



# Update registration application

## IT Quick Reference Guide – Auditor



This guide demonstrates how to update a registration application in the NDIS Commission business system. This guide will help you to do the following:

- Search for and view the registration application
- Update provider details
- Add key personnel
- Update key personnel
- Remove key personnel
- Add address
- Add an outlet
- Manage an outlet
- Remove an outlet

### Search for and view the registration application

1. Type the **Application reference number** then click **Run search**.

Home Application ▾ Registration ▾ Organisation ▾ Task ▾

### Application search

Application reference number:

[Clear search](#)

[Cancel search](#)

- Click the **Actions** drop down menu and then select **View**.

Application results

Application Id	Application status	Provider business name	Application type	Application submission date	Provider status	Actions
▶ 4-3ZTRCCW	In Progress	Atlantis Disability Services	New Application	21/05/2018	Draft	Actions▼ Select Format, Press Export, and Save Download Format: Comma Separated Values (CSV) ▼ Accept application View

The registration application is displayed.

## Update provider details

- Click **Provider details** from the left hand side menu then click **Update**.

ATLANTIS DISABILITY SERVICES

Application status: In Progress  
 Application type: New Application  
 Application Id: 4-3ZTRCCW  
 Application received date: dd/mm/yyyy  
 21/05/2018

Application details

- Applications details
- Provider details**
- Key personnel

### Provider details

**Update**

**Provider details**

**Provider legal name:** ATLANTIS DISABILITY SERVICES

**Entity type:** Site or Outlet Only

**Party type:** Australian Private Company

**Provider business name:** Atlantis Disability Services  
*You have 52 of 80 characters remaining*

**Provider ABN:** 99123456789

**ACN:** 123456789

For profit  Approved charity

- Update the required **Provider details**.

### Provider details

\* required  
**Prefill from ABR**

**Provider details**

**Provider legal name:** ATLANTIS DISABILITY SERVICES

**Entity type:** Site or Outlet Only

**Party type:** Australian Private Company

**Provider business name:** Atlantis Disability Services  
*You have 53 of 80 characters remaining*

**Provider ABN:** 99123456789

**ACN:** 123456789

For profit  Approved charity

3. Click **Save**.

### Parent entity details

**Parent entity type:** \_\_\_\_\_     
 **Parent entity phone:** \_\_\_\_\_     
 **Parent entity name:** \_\_\_\_\_

**Parent entity ABN:**

[Discard changes and return](#)

The Provider details have been updated.

## Add key personnel

1. Click **Key personnel** from the left hand side menu then click **Add**.

**ATLANTIS DISABILITY SERVICES**

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

Applications details

Provider details

Key personnel

### Key personnel

Primary	Name	Business name	Position	Status	
▶ No	MEL SYDNEY		General Manager	Active	Actions ▼
▶ Yes	JOE SINGH		Chairperson	Active	Actions ▼

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) ▼

2. Type the **Key personnel details** then click **Save and close**.

**ATLANTIS DISABILITY SERVICES**

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

Applications details

Provider details

Key personnel

Addresses

Registration groups

### Key personnel details \* required

<b>Title:*</b> <input type="text" value="Dr"/>	<b>First name:*</b> <input type="text" value="JOE"/>	<b>Last name:*</b> <input type="text" value="CITIZEN"/>
<b>Date of birth: dd/mm/yyyy</b> <input type="text" value="01/01/1995"/>	<b>Position:</b> <input type="text" value="Chief Executive Officer"/>	<b>Role:</b> <input type="text" value="General Staff"/>
<b>Business name:</b> <input type="text" value="Atlantis Disability Services"/>	<b>ABN:</b> <input type="text" value="99123456789"/>	<b>Percentage share:</b> <input type="text" value="90"/>
<b>Email address:</b> <input type="text" value="joe.citizen@email.com"/>	<b>Phone:</b> <input type="text" value="02 6161 61661"/>	<b>Mobile:</b> <input type="text"/>
<b>Status:</b> Active	<b>Start date:</b> 21/05/2018	<b>End date:</b> <input type="text"/>

[Discard changes and return](#)

New Key personnel have been added.

## Update key personnel

1. Click **Key personnel** from the left hand side menu.
2. Select the Key personnel to update, click the **Actions** drop down menu then select **Update**.

ATLANTIS DISABILITY SERVICES

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

Applications details

Provider details

**Key personnel**

Addresses

### Key personnel

Primary	Name	Business name	Position	Status	Actions
No	MEL SYDNEY	Atlantis Disability Services	General Manager	Active	View Make primary Remove Update
Yes	JOE SINGH		Chairperson	Active	
No	JOE CITIZEN	Atlantis Disability Services	Chief Executive Officer	Active	

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV)

Export

3. Update the **Key personnel details** then click **Save and close**.

ATLANTIS DISABILITY SERVICES

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

Applications details

Provider details

**Key personnel**

Addresses

### Key personnel details

\* required

Title: \* Mrs

First name: \* MEL

Last name: \* SYDNEY

Date of birth: dd/mm/yyyy  
15/01/1989

Position: General Manager

Role: Key Personnel

Business name: Atlantis Disability Services

ABN: 99123456789

Percentage share: 0

Email address: mel.sydney@email.com

Phone: 02 6161 6161

Mobile:

Status: Active

Start date: 30/01/2018

End date:

Discard changes and return

Save and close

The Key personnel have been updated.

