



Australian Government



NDIS Quality
and Safeguards
Commission

NDIS behaviour support practitioners

Quick reference guide – How to apply for New Entry-Level practitioner suitability reconsideration

‘New entry-level practitioners’ are practitioners that were considered suitable through the New Entry-Level pathway (alternative pathway) when they applied to be an NDIS behaviour support practitioner.

New Entry-Level practitioners are required to have their suitability reconsidered by the NDIS Commission 12 months after being considered suitable as a NDIS behaviour support practitioner. A letter will be sent via email to the practitioner outlining the requirements and timeframes for the reconsideration process.

Reconsideration process

New entry-level practitioners should only submit a self-assessment once they are formally invited to do so from the NDIS Commission.

If the self-assessment process is not completed within the timeframes identified in the letter, suitability as a NDIS behaviour support practitioner may be revoked.

During the reconsideration process, the new entry-level practitioner can continue working as a NDIS behaviour support practitioner unless advised otherwise.

How to complete a new entry-level reconsideration application

1. Prepare for your application

The following resources will support you with the application.

[Positive Behaviour Support Capability Framework](#)

This resource describes:

- The capabilities you need to have, to provide specialist behaviour support under the NDIS
- The standards your new entry-level suitability reconsideration application will be assessed against.

[Self-assessment Resource Guide for the Positive Behaviour Support Capability Framework](#)

This resource:

- Describes how new entry-level practitioners can assess their own capabilities against the Capability Framework
- Provides an example of the self-assessment questions you will need to answer.

Note: You can use the Self-assessment Tool to understand the requirements and prepare for your application. You are required to complete the self-assessment questions in your online application.

2. Discuss your self-assessment with your supervisor

You will need to discuss your self-assessment with your supervisor and document the outcome of your discussion in the [New Entry-Level Behaviour Support Practitioner Endorsement Tool](#). This tool:

- Examines your self-assessment against the Capability Framework
- Validates your self-assessment and portfolio of evidence
- Must be completed and signed by you and your supervisor

You must upload the completed tool in your online application.

When a behaviour support practitioner is considered suitable, their portal access moves from the applications portal to the NDIS provider portal.

Important note: An auto-generated verification email is sent when the application is approved. This can end up in you spam or junk email folder. You must click on the link in the auto-generated verification email in order to complete your practitioner profile access. If you are unable to access your practitioner profile via the link, please contact us using the [NDIS Commission Portal technical help form](#).

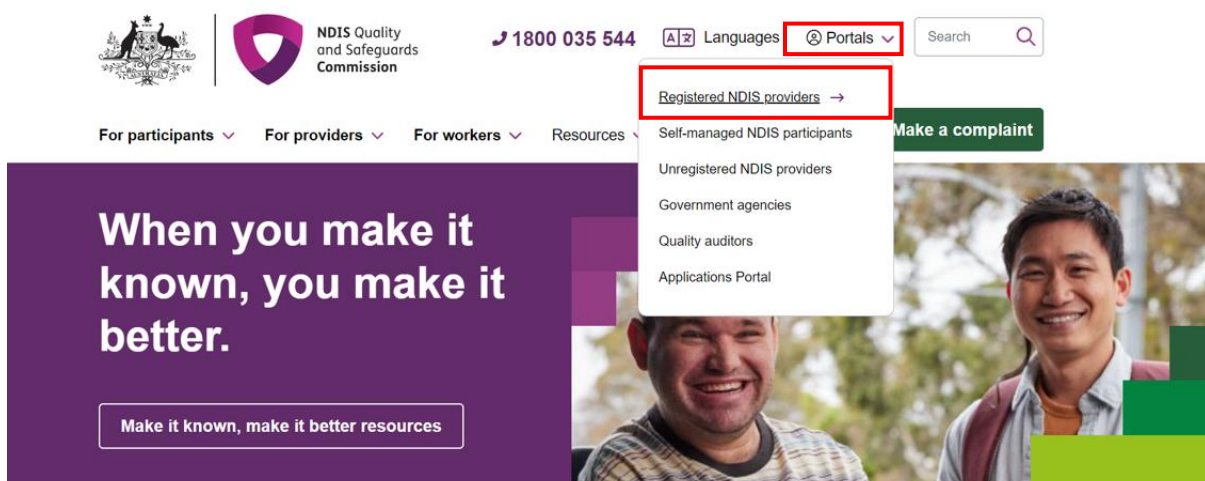
This Quick Reference Guide explains the step-by-step process of lodging a suitability application for the reconsideration of new-entry practitioners.

