



New Provider Portal Roles

Use this guide to understand the different user roles in the new NDIS Commission portal and what each role can do. Only Access Delegates will be able to choose and assign the roles.

Before you get started, you should know:

- **Registered Providers:** Most of these roles are only for providers who are already registered with the NDIS Commission.
- **Participant Records:** Some roles will allow the user to create and manage participant records.
- **Role Assignment:** Roles are chosen and assigned within each provider's portal by the provider's Access Delegates. A person can have different roles with different providers; the provider can be selected during the log in process.

Portal roles and tasks

Role Name	Which providers can use this role?	What does this role do?
Provider Registration Applicant	Any business wanting to become a Registered Provider (and are currently an unregistered provider)	Applies for a new NDIS Provider registration with the NDIS Commission on behalf of the business. This role is automatically assigned on the first click of the "Start or continue an application" button during log in.

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.
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. Sends in Behaviour Support Plans that include regulated restrictive practices.
Restrictive Practice Reporting Officer	Registered Providers only	Creates and manages participant records. Uploads proof that restrictive practices are approved. Completes monthly reports on the use of these practices.
Reportable Incident Officer	Registered Providers only	Creates and manages participant records. Prepares, checks, and sends in reportable incidents to the NDIS Commission.

Access Delegate	Registered or De-Registered Providers	Manages which staff members can log in and access the portal for the provider.