



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

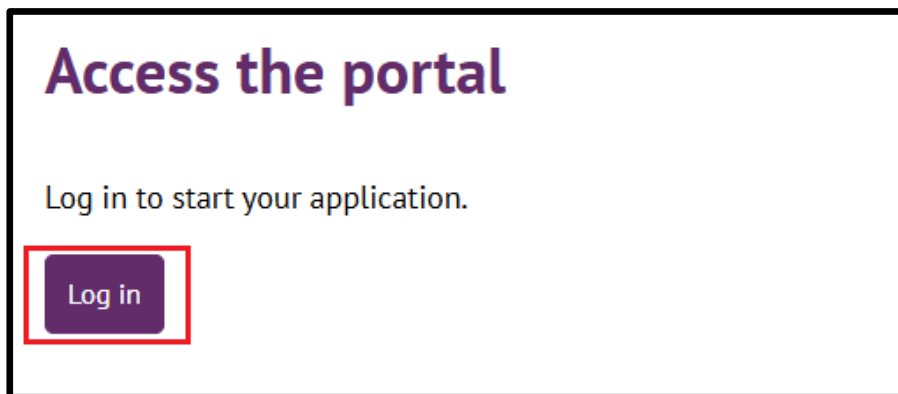
1. [Logging in to the Applications Portal](#)
2. [Completing a Request For Information task](#)
3. [About Digital ID and myID app](#)

Logging in to the Applications Portal

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

The screenshot shows the top navigation bar of the NDIS Quality and Safeguards Commission website. The 'Portals' dropdown menu is open, and 'Applications Portal' is highlighted with a red box. The website header includes the Australian Government logo, the NDIS Quality and Safeguards Commission logo, the phone number 1800 035 544, and a search bar. The main content area features a purple banner with the text 'When you make it known, you make it better.' and a button for 'Make it known, make it better resources'. Below the banner is a white box with the text '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 Applications Portal webpage, Select **Login**



3. Select **Continue with Digital ID**



Applications portal login


Organisations

Login to apply to become:

- a registered NDIS provider
- a worker screening employer (organisation)

You need to have authorisation to act on behalf of the organisation through Relationship Authorisation Manager (RAM).

 Continue with Digital ID

Digital ID  is a secure, convenient and voluntary way to verify and reuse your ID online.

Don't have Digital ID and RAM set up? [Set up Digital ID !\[\]\(5361750c22c4e047a52f4eac1ec2d4cc_img.jpg\)](#).

Individuals

Login to apply to become:

- worker screening employer (NDIS participants)
- Behaviour support practitioner

 Continue with Digital ID

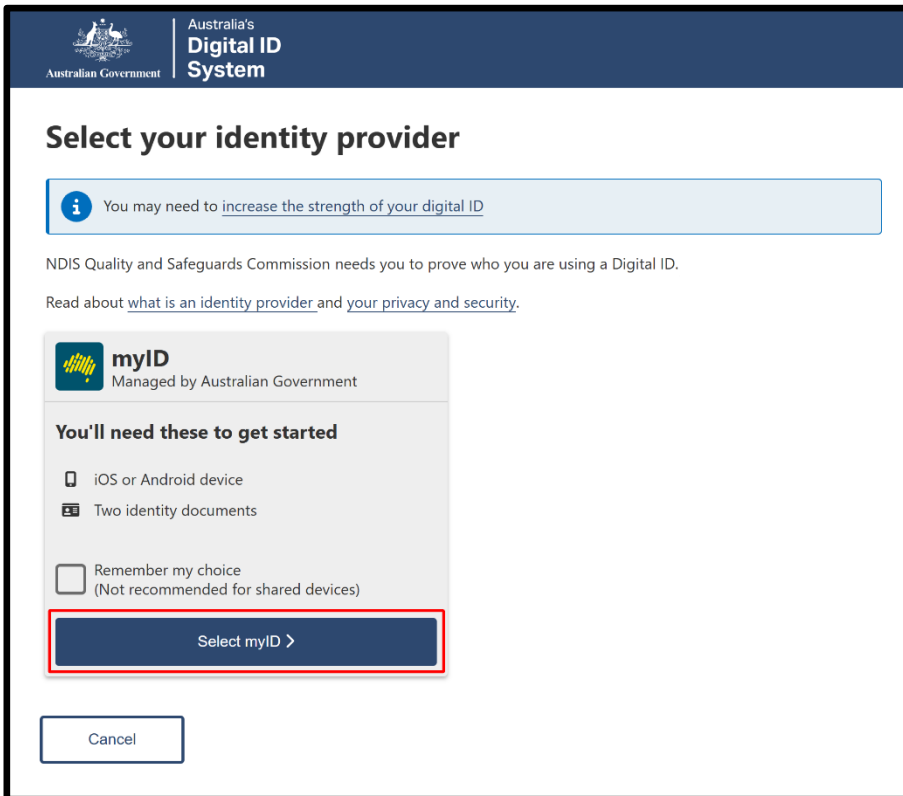
Digital ID  is a secure, convenient and voluntary way to verify and reuse your ID online.