In this guide

- [Logging into the NDIS Commission Provider Portal](#)
- [Lodging a new entry-level reconsideration application](#)
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- [Accessing your outcome letter](#)
- [About Digital ID and myID app](#)

Logging into the NDIS Commission portal

1. On the NDIS Commission homepage, select the **Portal** dropdown at the top right of the page and select [Registered NDIS providers](#).



The NDIS Commission works with participants and providers to improve the quality and safety of NDIS services and supports.

2. Select **Log in**.

Registered providers portal login

Home · Registered providers portal login

On this page:

- Access the portal
- First time users
- Help

Access the portal

Log in to [manage your registration](#).

Log in

3. Select **Continue with Digital ID**

The screenshot shows the NDIS Quality and Safeguards Commission Portal. At the top left is the Australian Government logo, and at the top right is the NDIS Quality and Safeguards Commission logo. The main heading is "NDIS Quality and Safeguards Commission Portal". Below this, a message states: "To login as a provider, you need to have a authorisation to act on behalf of the organisation through Relationship Authorisation Manager (RAM)." A prominent button labeled "Continue with Digital ID" is displayed, featuring the Australian Government logo. Below the button, a text box explains: "Digital ID is a secure, convenient and voluntary way to verify and reuse your ID online." A section titled "Don't have Digital ID and RAM set up?" provides links for "Set up Digital ID and RAM" and "continue with PRODA". A note for "Behaviour Support Practitioner" users includes a link "manage your profile without RAM" which is highlighted with a red box, and another link "continue with PRODA". The footer contains links for "Support", "Feedback", "Accessibility", "Copyright & Disclaimer", and "Privacy Information".

4. Select **Select myID**

The screenshot shows the "Select your identity provider" page within the Australia's Digital ID System. The header includes the Australian Government logo and the text "Australia's Digital ID System". The main heading is "Select your identity provider". An information box with an 'i' icon states: "You may need to [increase the strength of your digital ID](#)". Below this, a message reads: "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](#)." The "myID" provider is highlighted, with the text "Managed by Australian Government". Under the heading "You'll need these to get started", there are three items: "iOS or Android device", "Two identity documents", and "Remember my choice (Not recommended for shared devices)". A red box highlights the "Select myID >" button. A "Cancel" button is located at the bottom left.

5. Enter your myID email and select **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 **Your account** and the **Role** to log on and then select **Continue**

The screenshot shows the Australian Government Department of Social Services portal. At the top left is the Australian Government logo and the text 'Australian Government Department of Social Services'. At the top right is the ABN '91 123 456 789' with a 'Switch ABN' link and a 'Logout' button. Below this is a dark teal navigation bar with 'Portal entry point' and 'My access requests' links. A button labeled '<registered provider portal>' is visible. The main heading is 'Portal entry point'. Below this, it states 'You are logged in with ABN 91 123 456 789.' and provides a link to 'My access requests'. The first step is '1. Select an account', which contains a table with three columns: 'Account name', 'Account type', and 'ABN'. The table lists two accounts: 'United Education' (Organisation, ABN 12 345 678 901) and 'Lee, Marvin' (Practitioner profile, ABN None). The 'Lee, Marvin' row is highlighted with a red border. Below the table is a link for 'Other accounts'. The second step is '2. Select a role', which features a dropdown menu currently showing 'Authorised delegate', also highlighted with a red border. A 'Continue' button is located at the bottom right of the form area. At the very bottom of the page, there are links for 'Support', 'Feedback', 'Accessibility', 'Copyright & Disclaimer', and 'Privacy information'.

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

9. Select **I agree**.



Logging on to the NDIS Commission Portal

You are now entering the NDIS Commission Portal.

Information contained on this system is subject to the *Privacy Act 1988*. Any unauthorised use or disclosure of information contained on this system may be a breach of the *Privacy Act 1988*. The information may also be "protected Commission information" under the *National Disability Insurance Scheme Act 2013*. Protected Commission information includes information that is held by the Commission about a person. An example of protected Commission information is information about a worker on the NDIS Worker Screening Database. Unauthorised use and disclosure of protected Commission information is a criminal offence under the *National Disability Insurance Scheme Act 2013*.

