



Australian Government



NDIS Quality  
and Safeguards  
Commission

## Getting access to the NDIS Commission Portal

### Quick reference guide – Providers registration

Only NDIS Providers registered with the NDIS Commission can access the NDIS Commission Portal. This part of the Quick Reference Guide explains the step-by-step process of successfully logging in to the NDIS Commission Portal.

#### In this guide

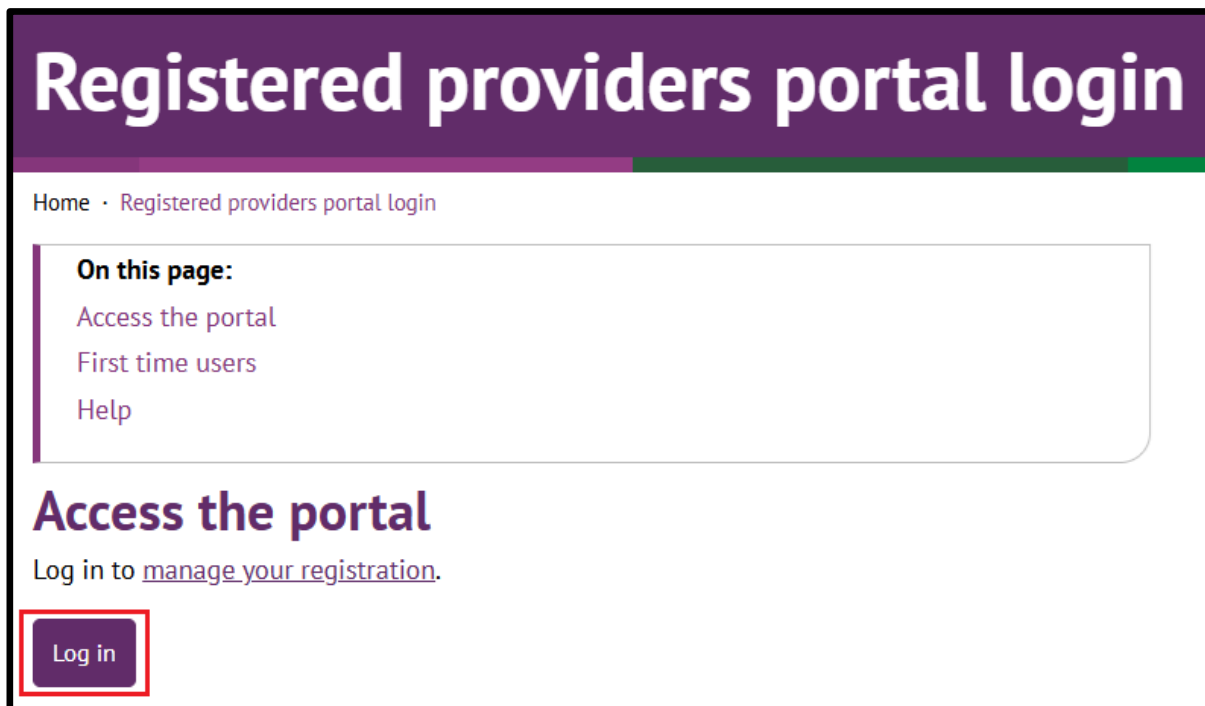
- [Logging in to the NDIS Commission Portal](#)
- [Request new user roles](#)
- [About Digital ID, myID app and RAM](#)
- [Help with accessing the NDIS Commission Portal](#)

