

Section 3

# How do I register?



## Section 3 Introduction

This Section of the Provider Toolkit will help you understand:

- how to use the **Provider Registration Checklist** ([PDF](#))<sup>1</sup> ([DOC](#))<sup>2</sup>
- how to register using the online myplace provider portal
- how transition from the NDIA to NDIS Commission affects registration for providers in NSW and SA
- what documentation you need to complete your registration
- how long it should take for your registration application to be processed
- what it means if you get a 'Pending State Approval' notification
- how to amend your registration

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<sup>1</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.pdf)

<sup>2</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.docx)

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### 3.1 Provider Registration Checklist

If you or your organisation wish to operate in NSW or SA, you must visit the [NDIS Commission website](#)<sup>3</sup> and follow the registration steps. Upon completion, return to the provider toolkit and follow the steps to setup your myplace provider portal where you can make service bookings, request payment and view participants' plans.

To assist individuals and organisations applying to become an NDIS registered provider in all other states and territories, the NDIA has developed a **Provider Registration Checklist** ([PDF](#))<sup>4</sup> ([DOC](#)).<sup>5</sup>

This Registration Checklist is a quick guide to the steps involved in your application, or 'intent to register' process. It is recommended that you print a copy of the Registration Checklist and refer to it as you read through this section of the Provider Toolkit.

The 'Primary Contact' for your organisation should use the following checklist to proceed with application for registration with the NDIS in all states and territories except NSW and SA.

Once you have completed each criteria you are ready to apply.

**NOTE: If you are asked for specific supporting documentation, this must be supplied before the assessment process can be completed.**

A downloadable version of the **Provider Registration Checklist** is available ([PDF](#))<sup>6</sup> ([DOC](#)).<sup>7</sup>

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<sup>3</sup> <https://www.ndiscommission.gov.au>

<sup>4</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.pdf)

<sup>5</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.docx)

<sup>6</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.pdf)

<sup>7</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_checklist.docx)

## 3.2 Registration process

### In this section:

[3.2.1 Applying for a PRODA account](#)

[3.2.2 Register for myplace](#)

[3.2.3 Complete an 'intent to register' application on myplace](#)

[3.2.4 Complete your registration](#)

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Providers wishing to operate in NSW or SA must visit the [NDIS Commission website](#) and follow the registration steps. Upon completion, return to the provider toolkit and follow the steps to setup your myplace provider portal where you can make service bookings, request payment and view participants' plans.

For providers only wishing to operate in any other state and/or territory, there are four key stages of the provider registration process outlined below and described in more detail in the following sections:

- apply for a Provider Digital Access (PRODA) account
- use your PRODA account to register and gain access to the myplace provider portal
- complete an 'intent to register' application which involves:
  - selecting the registration groups to register for
  - nominating the professions and relevant professional qualifications of staff that will be delivering the various services / supports
- complete your registration with the NDIS by supplying all required documentation, including a signed 'Declaration of Suitability'.

Before you apply to become a registered provider, read [Section 2<sup>8</sup>](#) of the Provider Toolkit and complete the NDIS Provider Readiness Checklist to ensure you have undertaken all the necessary preliminary steps.

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<sup>8</sup> <https://providertoolkit.ndis.gov.au/20-introduction>

## 3.2.1 Applying for a PRODA account

PRODA stands for Provider Digital Access (PRODA). PRODA is an online authentication system designed to provide secure access to specific government services including the myplace provider portal. You will need to register for a PRODA account to access myplace and become an NDIS registered provider.

To register a PRODA account, you need to follow these steps:

### 3.2.1.1 Step 1 - Create your account

Set up your PRODA account profile by:

- providing your personal identity details (for example, your name and date of birth)
- setting up your username and password
- providing your personal and unique email address (make sure you have used a personal and unique email address and not a shared email account).

You can apply for a PRODA account on the [PRODA website](#)<sup>9</sup>.

### 3.2.1.2 Step 2 - Verify your identity

Provide key information from three Australian Government issued identity documents in order to verify your personal identity details against your account profile. Your identity will be verified online and in real time. For successful identity verification, the personal details you used to create your account must match the details on your identity documents. The following three documents are recommended as they are easily verified online:

- Australian driver's licence
- Medicare Card
- Australian passport or foreign passport with an Australian Immigration visa linked

Other available identity documents that can be used include:

- Immicard
- Australian birth certificate
- Australian citizenship certificate
- Australian certificate of registration by descent

A full list of identity documents that can be used online will be available at this stage of the PRODA registration process.

