



Managing access as an Access Delegate

Use this guide to view and assign levels of access for people in your Registered Provider organisation in the new **NDIS Commission portal**. Only Access Delegates will be able to choose and assign the roles.

Before you get started, you should know:

- **The role of Access Delegate:** Registered providers usually have at least one person in their organisation with the role of **Access Delegate**. This is the role needed to manage access for other members of the same organisation in the portal.
- **Participant Records:** Some roles will allow the user to create and manage participant records.
- **Role Assignment:** A person can have different roles with different providers. The provider can be selected by the person during their log in process.
- **Assigning access to new contacts:** as an access delegate, you can only assign access levels to people in your organisation that are designated as contacts. You can add a person as a new contact via the **My registration > Provider contacts** action prior to managing their user access if needed.

Portal roles and tasks

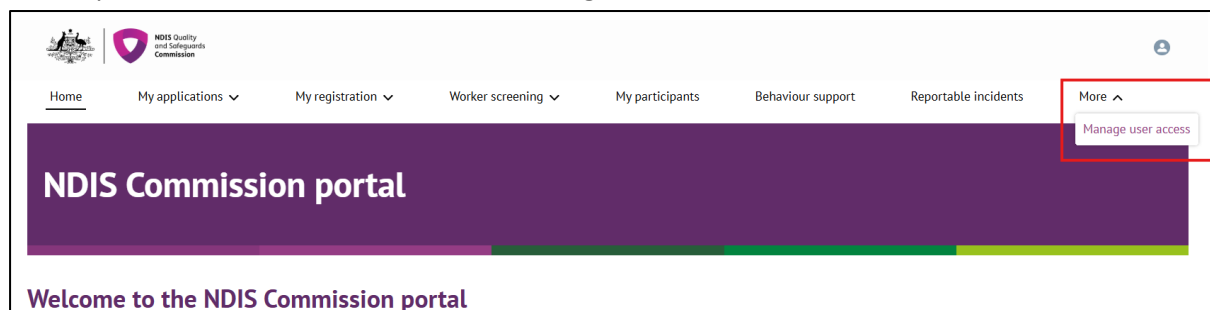
Role Name	Which providers can use this role?	What does this role do?
Registrant	Registered or De-Registered Providers	Updates the provider's registration details (including re-registrations). Handles 13/13A notices. Creates and manages staff/worker records. Creates and manages participant records.

Role Name	Which providers can use this role?	What does this role do?
Worker Screening Officer	Registered Providers only	Creates and manages staff/worker records.
Behaviour Support Plan Lodgement Officer	Registered Providers only	Creates and manages participant records. Lodges Behaviour Support Plans that include regulated restrictive practices. Note: a user can only have either Behaviour Support Plan Lodgement Officer OR Restrictive Practice Reporting Officer.
Restrictive Practice Reporting Officer	Registered Providers only	Creates and manages participant records. Uploads evidence that restrictive practices are authorised. Completes monthly reports on the use of these practices. Note: a user can only have either Behaviour Support Plan Lodgement Officer OR Restrictive Practice Reporting Officer.
Reportable Incident Officer	Registered Providers only	Creates and manages participant records. Prepares, checks, and sends in reportable incidents to the NDIS Commission.

Role Name	Which providers can use this role?	What does this role do?
Access Delegate	Registered or De-Registered Providers	Manages which staff members can log in and access the portal for the provider.

Viewing user access

1. To view the current level of access for those assigned in your organisation, go to the **More** dropdown in the main menu and click **Manage user access**.



2. There are three main sections on this page:
 - **Manage existing user access:** where you can view the roles assigned to **active** and **inactive** user contacts in your organisation. Use the **Active**, **Inactive** and **All** tabs to navigate between the views, sort the columns by clicking on the column heading in the list, use the filters to organise the list by user role, or use the search to find a specific user in the list.

Manage user access

Home > Manage user access

Manage existing users access

A list of users that were approved to access this account. If a user's access needs to change, you may find their record and update their access as appropriate. About the statuses:

- **Active** - A user who currently has access to this account. They may access the account in the roles selected on their user record.
- **Inactive** - A user who no longer has access to this account.

Active Inactive All

Filter by user role

All

Search

Type to search...

	Name	Auth0 Id	Email address	User role	Status	
1	Simon Practitioner		s.practitioner@urbanexampleclinic.au	Behaviour Support Plan Lodgement Officer	Active	View
2	Quentin Provider		quentinp@urbanexampleclinic.au	Worker Screening Officer Access Delegate	Active	View

- **Create new user access:** where you can assign roles for the first time to someone in your organisation that is listed as a contact. You can sort the columns by clicking on the column heading in the list, or use the search to find a specific user in the list.