Don't have Digital ID? [Set up Digital ID !\[\]\(2bae76de5ebbd5c4d7d47162f1673734_img.jpg\)](#) or [continue with PRODA](#).

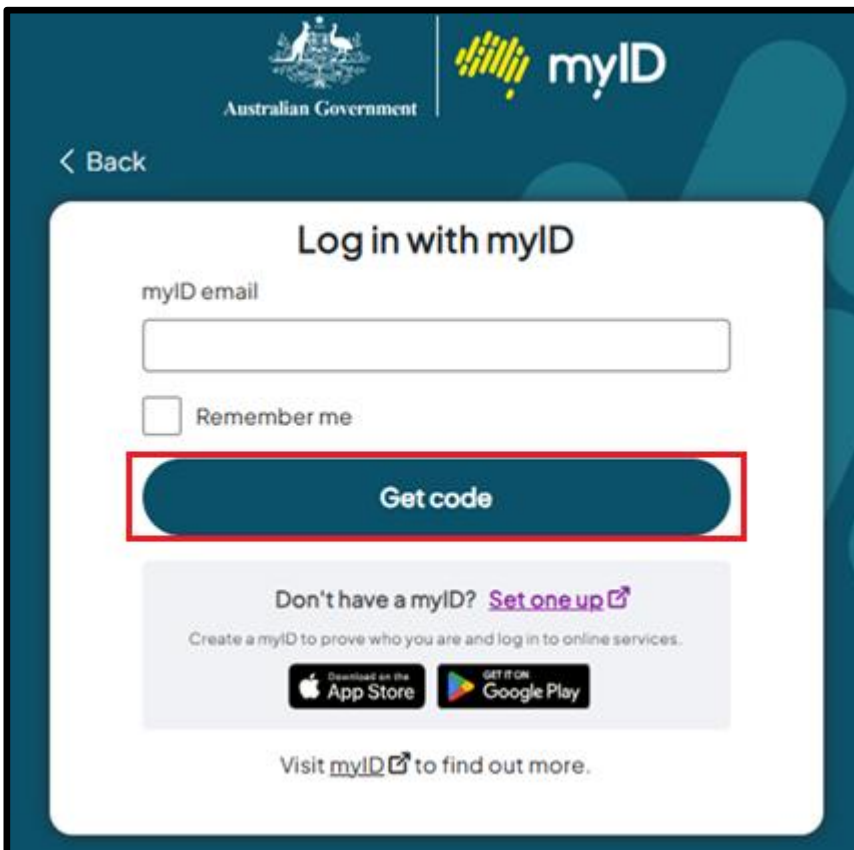
[Support](#) [Feedback](#)

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

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 \(myID\)](#).