## Remove key personnel

1. Click **Key personnel** from the left hand side menu.
2. Select the Key personnel to remove, click the **Actions** drop down menu then select **Remove**.

ATLANTIS DISABILITY SERVICES

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

Applications details

Provider details

**Key personnel**

Addresses

### Key personnel

Add

Primary	Name	Business name	Position	Status	Actions
No	MEL SYDNEY	Atlantis Disability Services	General Manager	Active	View Make primary <b>Remove</b> Update
Yes	JOE SINGH		Chairperson	Active	
No	JOE CITIZEN	Atlantis Disability Services	Chief Executive Officer	Active	

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) ▼

Export

The Key personnel status will change to Inactive.

## Add address

1. Click the **Address** from the left hand side menu then click **Add address**.

ATLANTIS DISABILITY SERVICES

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

- Applications details
- Provider details
- Key personnel
- Addresses**

### Addresses

Record Id	Address	Address type	Status	End date
4-3ZTRCE3	71 Athllon Drive, GREENWAY, 2900, Australia	Physical	Active	

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV)

Export

Add address

2. Type/Select a **From** date, select an **Address type** then type the **Address** and click **Save**

ATLANTIS DISABILITY SERVICES

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

- Applications details
- Provider details
- Key personnel
- Addresses**

### Adding an address \* required

From: \*dd/mm/yyyy

22/05/2018

Address type: \*

Physical

**Address Format:** Street Number, Street Name, Suburb, State, Postcode  
Enter the first line of your address and select an option from the dropdown list.  
If the address does not appear in the list, try again or click "Create New" to enter an address manually.

Search again

Address \*:

218-220 Parramatta Road Auburn NSW 2144

Create new

Discard changes and return

Save

An address has been added.

## Add an outlet

1. Click **Outlets** from the left hand side menu then click **Add**.

ATLANTIS DISABILITY SERVICES  
Application status: In Progress  
Application type: New  
Application  
Application Id: 4-3ZTRCCW  
Application received date: dd/mm/yyyy  
21/05/2018

Application details  
Applications details  
Addresses  
Registration groups  
Service delivery questions  
Practice standards  
Auditor recommendation  
**Outlets**

### Provider's outlets

**Add**

Outlet record Id	Outlet name	Address	Outlet type	Status	Phone number	Actions
▶ 4-3RUH2NN	Mobile Outlet	76 Athllon Drive, Greenway, ACT, 2900	Mobile	Draft	02 6161 6161	Actions
▶ 4-3ZTRCGG	Good Care	71 Athllon Drive, GREENWAY, ACT, 2900 Australia	Mobile	Draft	02 6161 6161	Actions

Select Format, Press Export, and Save Download  
Format: Comma Separated Values (CSV)

The Add outlets window opens.

2. Type the **new outlet details** then click **Add address**.

## Add outlet \* required

**Outlet name:\***

**Hide address:\***

**Contact name:**

**Email address:**

**Service area type:\***

**Service area:\***

**Outlet type:\***

**Display publicly:\***

**Phone number:\***

**Registration group:\***

**Service area state:\***

[Discard changes and return](#)

- Type or select a **From** date, then type an **Address**.
  - If the address is recognised, it will appear in a drop down list. Select the **address**.
  - If the address is not recognised, click **Create new** to create a new address.

Click **Save**.

## Adding an outlet address \* required

**From:** \*dd/mm/yyyy

22/05/2018

**Address Format:** Street Number, Street Name, Suburb, State, Postcode

Enter the first line of your address and select an option from the dropdown list.

If the address does not appear in the list, try again or click "Create New" to enter an address manually.

Search again

**Address \*:**

Unit 220 George Street Parramatta NSW 2150

Create new

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Save

The new outlet has been created.

## Manage outlet

The Auditor can change the details of an existing outlet on behalf of a provider.

- Click **Outlets** from the left hand side menu.
- Select the outlet to be managed. Click the **Actions** drop down menu then select **Manage outlet**.

**ATLANTIS DISABILITY SERVICES**

Application status: In Progress

Application type: New Application

Application Id: 4-3ZTRCCW

Application received date: dd/mm/yyyy  
21/05/2018

Application details

- Applications details
- Provider details
- Key personnel
- Addresses
- Auditor recommendation
- Outlets

### Provider's outlets

Add

Outlet record Id	Outlet name	Address	Outlet type	Status	Phone number	Actions
▶ 4-3RUH2NN	Mobile Outlet	76 Athllon Drive, Greenway, ACT, 2900	Mobile	Draft	02 6161 6161	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span style="font-size: 0.8em;">Actions</span> <div style="margin-left: 5px;">▼</div> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px; display: flex; align-items: center;"> <span style="font-size: 0.8em;">Manage outlet</span> </div>
▶ 4-3ZTRCGG	Good Care	71 Athllon Drive, GREENWAY, ACT, 2900	Mobile	Draft	02 6161 6161	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <span style="font-size: 0.8em;">Remove</span> </div>

Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) ▼

Export

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3. Click **Update outlet**.