#### Logging in to the NDIS Commission portal

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

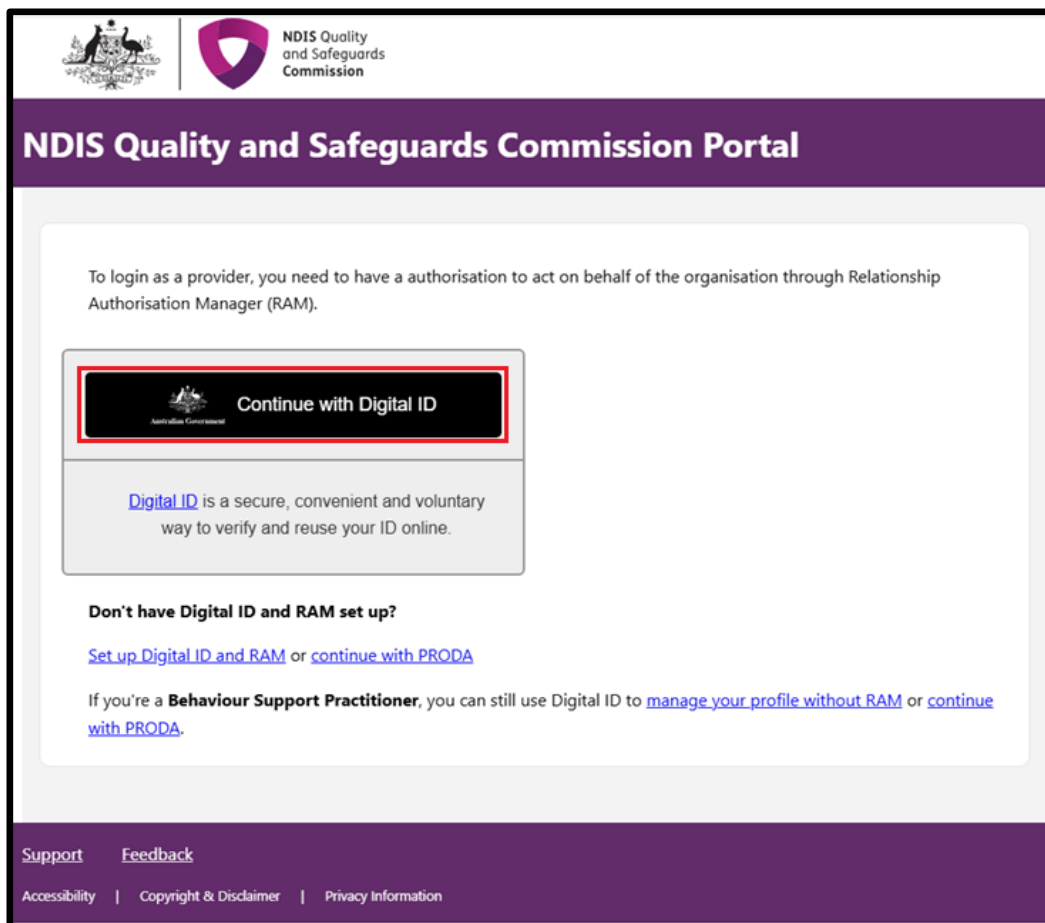
The screenshot shows the top navigation bar of the NDIS Commission website. The header includes the Australian Government and NDIS Quality and Safeguards Commission logos, the phone number 1800 035 544, a search bar, and a 'Portals' dropdown menu. The 'Portals' menu is open, showing options: 'Registered NDIS providers' (highlighted with a red box and an arrow), 'Self-managed NDIS participants', 'Unregistered NDIS providers', 'Government agencies', 'Quality auditors', and 'Applications Portal'. Below the navigation bar, there is a purple banner with the text 'When you make it known, you make it better.' and a button 'Make it known, make it better resources'. To the right, there is a 'Make a complaint' button and a photo of two smiling men. At the bottom of the banner, it says 'The NDIS Commission works with participants and providers to improve the quality and safety of NDIS services and supports.'

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 text 'Registered providers portal login'. Below the header, there is a breadcrumb trail: 'Home · Registered providers portal login'. A box titled 'On this page:' contains three links: 'Access the portal', 'First time users', and 'Help'. Below this box, the main heading is 'Access the portal' in a large purple font. Underneath, it says 'Log in to [manage your registration](#).' At the bottom left, there is a purple button with the text 'Log in' highlighted by a red rectangular border.

