



Australian Government



NDIS Quality  
and Safeguards  
Commission

## NDIS behaviour support to Practitioners

### Quick reference guide – Responding to Request For Information through the Applications Portal

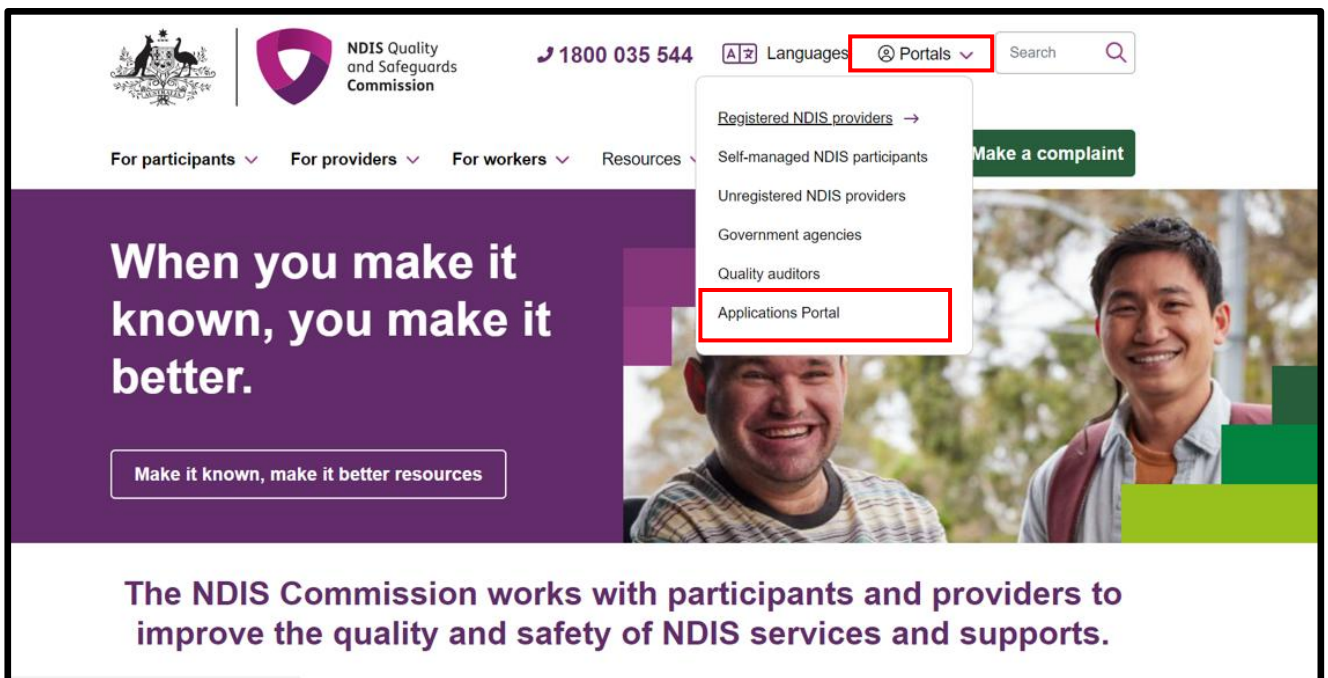
Practitioners applying to become an NDIS Behaviour Support Practitioner may have received a Request For Information email for their application. This Quick Reference Guide explains the step-by-step process of completing the Request For Information task through the Applications Portal.

#### In this guide

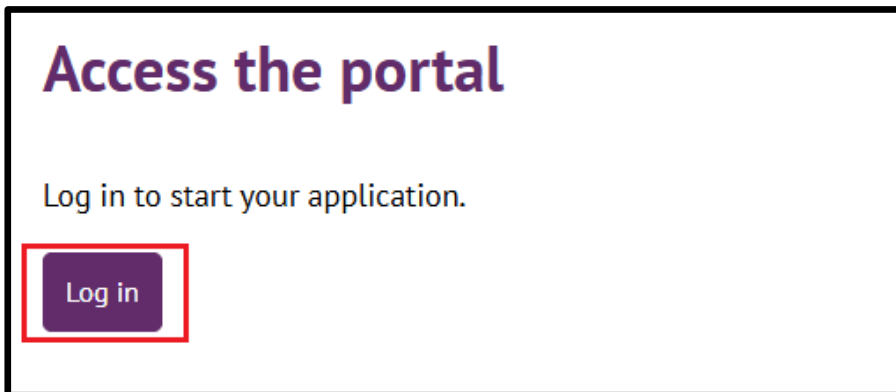
- [Logging in to the Applications Portal](#)
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- [About Digital ID and myID app](#)