Create new user access

To create a new user, click on a contact from the list below and open the record. From the contact record you can create a new user and assign the appropriate role access using the "Create new user" button.

	Name	Email address	Employment type	
1	Erica Worker	e.worker@urbanexampleclinic.au	Employee - Full-time	View
2	Felix Provider	f.provider@urbanexampleclinic.au	Contractor	View

- **Manage access requests:** where you can view, update and record a decision for any access requests initiated by users from your organisation. Use the **Pending**, **Expired** and **All** tabs to navigate between the views, sort the columns by clicking on the column heading in the list, use the filters to organise the list by request status, or use the search to find a specific user in the list.

Manage access requests

A list of the account's access requests. As the Authorised Access Delegate, you may view, update and record a decision on a 'Pending' request. You have until the expiry date to record a decision on a request. The user will be advised by email if their request is Approved, Rejected or has Expired.

Pending Expired All

Filter by status

All

Search

Type to search...

	Name	Submitted	Expiry	Status		
1	Simon Practitioner	21/09/2026	21/10/2026	Pending	View	Resend

- To view the details of an existing user, find the user in the **Manage existing user access** list and click the **View** button. A more detailed screen will open, giving you the option to **Update Access** for the user or **Deactivate User** if you no longer wish them to have access to the portal.

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User name
Simon Practitioner

[Update Access](#) [Deactivate User](#)

First name
Simon

Last name
Practitioner

Email address
s.practitioner@urbanexampleclinic.au

Phone number
0412567987

Employment type
Contractor

Update existing user access (add or remove roles)

- Follow the steps above to view user access. You have two options:
 - Update Access:** allows you to add or remove roles for the user.
 - Deactivate User:** allows you to remove their access from the portal altogether. Their details will still be visible in the portal, however they will be listed as **Inactive** and will no longer be able to access your provider record in the portal.
- To add or remove roles for the user, from the detailed user record, click **Update Access**.

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User name
Simon Practitioner

[Update Access](#) [Deactivate User](#)

First name
Simon

Last name
Practitioner

Email address
s.practitioner@urbanexampleclinic.au

Phone number
0412567987

Employment type
Contractor

3. Read the instructions carefully.
4. When ready, click **Start Request >**

If you have concerns in this regard, the NDIS Quality and Safeguard Commission has other ways of obtaining and providing information including mail, telephone and electronic file transfer.

4. Disclaimer

The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

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 system.

[Start Request >](#)

5. Use the checkboxes to select or deselect the relevant category of role, and then choose one of the available radio buttons within that category to assign or remove the role.

Select role/s to apply

☒ Registration

Registrant - Responsible for managing and varying an NDIS Provider's current scope of registration as well as managing the provider's workers.
Worker Screening Officer - Responsible for managing the provider's workers.

☐ Registrant
☒ Worker Screening Officer

☒ Practice Quality

Behaviour Support Plan Lodgement Officer - Responsible for lodging behaviour support plans that contain regulated restrictive practices.
Restrictive Practice Reporting Officer - Responsible for uploading evidence of restrictive practice authorisation and completing monthly reports regarding the use of authorised restrictive practices.

☒ Behaviour Support Plan Lodgement Officer
☐ Restrictive Practice Reporting Officer

6. Review the acknowledgment statement, check the box to indicate you authorise the request, and click **Submit**.

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.

☐ Authorised Access Delegate

Acknowledgment

After you submit the request, an email will be sent to the user. They will need to follow the instructions in the email to activate their access. Once complete, their access will be updated to reflect this request and they will be able to access the portal with this account. This request will expire in 30 days if the user does not complete the process.