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 Commission Portal.

You are advised that giving false or misleading information to the Commonwealth is a serious offence under section 137.1 of the *Criminal Code Act 1995* (Cth).

By entering the NDIS Commission Portal, you are also agreeing to only access, use or disclose information contained on NDIS Commission Portal systems to the extent that this is necessary for you to undertake your functions and responsibilities in connection with the *National Disability Insurance Scheme Act 2013*, including as an approved Quality Auditor, or as personnel of a registered NDIS provider in relation to NDIS Worker Screening checks using the NDIS Worker Screening Database.

The NDIS Commission may revoke NDIS Commission 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.

10. On the Welcome to the NDIS Commission Portal select **My Practitioner Profile**.

The screenshot displays the NDIS Commission Portal interface. At the top left, there are logos for the Australian Government and the NDIS Quality and Safeguards Commission. To the right, there are links for 'Change role / Manage access', 'Notifications' (with a '0' badge), 'Switch to myplace', and a 'Logout' button. A green navigation bar contains 'Home', 'Tasks' (with a dropdown arrow), and 'My practitioner profile'. The main content area features a large heading 'Welcome to the NDIS Commission Portal'. Below this, a red rectangular box highlights the 'My practitioner profile' link. At the bottom right of the page, there is a 'Tasks' section with the text 'Number of tasks awaiting action: 0'.

Lodging a new entry-level reconsideration application

1. On the left navigation menu bar, select '**Applications**'.

Practitioner profile

Name:

Practitioner identification number:

Suitability status: Suitable

Status change date:

Overview

Personal details

Professional details

Professional experience

Applications

Downloads

Notice responses

2. Select **'Start an application'**.

- a. **Note:** You will not be able to start a new application if you have any outstanding with a status of 'Draft', 'Submitted', 'Information Request' or 'Assessment'.

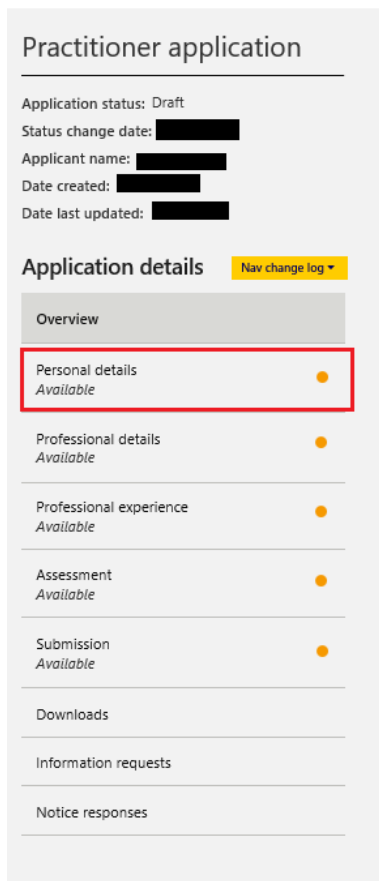
Applications

List of applications prepared by the practitioner.