3. Click **Continue with Digital ID**



The screenshot shows the 'NDIS Quality and Safeguards Commission Portal'. At the top left, there are logos for the Australian Government and the NDIS Quality and Safeguards Commission. The main heading is 'NDIS Quality and Safeguards Commission Portal'. Below the heading, there is a text block: 'To login as a provider, you need to have a authorisation to act on behalf of the organisation through Relationship Authorisation Manager (RAM)'. Below this text, there is a button with the text 'Continue with Digital ID' and the Australian Government logo, highlighted by a red rectangular border. Below the button, there is a text block: 'Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online.' Below this text, there is a text block: 'Don't have Digital ID and RAM set up?'. Below this text, there are two links: 'Set up Digital ID and RAM' and 'continue with PRODA'. Below these links, there is a text block: 'If you're a Behaviour Support Practitioner, you can still use Digital ID to [manage your profile without RAM](#) or [continue with PRODA](#).' At the bottom of the page, there is a purple footer with 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

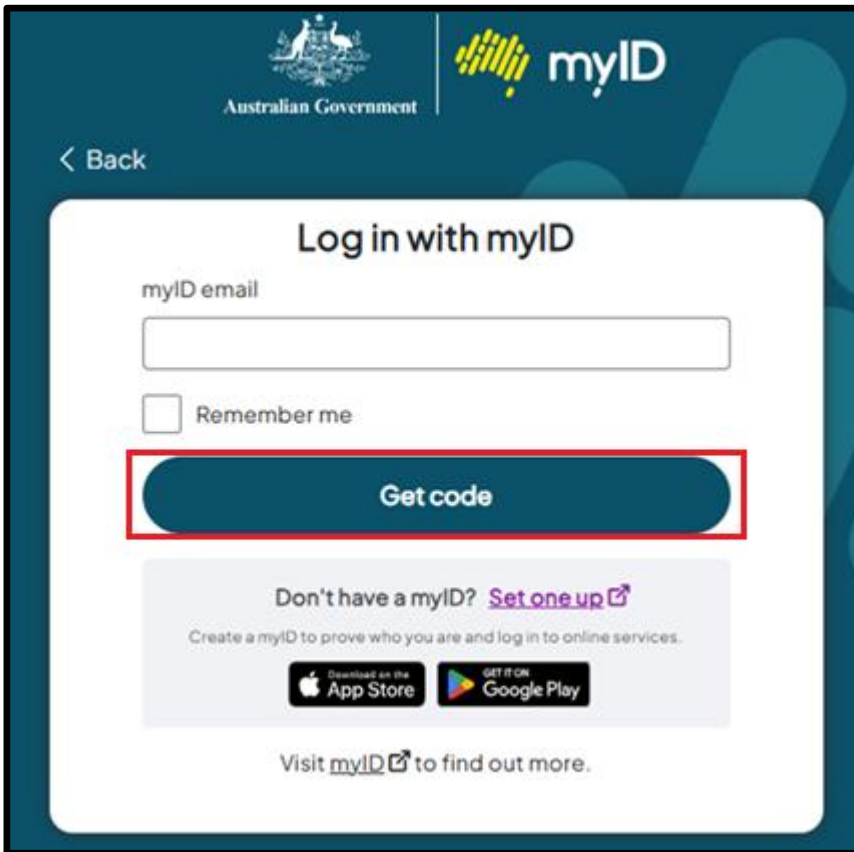
**You'll need these to get started**

- 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 \(myID\)](#).