☒ *I authorise this request and confirm the details are correct

Date of declaration
12/10/2026

[Submit](#)

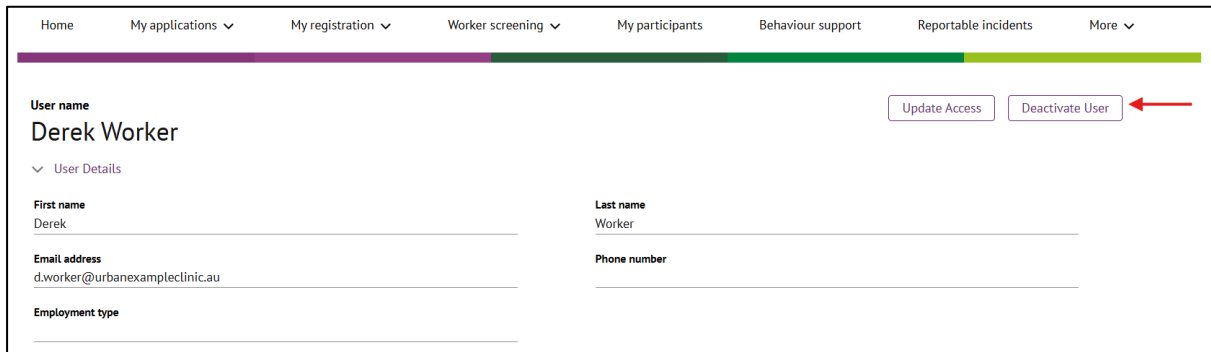
7. You will return to the user details view. The user will be notified via email. You can verify the updated role assignment in the **Manage existing users access** list.

Update existing user access (remove access altogether)

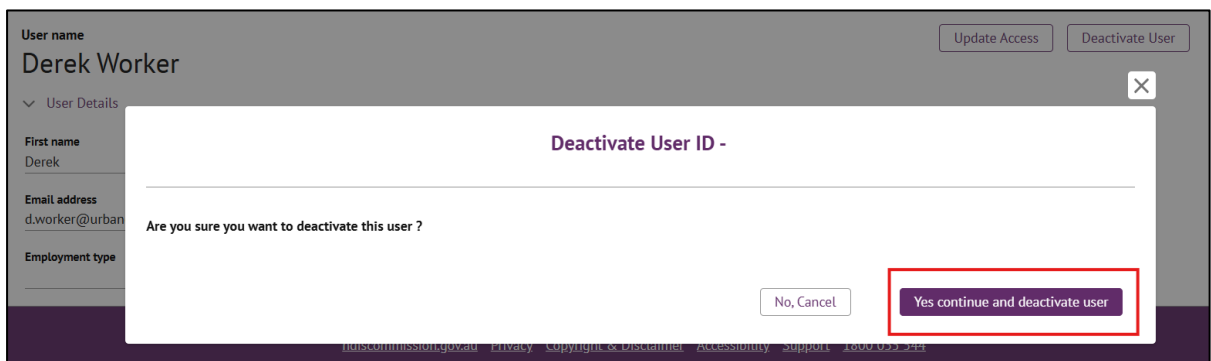
1. Follow the steps above to view user access. You have two options:
 - **Update Access:** allows you to add or remove roles for the user.

- **Deactivate User:** allows you to remove their access from the portal altogether. Their details will still be visible in the portal, however they will be listed as **Inactive** and will no longer be able to access your provider record in the portal.

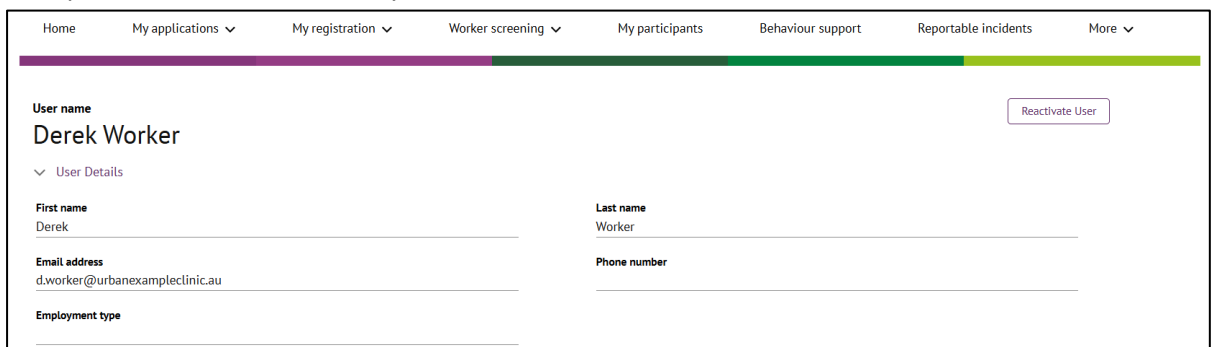
2. To remove access to your provider record in the portal for the user, from the detailed user record, click **Deactivate User**.



3. You will be given a warning to check that you want to deactivate this user.
4. You can cancel, or to proceed, click **Yes continue and deactivate user**.