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<sup>9</sup> <https://proda.humanservices.gov.au>

### 3.2.1.3 Step 3 - Link your services

Once you are registered for PRODA and have successfully entered your username, password and verification code, you can access the myplace provider portal by clicking the NDIS tile from the 'My Linked Services' PRODA screen page. If you are authorised to access multiple government online services, such as the NDIS and Health Professional, you can view all of these in the 'My Linked Services' page.

Every individual who needs to access myplace on behalf of a registered provider will need to create their own PRODA account. A PRODA account provides access to personal information and services that you are registered to use. Never share your PRODA account or login details with anyone to maintain security of your personal information. This is in accordance with the PRODA terms and conditions that must be agreed to prior to setting up your account.

If you already have a PRODA account, but have moved location or changed employment, you can continue to use your existing PRODA account.

If you are experiencing issues with accessing a PRODA account, DO NOT create a new one. Contact 1800 800 110 and select the voice prompt for PRODA assistance. If a provider has an active PRODA account, they will not be verified to create another one.

A **PRODA step by step guide** ([PDF](#))<sup>10</sup> ([DOC](#))<sup>11</sup> is available to assist you through this process.

### 3.2.2 Link your PRODA account to myplace

The NDIS Information and Communications Technology system is known as myplace. When you have created a PRODA account, myplace can be accessed by clicking the 'myplace provider portal' tile in the top right hand corner of the [NDIS website](#)<sup>12</sup>. This must be done by the organisation's nominated Primary Contact person, who can then authorise applications from other members of the organisation to have their own myplace account. Every person within the organisation who requires access to myplace must have their own account.

The myplace provider portal allows providers in all states and territories except NSW and SA to:

- submit an application for registration with the NDIS
- view their registration details (including which registration groups they are registered to provide and which are still pending confirmation by the NDIS)

Providers in NSW and SA can submit an application for registration with the NDIS at the [NDIS Commission website](#)<sup>13</sup>, and will use the NDIS Commission portal to view and manage their registration and organisational details. The NDIA no longer has the authority to approve registration applications for providers in NSW and SA.

<sup>10</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/proda\\_-\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/proda_-_step_by_step_guide_v2.0.pdf)

<sup>11</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/proda\\_-\\_step\\_by\\_step\\_guide\\_v2.0.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/proda_-_step_by_step_guide_v2.0.docx)

<sup>12</sup> <https://www.ndis.gov.au>

<sup>13</sup> <https://www.ndiscommission.gov.au>

The myplace provider portal allows ALL providers (including those operating in NSW and SA) to:

- create and approve service bookings with participants
- view the details of participants they have service bookings with for the provision of supports
- lodge payment requests for the delivery of supports provided to participants
- view payments made for payment requests
- communicate on-line with participants and the NDIA
- upload responses to a request for quote.

Providers in all states and territories except NSW and SA can also use the myplace provider portal to:

- manage their organisational details
- approve additional user access to their myplace profile
- upload evidence of state approval and other information required for registration.

The **Using the myplace provider portal** [\(PDF\)](#)<sup>14</sup> [\(DOC\)](#)<sup>15</sup> will assist you through this process.

### 3.2.3 Complete an ‘intent to register’ application on myplace

If you want to submit an application to become a registered provider (in all states and territories except NSW and SA), you must complete an ‘intent to register’ on myplace. Refer to the **myplace registration for new providers step by step guide** [\(PDF\)](#)<sup>16</sup> [\(DOC\)](#)<sup>17</sup> for assistance.

The intent to register requires details about the provider, including:

- legal entity type e.g. Australian Private Company, Sole Trader
- legal business name
- trading name (if relevant)
- Australian Business Number (ABN)
- provider or parent company is ‘not-for-profit’ status (if applicable)
- address details

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<sup>14</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using\\_the\\_myplace\\_provider\\_portal\\_-\\_step\\_by\\_step\\_guide\\_v3.0.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.pdf)

<sup>15</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using\\_the\\_myplace\\_provider\\_portal\\_-\\_step\\_by\\_step\\_guide\\_v3.0.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.docx)

<sup>16</sup> [https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_new\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace_registration_for_new_providers_step_by_step_guide_v2.0.pdf)

<sup>17</sup> [https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_new\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.docx](https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace_registration_for_new_providers_step_by_step_guide_v2.0.docx)

To be a registered provider with the NDIS, the person or entity must have a valid ABN. . You must enter your ABN and the matching legal entity name of the business you intend to register in the myplace provider portal. To have an ABN, you must be running a business.