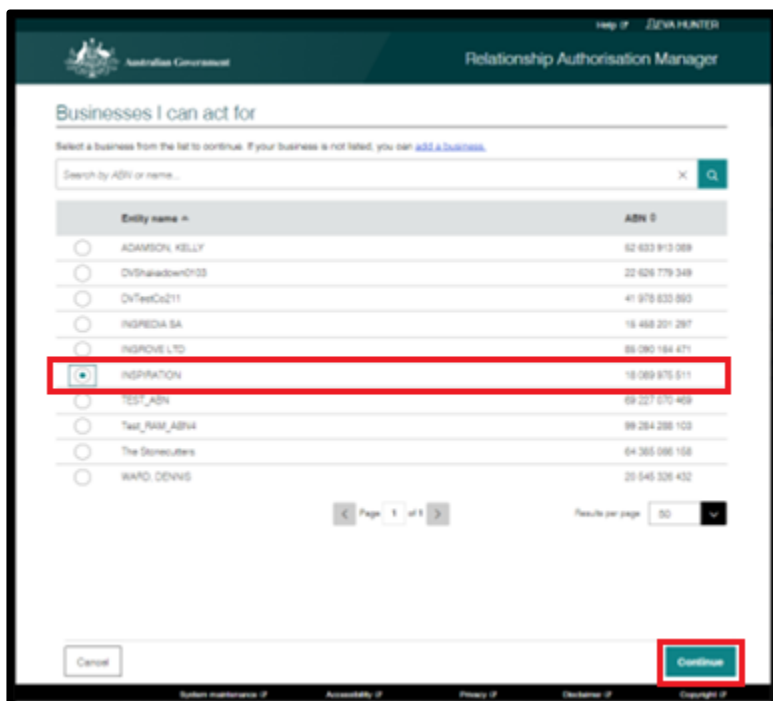
6. A code will be generated.



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.



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



## Portal entry point

You are logged in with ABN 91 123 456 789.

To look at your access requests or change your contact details, go to [My access requests](#).

### 1. Select an account

Account name	Account type	ABN
<input checked="" type="radio"/> United Education	Organisation	12 345 678 901
<input type="radio"/> Lee, Marvin	Practitioner profile	None

[▶ Other accounts](#)

### 2. Select a role

Authorised delegate

[Continue](#)

[Support](#) [Feedback](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Privacy information](#)

10. 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.

## Request new user roles

A staff member can request a new user role using the Commission Portal, for this the user first needs to successfully login to Digital ID and RAM.

11. After logging in to Digital ID and RAM, at **Portal entry point**, click **My access requests**

Australian Government  
Department of Social Services

ABN 91 123 456 789 [Switch ABN](#) [Logout](#)

Portal entry point My access requests

<registered provider portal>

### Portal entry point

You are logged in with ABN 91 123 456 789.  
To look at your access requests or change your contact details, go to [My access requests](#).

#### 1. Select an account

Account name	Account type	ABN
<input checked="" type="radio"/> United Education	Organisation	12 345 678 901
<input type="radio"/> Lee, Marvin	Practitioner profile	None

[▶ Other accounts](#)

#### 2. Select a role

Authorised delegate ▼

[Continue](#)

[Support](#) [Feedback](#)  
Accessibility | Copyright & Disclaimer | Privacy information

12. Click **Create a new request**

## My access

Name: Marvin Lee

Email address: m.lee@uniting.org

Phone number: 02 6145 3251

Mobile phone number: 04 123 456 789

Stable ID: BL\_VI268515

[Update contact details](#)

## My access requests

You are logged in with ABN 91 123 456 789

Request and manage your access to registered providers associated with the ABN you've logged in with. You can also view your access requests for other organisations. To manage your access to an organisation, [log in with the organisation's ABN using Digital ID](#).

Requests need to be approved by an Authorised Access Delegate within 30 days. While your request is 'Pending', the Authorised Access Delegate will be able to review, update and record a decision on your request. You won't be able to create another request for the account until the initial request reaches an outcome or you withdraw your request. You can withdraw or update your request while its status is 'Pending' or 'Email verification required'.

[▶ About a request's status](#)

[Create a new request](#)

You haven't requested access to any registered providers that have ABN 98 765 432 109.

[▶ Other access requests](#)

[Support](#) [Feedback](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Privacy information](#)

13. Click **I'm ready to request access**

## Portal details access request

### Before you begin

Determine which user role(s) is suitable for the employee:

#### Approved Quality Auditor

An employee of an Audit organisation, this person is has the same responsibility of an 'Auditor' role and

#### Auditor

An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a

#### Authorised Reporting Officer

Responsible for accepting a behaviour support plan and reporting monthly on the use of authorised restrictive

You are advised that giving false or misleading information is a serious offence.

The NDIS Commission may revoke NDIS Commission Portal access rights for anyone who fails to comply with these requirements.

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 document.