5. You will return to the user details view. The user will be notified via email. You also have the option to **Reactivate User** if you wish to do so in the future.



6. You can verify the deactivation in the **Manage existing users access** list – you may need to click the **Inactive** or **All** users tab to see this information.

Manage existing users access

A list of users that were approved to access this account. If a user's access needs to change, you may find their record and update their access as appropriate.

About the statuses:

- Active - A user who currently has access to this account. They may access the account in the roles selected on their user record.
- Inactive - A user who no longer has access to this account.

Active **Inactive** All

Filter by user role: All

Search: Type to search...

	Name	Auth0 Id	Email address	User role	Status	
1	Derek Worker		d.worker@urbanexampleclinic.au		Inactive	View

Reactivate a user

1. If you have a user that previously had access to your provider record in the portal, but was deactivated, you can easily reactivate and change their user access. Follow the steps above to find the user in the **Manage existing users access** list. You may need to select the **Inactive** or **All** tab to see the list of inactive users.

Manage existing users access

A list of users that were approved to access this account. If a user's access needs to change, you may find their record and update their access as appropriate.

About the statuses:

- Active - A user who currently has access to this account. They may access the account in the roles selected on their user record.
- Inactive - A user who no longer has access to this account.

Active **Inactive** All

Filter by user role: All

Search: Type to search...

	Name	Auth0 Id	Email address	User role	Status	
1	Derek Worker		d.worker@urbanexampleclinic.au		Inactive	View

2. For the user you wish to reactivate, select the **View** button in the row with their name.
3. Click **Reactivate User**.

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User name
Derek Worker

[Reactivate User](#)

User Details

First name Derek	Last name Worker
Email address d.worker@urbanexampleclinic.au	Phone number 0456789123
Employment type Employee - Casual	

4. You will return to the user details view. The user will be notified via email. You also have the option to **Update Access** to now proceed with assigning the relevant access role for the user. Follow the steps in the section **Update existing user access** if needed.

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User name
Derek Worker

▼ User Details

First name
Derek

Last name
Worker

Email address
d.worker@urbanexampleclinic.au

Phone number
0456789123

Employment type
Employee - Casual

Update Access Deactivate User

Respond to access requests

Existing users may request additional access if they try to perform an action but do not have permission. Access requests will remain Pending for you to action for 30 days. If they are not actioned in this time, the request will expire and the requesting user will be notified.

1. To action a user request, find the request in the **Manage access requests** list and click **View**.

Manage access requests

A list of the account's access requests. As the Authorised Access Delegate, you may view, update and record a decision on a 'Pending' request. You have until the expiry date to record a decision on a request. The user will be advised by email if their request is Approved, Rejected or has Expired.

Pending Expired All

Filter by status
All

Search
Type to search...

	Name	Submitted	Expiry	Status	
1	Simon Practitioner	12/10/2026	11/11/2026	Pending	View Resend

2. You will be presented with the user details page. Click **Update Access** to proceed with the update request.

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User name
Simon Practitioner

▼ User Details

First name
Simon

Last name
Practitioner

Email address
s.practitioner@urbanexampleclinic.au

Phone number
0412567987

Employment type
Contractor

Update Access Deactivate User

3. You will be taken to the **Create/update user portal access** page. Continue with the update as required. Follow the steps in **Update existing user access** if needed.

Create new user access

1. To assign roles to a user for the first time, navigate to the **Create new user access** section on the **Manage user access** page (as outlined in the **Viewing user access** section).
2. Find the user in the list using the column sort or search feature.
3. If the desired user is not showing in the list, check whether they already have access, or are inactive, via the **Manage existing users access** list. If they are not showing in either list, you may need to check that they are added as a provider contact. Navigate to **My registration > Provider contacts** to check this and to add them as a contact if needed.

Create new user access

To create a new user, click on a contact from the list below and open the record. From the contact record you can create a new user and assign the appropriate role access using the "Create new user" button.

Search
Type to search...

Name ↑	Email address	Employment type	
1 Erica Worker	e.worker@urbanexampleclinic.au	Employee - Full-time	View
2 Felix Provider	f.provider@urbanexampleclinic.au	Contractor	View

4. You will be presented with the user details. Click **Create a new user** to proceed.

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User name
Erica Worker

Create a new user

User Details

First name
Erica

Last name
Worker

Email address
e.worker@urbanexampleclinic.au

Phone number

Employment type
Employee - Full-time

5. You will be taken to the **Create/update user portal access** page. Continue with the update as required. Follow the steps in **Update existing user access** if needed