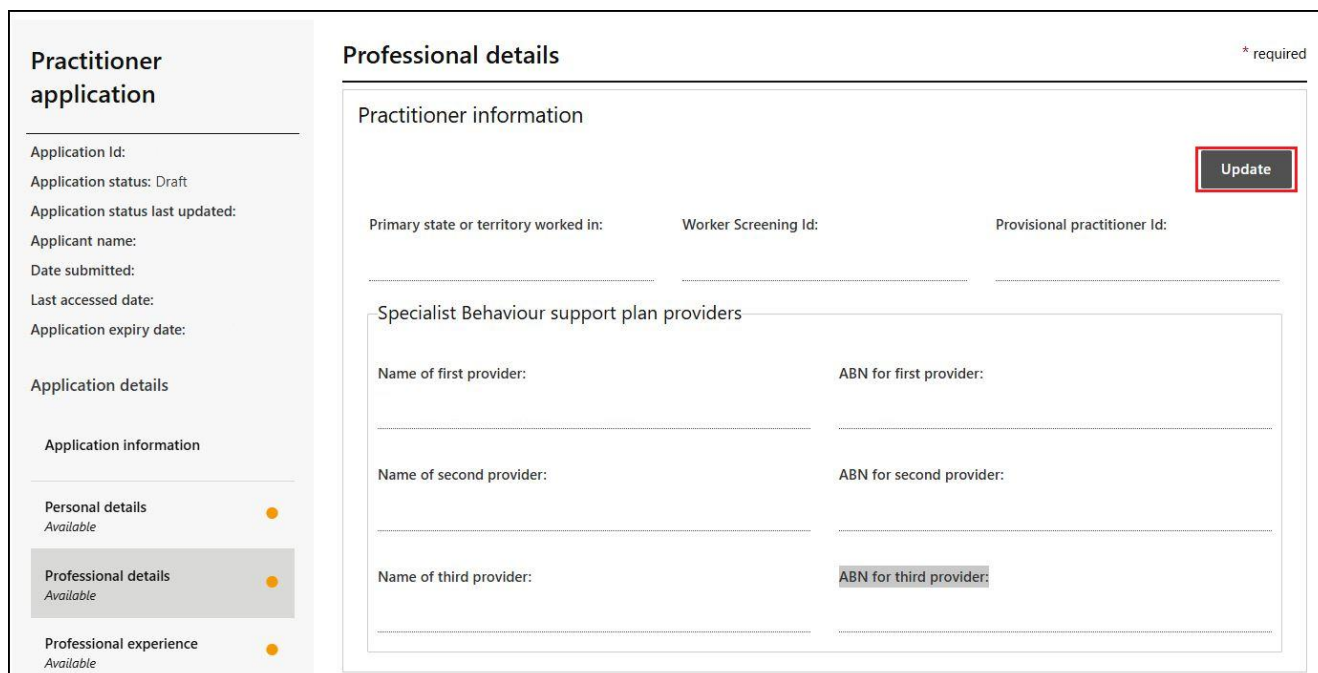
Start an application

Application Id <input type="checkbox"/>	Application status	Status change date	Date created	Last updated	Submitted date
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

3. On the **Overview** page read the information under the heading "Preparing to apply" and "How to complete this application".
4. Select **Personal details** on the left navigation menu.



5. If any “Personal details” are missing or incorrect, select **Update** and enter the required information.



6. On the **Professional details** page, select **Update** under “Practitioner information” and enter the required information.
7. Under “Primary state and territory worked in,” choose your respective state or territory from the drop-down menu.
8. Under “Worker Screening Id,” enter in your NDIS Worker Screening number.



9. Practitioners considered suitable are encouraged to have their name and contact details published on the NDIS Commission website. If you consent to your name and contact details being published on the NDIS Commission website, select **Update** and enter the details that you wish to be published. Then select **Mark as complete and continue** to progress through the application.
10. If you do not consent to publishing your contact details on the NDIS Commission website when considered suitable, click **Mark as complete and continue**.
11. Under “Employment history” select **Add** and enter any information relevant to behaviour support.
12. Under “Behaviour support experience,” select **Update** and enter the required information.
13. Under “Qualifications and training,” select **Add** and enter the required information relevant to your role as a behaviour support practitioner.
14. Under “Professional registrations and associations,” select **Add** and enter any relevant information.
- Under “Attachments,” select **Add attachment** and attach a copy of your current resume and certified copies of any qualifications stated. Your current resume should include details of all positions held since you were first considered suitable as an NDIS behaviour support practitioner, including your current employer and start date in this role.

Practitioner application

Application Id:

Application status: Draft

Application status last updated:

Applicant name:

Date submitted:

Last accessed date:

Application expiry date:

Application details

Application information

- Personal details ● Available
- Professional details ● Available
- Professional experience ● Available
- Assessment ● Available
- Submission ● Available
- Downloads

Assessment * required

Select the type of assessment you will undertake as part of your application to be considered 'suitable' as an NDIS Behaviour Support Practitioner.