To check if you are entitled to an ABN please visit the [Australian Business Register](#).<sup>18</sup>

If you are an existing NDIS registered provider using the previous provider portal (and you have not yet accessed myplace):

1. Create a PRODA account to access myplace refer to [Section 3.2.1](#)<sup>19</sup> and the **PRODA step by step guide** ([PDF](#))<sup>20</sup> ([DOC](#))<sup>21</sup>
2. Access myplace and link your organisation to your PRODA (refer to **myplace registration for trial site providers** ([PDF](#))<sup>22</sup> ([DOC](#))<sup>23</sup>)

### 3.2.4 Complete your registration application

Once your organisation is established in myplace, you need to update your profile to complete the required steps for registration. This includes:

- selecting the registration group(s) you wish to register to provide supports for, and nominating profession(s) (see [Section 2.6.4](#)<sup>24</sup> of the Toolkit)
- uploading all relevant supporting information, including:
  - signed '**Declaration of Suitability**' ([PDF](#))<sup>25</sup> ([DOC](#))<sup>26</sup>
  - proof of compliance with state/territory quality and safeguard arrangements, issued either by the relevant state(s) and/or territory(ies) in which you wish to provide services or supports or an authorised third party verifier (refer to Guide to Suitability);
  - other information as required for specialist registration groups.

<sup>18</sup> <https://abr.gov.au/>

<sup>19</sup> <https://providertoolkit.govcms.gov.au/32-registration-process#3-2-1-Applying-for-a-PRODA-account>

<sup>20</sup> [https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/proda\\_-\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/proda_-_step_by_step_guide_v2.0.pdf)

<sup>21</sup> <https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/module-8-proda-step-by-step-guide-to-registration.docx>

<sup>22</sup> [https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_trial\\_site\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace_registration_for_trial_site_providers_step_by_step_guide_v2.0.pdf)

<sup>23</sup> [https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_trial\\_site\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.docx](https://providertoolkit.govcms.gov.au/sites/g/files/net3066/f/myplace_registration_for_trial_site_providers_step_by_step_guide_v2.0.docx)

<sup>24</sup> <https://providertoolkit.ndis.gov.au/26-key-registration-requirements#2-6-4-Choosing-the-right-Registration-Groups>

<sup>25</sup> <https://www.ndis.gov.au/medias/documents/hbb/hdc/8800446677022/Declaration-of-Suitability-30032017.pdf>

<sup>26</sup> <https://www.ndis.gov.au/medias/zip/documents/ha9/h60/8800446742558/Declaration-of-Suitability-30032017.docx>

Descriptions of the Registration Groups and professions that can deliver them, and other evidence of experience required for each can be found in the **Guide to Suitability** ([PDF](#))<sup>27</sup> ([DOC](#)).<sup>28</sup>

For information on how to complete these steps, refer to the **myplace registration for new providers step by step guide** ([PDF](#))<sup>29</sup> ([DOC](#))<sup>30</sup> or the **myplace registration for trial site providers step by step guide** ([PDF](#))<sup>31</sup> ([DOC](#))<sup>32</sup> (if you were registered as a provider in an NDIS Trial site).

For some types of supports (i.e. 'specialist disability supports'), including Specialist Disability Accommodation (SDA), certification against NDIS Commission and/or state and territory quality and safeguards arrangements will be required.

For a provider who has obtained NDIS Commission and/or state/territory accreditation to deliver specialist disability supports, proof of compliance will be issued by the NDIS Commission, state or territory, or authorised third party provider.

Providers will need to review the Guide to Suitability in order to obtain advice on the requirements that are relevant to NDIS Commission and/or state or territory in which they wish to operate. Providers should understand the requirements before they begin the registration process to minimise delays.

### 3.2.5 Certificate of Provider Registration

When you have been approved as a registered provider by the NDIA or NDIS Commission, you will receive a 'Certificate of Provider Registration'. You can then offer the services and supports for which you are registered to participants.

Providers can **not** offer or deliver services to participants until they receive a copy of this Certificate.