#### Logging in to the Applications Portal

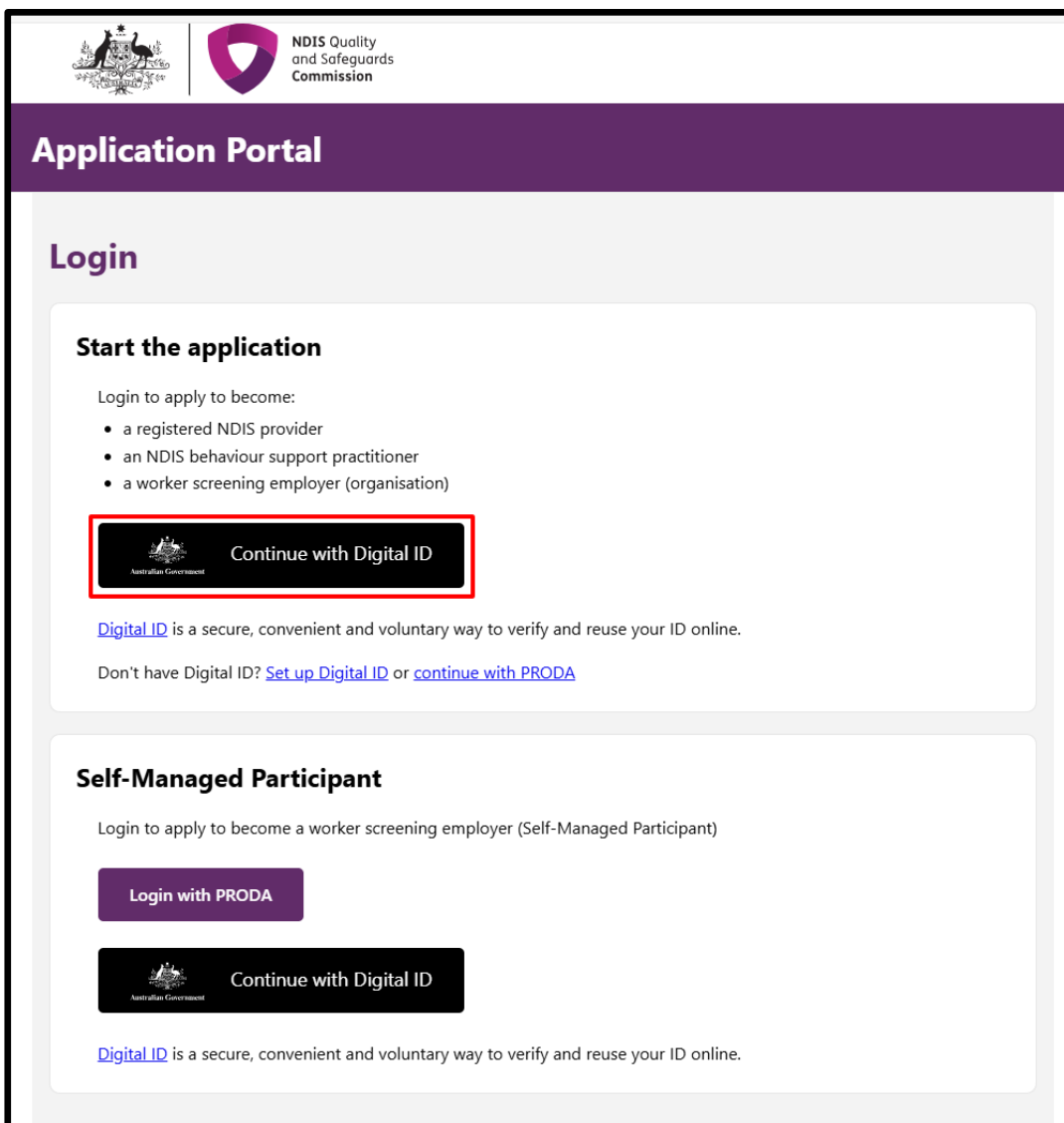
1. Select **Portals**. Select **Applications Portal**.



