Verify a Worker's Screening Request

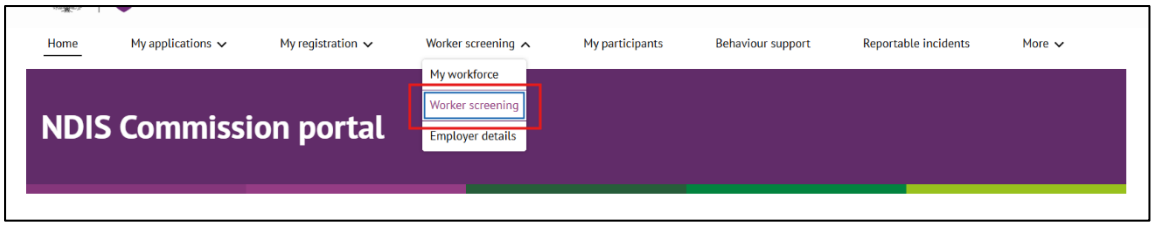
Use this guide to verify or reject NDIS worker screening requests for your organisation.

Before you get started

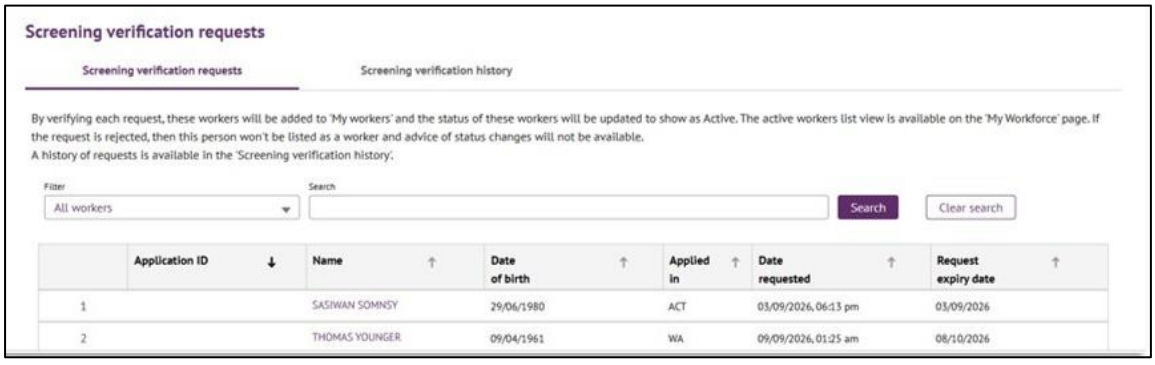
- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions to manage worker screening tasks. If you haven't yet logged in, follow the instructions in Registered Providers Portal login page.

Step 1: View pending requests

1. Click on the drop-down arrow next to Worker Screening and select **Worker Screening**.



2. Scroll down to **Screening Verification Requests** view workers waiting for verification.



Step 2: Check worker details

1. Select a worker's name to view their request details.

2. Check your HR records to confirm if the person works or will work for your organisation.

Step 3: Reject or verify the request

To reject a request (if the worker does not work for you):

1. Click **Reject**.

2. Click **Confirm and reject**. This sends a message back to the Worker Screening Unit to state the worker is not linked to your organisation.

To verify a request (if the worker works for you):

1. Click **Verify**.

Step 4: Update worker details

1. Check any pre-populated information.

2. Fill in or update all mandatory fields:

    - Employment relationship type (for example, employee or contractor).
    - Contact Work phone number.
    - Work email address (enter the worker's email address specific to your organisation).
    - Other details such as employee ID, department etc.
    - Location of work.

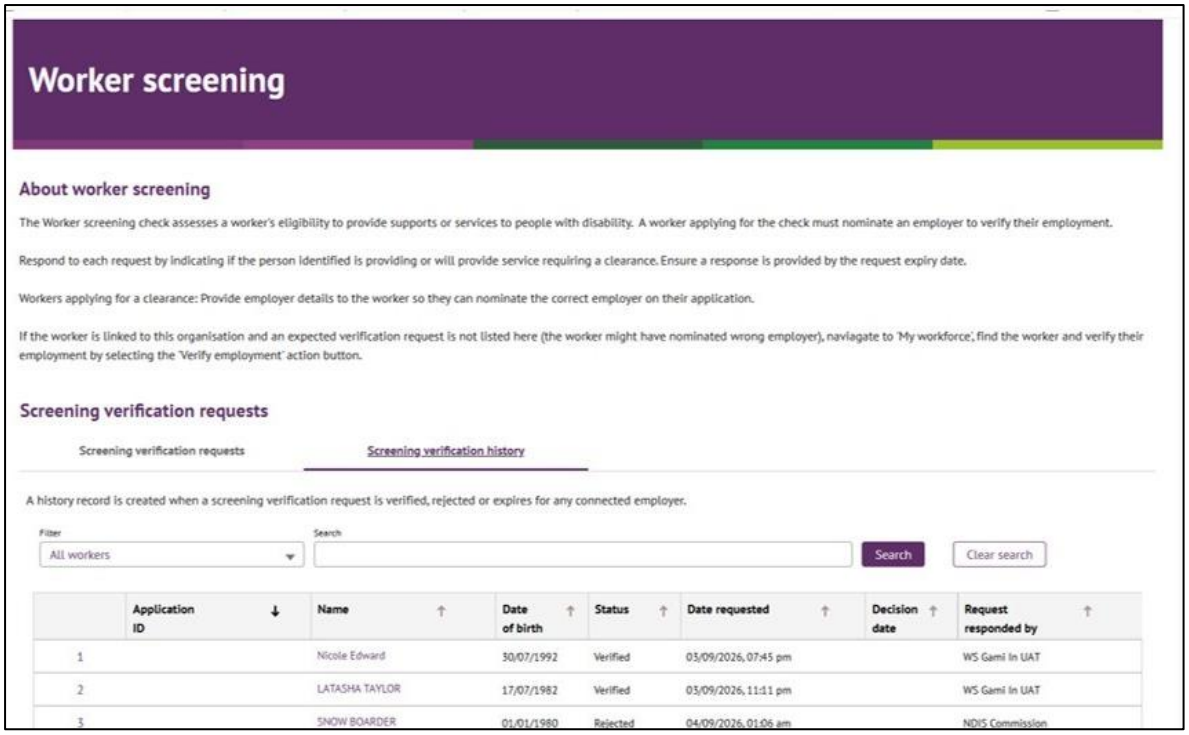


Step 5: Complete verification

1. Click **Complete verification**.

2. Check for the green success message at the top of the screen confirming the request was verified.

3. The request will move from your pending queue to the **Screening verification history** tab.



Verification is complete. You can view verified and rejected requests at any time in the Screening verification history tab.