<sup>27</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>28</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

<sup>29</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_new\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace_registration_for_new_providers_step_by_step_guide_v2.0.pdf)

<sup>30</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_new\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace_registration_for_new_providers_step_by_step_guide_v2.0.docx)

<sup>31</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_trial\\_site\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace_registration_for_trial_site_providers_step_by_step_guide_v2.0.pdf)

<sup>32</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace\\_registration\\_for\\_trial\\_site\\_providers\\_step\\_by\\_step\\_guide\\_v2.0.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/myplace_registration_for_trial_site_providers_step_by_step_guide_v2.0.docx)

### 3.2.6 Pending State Approval – what does this mean?

If you have registration groups (in states and territories except NSW and SA) with a status of Pending State Approval, you will need to meet the state or territory quality and safeguards requirements to have your registration approved by the NDIA.

You can find detailed information about current registration requirements for each state and territory on the 'Pending State Approval' [webpage<sup>33</sup>](#) on the NDIS website.

When you have met the relevant requirements, you must submit evidence to the NDIA via the 'Upload Evidence' tile in myplace.

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<sup>33</sup> <https://www.ndis.gov.au/providers/psa.html>

### 3.3 Expected timeframes for registration

Processing times for provider registrations can vary depending on the category of registration group being applied for. For some registration groups, processing is dependent on quality and safeguards requirements in your jurisdiction. For more information see the NDIS Pending State Approval [webpage](#)<sup>34</sup>.

Generally, a completed application will be assessed and notification given of the outcome within 10-12 business days. In times of high volume, assessment and notification may take up to 30 days. Providing as much documentation as you can when you submit your 'Intent to Register' will accelerate the process.

If you have not received notification within 30 business days, been advised of additional documentation required, or that processing updates are needed at the state/territory level, contact the NDIS on 1800 800 110.

Please note, if you are a provider wishing to operate in NSW and/or SA and want to know how long registration processing times are, you must contact the [NDIS Commission](#)<sup>35</sup>.

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<sup>34</sup> <https://www.ndis.gov.au/providers/psa.html>

<sup>35</sup> <https://www.ndiscommission.gov.au/>

## 3.4 Managing your registration

**In this section:**

[3.4.1 Changes to organisation structure](#)

[3.4.2 Change of Australian Business Number \(ABN\)](#)

[3.4.3 Voluntary revocation](#)

Please note, the NDIA no longer manages registrations for providers operating in NSW and/or SA. For any matters that may affect your registration in these jurisdictions, you must contact the [NDIS Commission](#).

### 3.4.1 Changes to organisation structure

In accordance with the Declaration of Suitability, which providers sign during the registration process, Registered Providers are required to inform the NDIA as soon as possible of any matter that may affect their registration. For example, if your organisation or business structure changes you should inform the NDIA at the earliest opportunity by emailing us at [Provider Registration](#).

This will ensure we can inform you of any actions you need to take to ensure there is no significant impact on your provider registration status.

### 3.4.2 Change of Australian Business Number (ABN)

The NDIS Act and Rules stipulate the NDIA must register a provider against a valid Australian Business Number (ABN). Therefore if the ABN associated with your provider registration changes or is cancelled, you need to notify the NDIA as soon as you can.

If your ABN is changing, the NDIA can work with you to determine if this can be updated on your provider record. The NDIA will need information about your new organisation including ABN, organisation structure, legal and trading names, and the date of effect of the new ABN. You can provide these details to us by emailing us at [Provider Registration](#).

If your ABN is cancelled, you may no longer be able to maintain your status as a registered provider. You should contact us as soon as possible to discuss your status as a registered provider. If you have cancelled your ABN you should also consider voluntarily revoking your provider registration. More information on voluntary revocation can be found at 3.4.3 Voluntary Revocation.

If you are approved for specialist registration groups, you must ensure your new organisation continues to meet the applicable Commonwealth, state or territory [quality and safeguards](#) requirements approved under your former ABN.

Any approvals and supporting evidence must be updated using the new legal entity name and ABN. The NDIA cannot process your application if you supply information using the name and ABN of your previous organisation.

### **3.4.3 Voluntary revocation**

If a person or entity notifies the NDIA that it no longer wishes to be an approved Registered Provider, the NDIA may revoke their approval based on the organisation no longer meeting the approval criteria.

Further information about voluntary revocation and relevant forms are located on the NDIS [website](#).