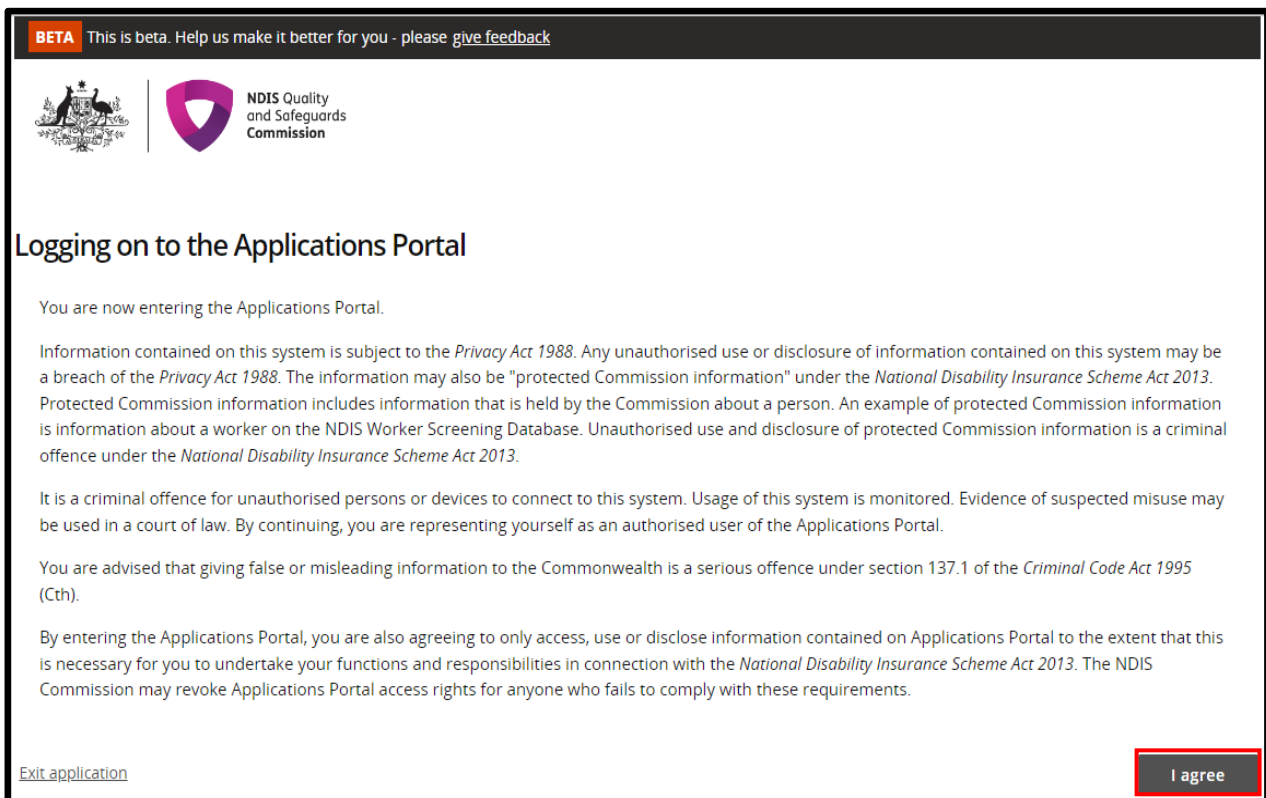


6. A code will be generated.



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

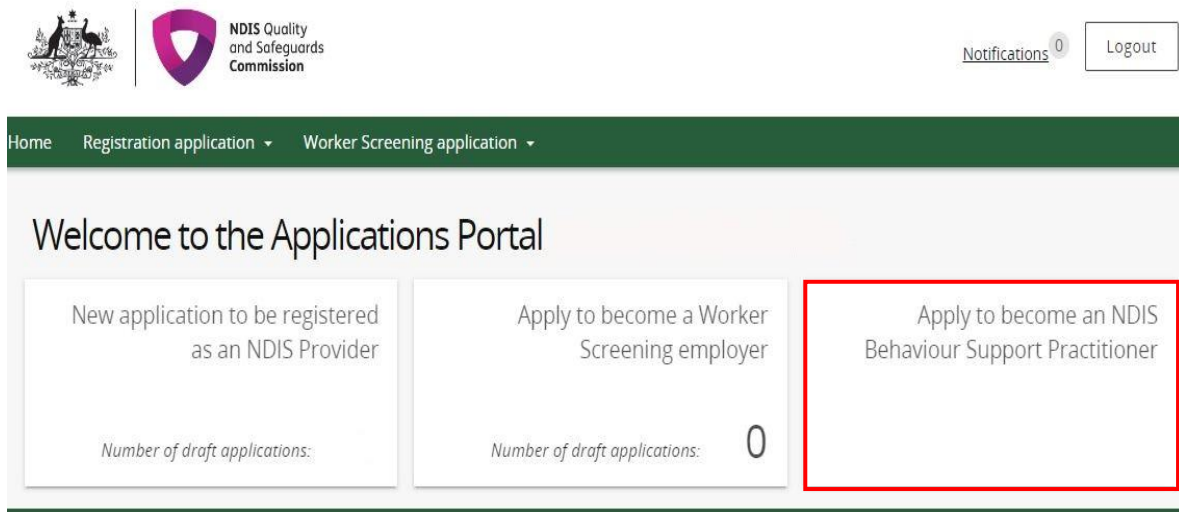
8. Select **I agree**



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	
	Information request	03/02/2023	03/02/2023	03/02/2023	Actions

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>	Actions
	In Progress	03/02/2023	High	17/02/2023	<ul style="list-style-type: none">ViewUpdate

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

Id:	Status:	Created date: dd/mm/yyyy
	In Progress	03/02/2023
Priority:	Due date: dd/mm/yyyy	
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	Actions
▶ Endorsement Tool	Additional information	03/02/2023	pdf	1,763	Actions

[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>	Actions
	Done	03/02/2023	High	17/02/2023	Actions

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