[Cancel](#)

**I'm ready to request access**

14. Record your email and phone details and click **Next**

NDIS Quality and Safeguards Commission Portal

### Request to create/update my access

[View errors](#) [Page change log](#)

1. Record your details All fields marked with an asterisk (\*) are required.

First name Carol	Last name Smith	
Email address *	Phone number *	Mobile phone number

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

15. To request the creation of a user role access, confirm the organisation's account by clicking **Select**

Australian Government  
Department of Social Services

Portal entry point My access requests

Logout

NDIS Quality and Safeguards Commission Portal

## Request to create/update my access

### 2. Confirm the organisation's account

**Organisation's account**

ABN	Legal name	Trading name	Primary location
25548385225	THE UNITING CHURCH IN AUSTRALIA PROPERTY TRUST (Q)	United Education	ACT 2905

**Select**

To request access to an other organisation's account: [switch ABN](#) or [login with PRODA](#)

**Back** Discard request

Support Feedback  
Accessibility | Copyright & Disclaimer | Privacy Information

16. Select the user roles that are required and click **Next**

NDIS Quality and Safeguards Commission Portal

## Request to create/update my access

### 3. Access to roles

[View errors](#) [Page change log](#)

Select one or more roles to specify the access you need to this account. If this request is Approved, you will only receive access to the selected role(s).

**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.

**Auditor**  
An employee of an Audit organisation, this person is responsible for witnessing and submitting an assessment on a registration application.

**Authorised Reportable Incidents Approver**  
Responsible for completing, reviewing and submitting a reportable incident to the NDIS Commission.

**Authorised Reportable Incidents Notifier**  
Responsible for documenting a reportable incident in preparation for review and submission.

**Authorised Reporting Officer**  
Responsible for accepting a behaviour support plan and submitting monthly reports on the use of an authorised restrictive practice.

**Behaviour Support Practitioner**  
Responsible for documenting a reportable incident in preparation for review and submission.

**Behaviour Support Practitioner Admin**  
Provides data entry support to a Behaviour Support Practitioner to enter a behaviour support plan in the portal.

**Behaviour Support Reporting Admin**  
Provides data entry support to an Authorised Reporting Officer by entering reports on the use of an authorised restrictive practice.

**Registrant**  
Responsible for managing and varying an NDIS Provider's current scope of registration as well as managing workers and email preferences for the organisation.

**Worker Screening Officer**  
Responsible for managing the provider's workers.

**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.

**Back** Discard request **Next**

17. Review the **Summary access request** and click the checkbox labelled 'I confirm the above details are correct', then click **Submit**.

NDIS Quality and Safeguards Commission Portal

## Request to create/update my access

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4. Access request summaryAll fields marked with an asterisk (\*) are required.

View errors Page change log ▼

### Your details

First name: Carol	Last name: Smith	
Email address: carol.smith@gmail.com	Phone number: 02 6141 9225	Mobile phone number: 0423 030 653

### Account details

Legal name: THE UNITING CHURCH IN AUSTRALIA PROPERTY TRUST (Q.)

Trading name: Uniting Education

ABN: 40293545182                      Primary location: ACT 2906

### Access to roles

If this request is Approved, you will be able to access the account with the selected role(s) only.

Selected role(s): Registrant, Authorised Access Delegate

### Next steps

- Once this request is submitted, an email about this request will be sent to the Authorised Access Delegate for the account. They are responsible for approving your request.
- If this is your first portal request, after you click 'Submit' an email will be sent to confirm your email address. Please follow the email's instructions to finalise this request and progress the next steps.

## 5. Acknowledgement

I confirm the above details are correct. \*

[Discard request](#)

## About Digital ID, myID app and RAM

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.

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to access government online services on behalf of a business.

To gain access to the **NQSC Provider Portal**, you will need to have set up your Digital identity in myID app and authorisation(s) in RAM.

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.

For information about **RAM** (Relationship Authorisation Manager), go to the "Home" page on the [RAM](#) website. To find out how to link your myID to a business using RAM, visit [Accessing online services with Digital ID and RAM](#) on the Australian Taxation Office website.