am the Applicant or have authority to act on behalf of the Applicant in relation to this application.
- I have read the NDIS Commission's National Disability Insurance Scheme (NDIS) [Provider application pack](#) and understand the requirements with which registered NDIS providers must comply under the *National Disability Insurance Scheme Act 2013* (Cth).

Privacy collection

- I understand that the information on this form is being collected by the NDIS Quality and Safeguards Commission (NDIS Commission) for the purposes set out in the Privacy Collection Statement.
- I have read and understood the [privacy collection statement](#) and consent to the NDIS Commission collecting, using and disclosing my personal information for the purposes and in the circumstances set out in the Privacy Collection Statement, including for the purposes of the NDIS Commissioner undertaking statutory functions under the NDIS Act.
- I have ensured that any key personnel or any other person whose personal information is included in this application have read and understood the Privacy Collection Statement and they have also consented to their personal information being collected, used and disclosed by the NDIS Commission for the purposes and in the circumstances set out in that Statement, including for the purposes of the NDIS Commissioner undertaking statutory functions under the NDIS Act.

User access responsibilities

- I have read, understood and agree to abide by the [user access responsibilities](#).
- I have ensured that the key personnel referred to in this application have read, understood and agree to abide by the user access responsibilities.

Accuracy of information

- To the best of my knowledge, the information provided in this application is true, correct and accurate. If applicable, I have ensured that the key personnel have considered the suitability questions and I have provided the responses accurately.
- I understand and acknowledge that the giving of false or misleading information, knowing that the information is false or misleading, to the Commonwealth is a serious offence under section 137.1 of the schedule to the *Criminal Code Act 1995* which attracts a maximum penalty of imprisonment for 12 months.
- I also understand that providing information or a document in, or in connection with, an application for registration that I know to be false or misleading in a material particular is a contravention of section 73D of the NDIS Act, for which there is a civil penalty of up to 60 penalty units. Penalty units are determined in accordance with S4AA of the *Crimes Act 1914* (Cth).

By selecting 'Submit application', you are stating that you understand and agree to the above declaration. The application will then be submitted to the NDIS Commission.

Submit application

End.