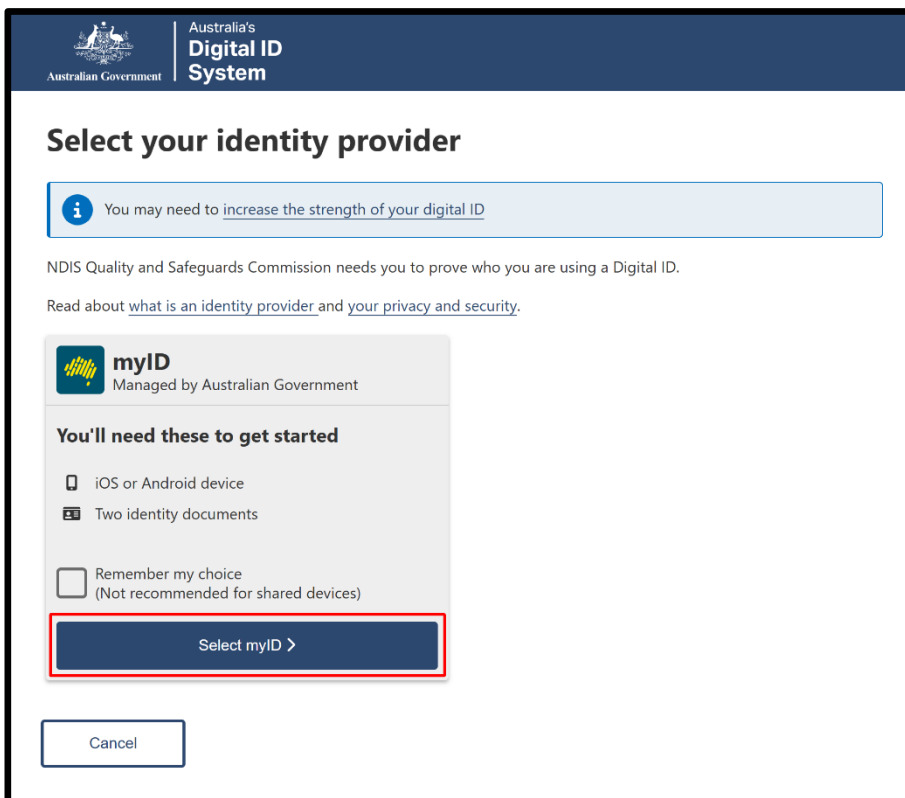
2. Once you get to the Applications Portal webpage, Select **Login**