Types of assessment include:

1. 'Practitioner Self-Assessment' - This is completed in accordance with the [Self-Assessment Resource Guide for the Positive Behaviour Support Capability Framework](#). The Guide should assist you in completing a self-assessment of your capabilities in relation to the PBS Capability Framework and obtaining endorsement from a supervisor. This (and any additional information provided) will be used by the NDIS Commission to assess your application.
2. 'Alternative Assessment Evidence' - This can be provided if you consider that you are unable to complete one or more of the documents such as a self-assessment, endorsement of your self assessment by a supervisor, or written consent of a supervisor to be contacted by the NDIS Commission.

You should:

- Address why you aren't undertaking the Practitioner Self-Assessment, and
- Attach documents that will enable the NDIS Commission to assess your application.

Choose an assessment type

Update the assessment type and select one of the assessment options.

Update

Assessment type selected:

Mark as complete and continue

Completing the Practitioner Self-Assessment

- Navigate to the **Assessment** page on the left navigation menu and select **Update** under “Choose an assessment type”.

Update type of assessment

* required

Select one of the following assessment options:*

Alternative assessment **Practitioner self-assessment**

Feedback

I would like to receive feedback from the NDIS Quality and Safeguards Commission on my self-assessment

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

1. Select **Practitioner self-assessment** under “Select one of the following assessment options:”
 2. Select the box under **Feedback**, to provide you with an opportunity to receive feedback from the NDIS Quality and Safeguards Commission on your self-assessment.
 3. Select **Save and close** to progress through the application.
 4. If Practitioner Self-Assessment is selected, the **Practitioner self-assessment** page will appear.
- Read or listen to the relevant information on the page regarding the requirements of using the “**Practitioner self-assessment**” tool.
5. Start from the Core Practitioner Level under the “Self-assessments” title. Select **Actions** and click **Update**.
Select **Action** and select **Update** for each Capability domain. Please ensure all items have been responded to as either Met, Developing or Not met. Once items are completed, enter the relevant information for “Sources of evidence”.
 6. Select **Save and return** when a capability domain is completed.
 7. Once all capability domains are completed, select **Back** to the “Practitioner self-assessment” page.
 8. Once the Core Practitioner Level is completed, the Proficient Level will become available. Work through each practitioner level up to the level that you have self-assessed at. Please note that if the Proficient level is met, both Advanced and Specialist levels will become available. You can self-assess at either an Advanced level or a Specialist level (or both) if you have met the capability for the Proficient level.
- Under “Supervisor details,” select **Update**, this will activate a pop-up screen. Enter the relevant information to identify your supervisor. Select **Save and close** once that is completed.
 - 9. Under “Postal address,” select **Add** and enter the relevant information.
 - Under “Supervisor’s endorsement and consent,” select **Update** and select answers from the drop-down menu. Select **Save and close** once that is completed.
 - Under “Attachments,” select **Add attachment**, add a copy of your supervisor’s endorsement using the completed [New-Entry Level Behaviour Support Practitioner Endorsement Tool](#).
10. Once attached select **Mark as complete and continue**.
 11. Read the “Declarations” and select **Agree and submit**.
- Your application is now complete.

- If the submit button is greyed out, please review the application to ensure all aspects have been completed.

Help with accessing your Practitioner Suitability Outcome Letter.

- Login to the [NDIS Commission Provider Portal](#).

The screenshot shows the 'Practitioner profile' page on the left and the 'Applications' page on the right. In the 'Practitioner profile' sidebar, the 'Applications' menu item is highlighted with a red box. The 'Applications' page displays a table of applications with columns for Application Id, Application status, Status change date, Date created, Last updated, and Submitted date. A 'Start an application' button is visible in the top right. A red box highlights the 'Actions' dropdown menu for a 'Completed' application.

- Select on **Applications** in the left navigation menu under the title Practitioner profile.
- From the drop-down list, select **Actions** on your completed application and select **View**.
- Select **Downloads** on the left navigation menu then download the latest **Application Outcome Letter** from the list.

The screenshot shows the 'Downloads' section for a completed application. The left sidebar has the 'Downloads' menu item highlighted with a red box. The main content area shows a table of documents generated as part of the application. A red box highlights the 'Download' button for the document 'NQSCBSPApplicat ionoutcomeletter'.

Name	Document type	Date uploaded	Type	Size	Added by
NQSCBSPApplicat ionoutcomeletter	System created		pdf		System

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

Email: ndispractitioners@ndiscommission.gov.au