<b>Outlet</b> Owner: <a href="#">Atlantis Disability Services</a> <b>Outlet name:</b> Mobile Outlet <b>Contact number:</b> 02 6161 6161	<b>Outlet details</b> Address Operating hours Service areas Registration groups	<b>Outlet details</b> <b>Outlet name:</b> Mobile Outlet <b>Outlet type:</b> Mobile <b>Hide address:</b> Yes <b>Display publicly:</b> No <b>Contact name:</b>  <b>Phone number:</b> 02 6161 6161 <b>Email address:</b> outlet@email.com	<b>Update outlet</b>
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4. Update **outlet details** then click **Save**.

<b>Outlet</b> Owner: <a href="#">Atlantis Disability Services</a> <b>Outlet name:</b> Mobile Outlet <b>Contact number:</b> 02 6161 6161	<b>Update outlet</b> <span style="float: right;">* required</span> <b>Outlet name:</b> * Mobile Outlet <b>Hide address:</b> * Yes <b>Contact name:</b> Joe Singh <b>Email address:</b> outlet@email.com <b>Outlet type:</b> * Mobile <b>Display publicly:</b> * No <b>Phone number:</b> * 02 6161 6161	<b>Save</b>
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[Discard changes and return](#)

## Add a Registration group within an Outlet

1. Click on **registration groups** on the side menu
2. Click on Add button

**Outlet**

Owner: [redacted]  
Outlet name: [redacted]  
Contact number: [redacted]

Outlet details  
Address  
Operating hours  
Service areas  
**Registration groups**

### Outlet registration groups

Registration group id	Name	Group no	
4-A00H6DC	Therapeutic Supports	0128	Remove

Select Format, Press Export, and Save Download  
Format: Comma Separated Values (CSV) Export

Support items  
*There are no support items.* Add

Professions  
Add

Profession name  
Counsellor Remove  
Psychologist Remove

Select Format, Press Export, and Save Download  
Format: Comma Separated Values (CSV) Export

1. Select or confirm registration id groups as required
2. Click **Save**

**Outlet**

Owner: [redacted]  
Outlet name: [redacted]  
Contact number: [redacted]

Outlet details  
Address  
Operating hours  
Service areas  
**Registration groups**

### Adding registration group

Registration group	Registration group number
Therapeutic Supports	0128

Discard changes and return

Save

## Add or Remove a profession within an Outlet

1. Click on **Add** button within **Professions**
2. Add or remove appropriate professions as required
3. Click **Save**

The screenshot shows a web interface for adding professions to an outlet. On the left, there is a sidebar menu with 'Registration groups' highlighted. The main area is titled 'Adding profession' and contains a table of professions. The 'Audiologist' profession (code AD) is selected. At the bottom right, a 'Save' button is highlighted with a red box. At the bottom left, there is a link for 'Discard changes and return'.

Profession name	Profession code
<input checked="" type="radio"/> Audiologist	AD
<input type="radio"/> Art Therapist	AT
<input type="radio"/> Counsellor	CO
<input type="radio"/> Developmental Educators	DE
<input type="radio"/> Dietician	DT
<input type="radio"/> Music Therapist	MT
<input type="radio"/> Orthoptist	OP
<input type="radio"/> Occupational Therapist	OT
<input type="radio"/> Physiotherapist	PH
<input type="radio"/> Podiatrist	PO

**NOTE:** Each outlet **must** have at least one registration group attached to it. Additionally each registration group **must** have at least one profession.

## Remove an outlet

1. Click **Outlets** from the left hand side menu.
2. Select the Outlet to remove, click the **Actions** drop down menu then select **Remove**.

The screenshot shows the 'Provider's outlets' interface. On the left, there is a sidebar menu with 'Outlets' highlighted. The main area displays a table of outlets. The 'Actions' dropdown menu for the first outlet is open, and the 'Remove' option is highlighted with a red box. Below the table, there is an 'Export' button and a format selector set to 'Comma Separated Values (CSV)'.

Outlet record Id	Outlet name	Address	Outlet type	Status	Phone number	Actions
4-3RUH2NN	Mobile Outlet	76 Athllon Drive, Greenway, ACT, 2900	Mobile	Draft	02 6161 6161	Actions
4-3ZTRCGG	Good Care	71 Athllon Drive, GREENWAY, ACT, 2900	Mobile	Draft	02 6161 6161	Remove

The outlet has been removed and the status of the outlet changes from Draft to Inactive.