3. Select **Continue with Digital ID**



4. Click **Select myID**



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

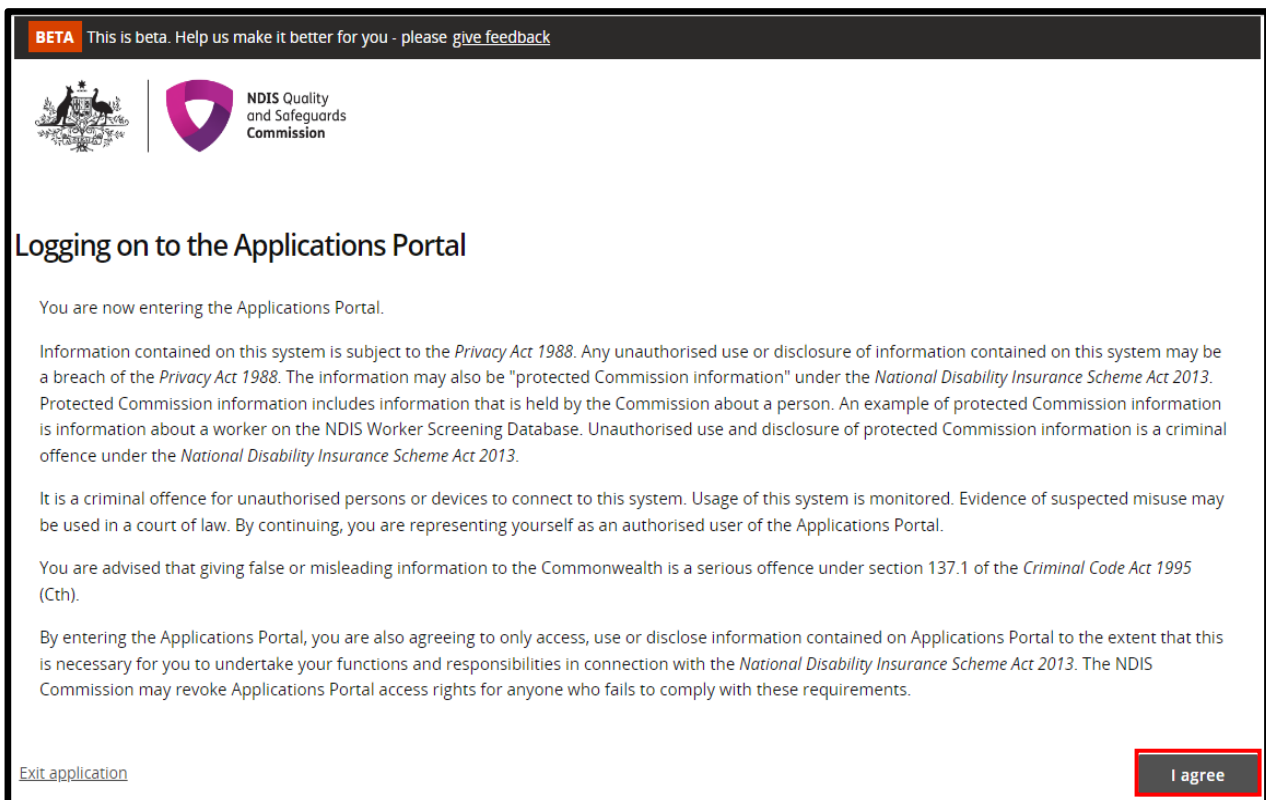


6. A code will be generated.



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

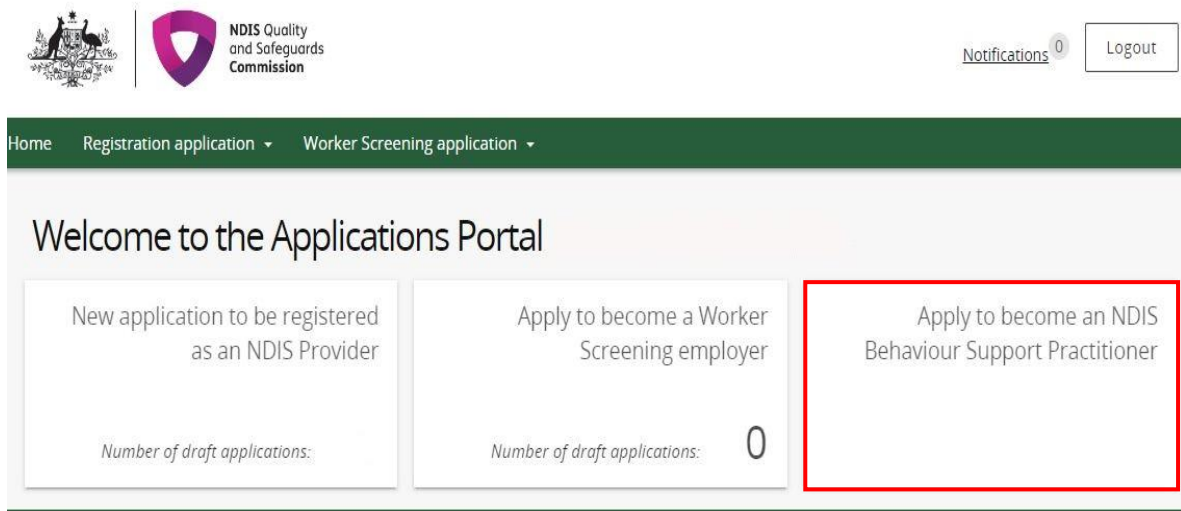
8. Select **I agree**



This should successfully log you on to the Applications Portal.

# Completing a Request For Information task

## 1. Select **Apply to become an NDIS Behaviour Support Practitioner**.



## 2. If your Application status is in Information request, click **Actions** then **View**.

### Practitioner suitability application

This application enables you to apply to the NDIS Quality and Safeguards Commission (NDIS Commission) to be considered 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.

#### Managing your application

- You can update your application at any point until you have submitted it.
- Each application you create from this portal will be listed below. You can only have one active application at a time.
- You may withdraw an application while it is in a status of 'Draft', 'Submitted' or 'Information request'. However, you won't be able to withdraw your application while the NDIS Commission is assessing or reached a determination on your suitability.

#### What happens after I submit this application?

The information in your submitted application will be used by the NDIS Commission to determine your suitability to be an NDIS Behaviour Support Practitioner. During our assessment of your application, we may contact you with an 'Information request' for additional information. This will help us reach an outcome. You will be contacted once we have reached an outcome on your suitability.

After you have submitted your application you may download a copy of your submission by viewing your application, navigating to 'Downloads' and downloading the relevant document(s).

If you are considered suitable, you will be able to create and manage your practitioner applications, and practitioner profile in the [NDIS Commission Portal](#). Please logout of this portal before logging into the NDIS Commission Portal.

[Start an application](#)

Application Id	Application status	Date created	Last updated	Submitted date	Actions
	Information request	03/02/2023	03/02/2023	03/02/2023	<a href="#">View</a> <a href="#">Withdraw</a>

Select Format, Press Export, and Save Download

Format:

3. Click **Information requests**, on the left side menu.

**Practitioner application**

Application Id:  
Application status: Information request  
Application status last updated:  
03/02/2023  
Applicant name:

Application details

- Application information
- Personal details
- Professional details
- Professional experience
- Assessment
- Practitioner self-assessment
- Submission
- Downloads
- Information requests**
- Notice responses

4. Select **Actions** then **Update**.

## Information requests

An information request will be created if the NDIS Commission identifies that they require additional information from the applicant to support their assessment.

The applicant will be informed of this request by email and they will be able to provide any necessary information by updating any 'Open' requests listed below. Once the required information has been provided/attached, they'll be able to record the request as complete for the NDIS Commission's assessment.

<u>Id</u>	<u>Status</u>	<u>Created date</u>	<u>Priority</u>	<u>Due date</u>	
	In Progress	03/02/2023	High	17/02/2023	Actions▼ View Update

5. Read the “Additional information required” to see what information is requested. Once read, please write a response in “Applicant’s response” and click **Add attachment** for the requested documents.

### Add/update information request

\* required

<b>Id:</b>	<b>Status:</b>	<b>Created date: dd/mm/yyyy</b>
	In Progress	03/02/2023
<b>Priority:</b>	<b>Due date: dd/mm/yyyy</b>	
High	17/02/2023	

**Additional information required:\*** You have 637 of 1500 characters remaining

We have commenced reviewing your application and have identified some additional information required in order to complete our review and provide you with an outcome. Please provide the following additional information:

- A copy of your Resume.

**Applicant's response:** Maximum of 2000 characters

### Attachments

Add relevant attachments.

 Add attachment

6. Select the document you want to attach to the information request task and click **Save and close**. Please note that this step needs to be completed for each document.

### Add/update attachment details

X

\* required

**Name:\***

Resume

**Document type:\***

Additional information

**Description:** You have 235 of 250 characters remaining

Current resume.

[Discard changes and close](#) **Save and close**

7. When all documents have been attached, select **Complete request**.

**Attachments**

Add relevant attachments.

[Add attachment](#)

Name	Document type	Date uploaded	Type	Size	Uploaded by
▶ Resume	Additional information	03/02/2023	pdf	1,736	<a href="#">Actions</a>
▶ Endorsement Tool	Additional information	03/02/2023	pdf	1,763	<a href="#">Actions</a>

[Discard changes and return](#) [Complete request](#) [Save and return](#)

8. Check that the status of the Information request has changed to “Done”.

### Information requests

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<u>Id</u>	<u>Status</u>	<u>Created date</u>	<u>Priority</u>	<u>Due date</u>	<a href="#">Actions</a>
	Done	03/02/2023	High	17/02/2023	<a href="#">Actions</a>

You have now completed your Request For Information task.

## About Digital ID and myID app

Digital ID is a whole-of-government digital identity solution which can be used by Australians to prove who they are online and provide an identity that can be used to access participating government online services.

To gain access to the **NQSC Application Portal**, you will need to have set up your Digital identity in myID app.

Using Digital ID to log into the NQSC portals provides a high level of assurance that only the appropriately identified and authorised people are accessing NQSC systems.

To learn more about **Digital ID**, visit [What is Digital ID? | Digital ID System](#) website.

The Australian Government's **Digital ID app** is called **myID**. To access government services using a Digital ID, you need to [set up a myID](#) account. please visit the Help section on the [myID](#) website.

### Further information or support

Contact the NDIS Quality and Safeguards Commission

**Phone:** 1800 035 544 (Mon-Fri)

**Email:** [ndispractitioners@ndiscommission.gov.au](mailto:ndispractitioners@ndiscommission.gov.au)