



# Quick reference guide: Screening verification requests Unregistered provider, self-managed participant & plan-managed participant

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## Overview

1. The NDIS Worker Screening Database (NWSDB) is a national database which stores NDIS Worker Screening Check information about workers who deliver NDIS supports and services.
2. When a worker applies for a NDIS Worker Screening Check they must nominate at least one employer to verify their application. An employer in this regard may include an unregistered provider, self-managed or plan-managed NDIS participant. The nominated employer/s will receive an email notification requesting verification of the worker.
3. You must verify the worker if you intend for them to deliver NDIS supports and services and you have decided to require workers to have an NDIS Worker Screening Check. Once verified, you will be able to view the worker’s record in the NWSDB and you will receive updates about their NDIS Worker Screening Check status.
4. You have 30 days to action a verification request. A reminder email will be sent to you 28 days, 14 days, 7 days and 1 day prior to the expiry of the verification request.
5. Once verified, the worker’s application will progress and screening will commence.



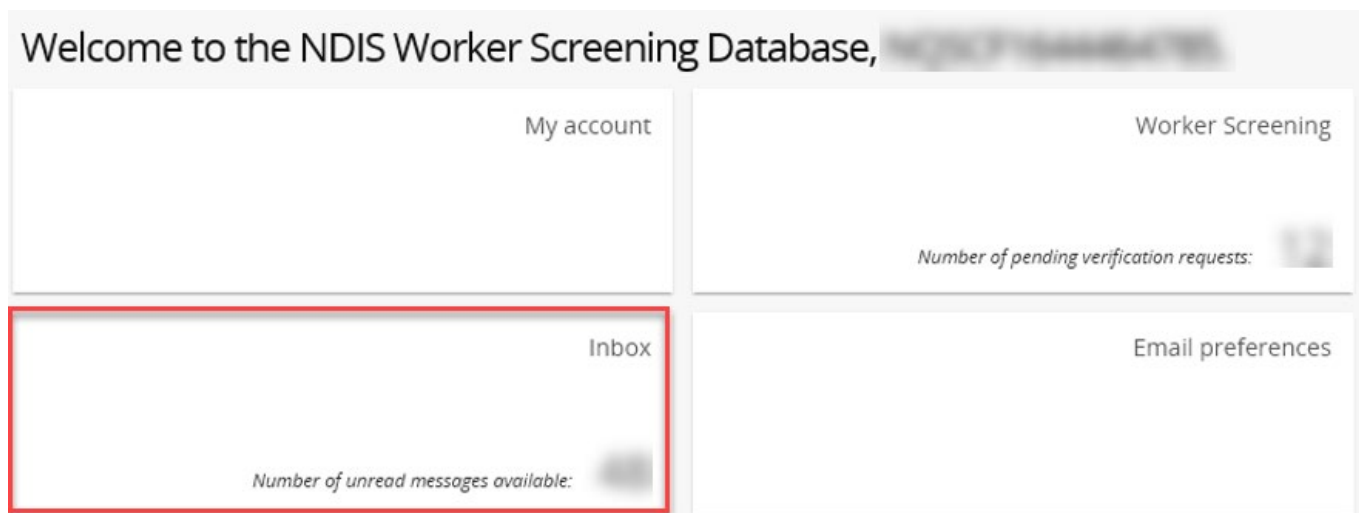
**Tip 1** - A worker can nominate multiple employers, but only one employer needs to verify their NDIS Worker Screening Check application for it to progress to screening. Once *one* employer has verified the application, the *other* employers will no longer receive the verification reminders. However, you must verify the worker if you intend for them to deliver NDIS supports and services.

For further information please refer to the NDIS Quality and Safeguards Commission website ([Unregistered providers](#) and [Worker Screening \(self-managed and plan-managed participants\)](#)). Alternatively, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or by email at [nwsd@ndiscommission.gov.au](mailto:nwsd@ndiscommission.gov.au).

## Notification about a verification request

6. You will receive a notification about a verification request in your 'Inbox'.

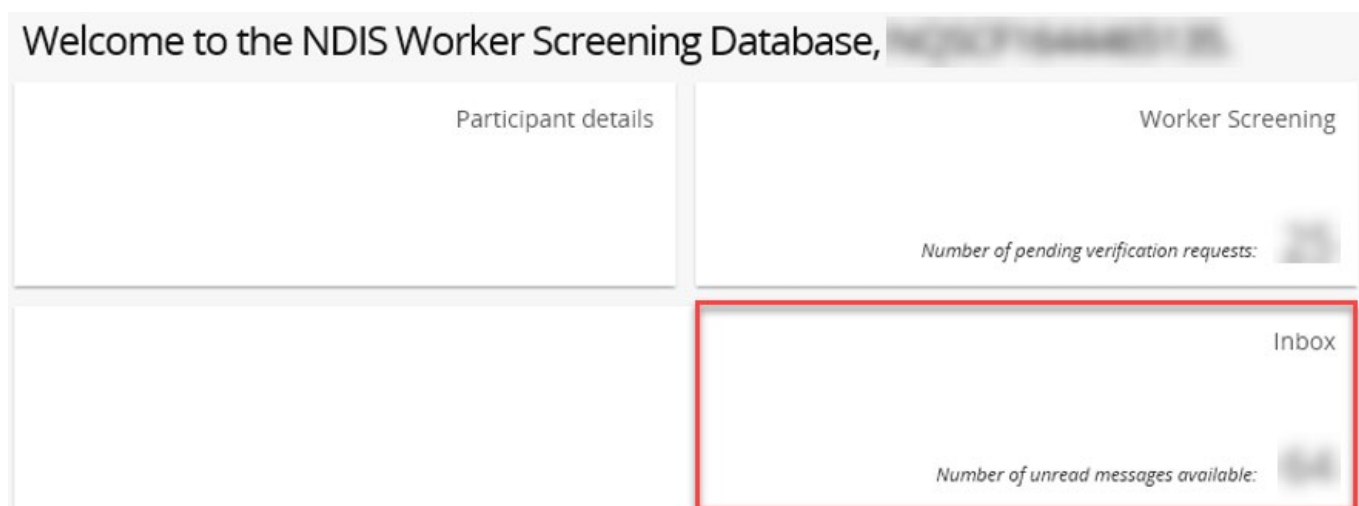
### Unregistered providers:



Welcome to the NDIS Worker Screening Database, [REDACTED]

My account	Worker Screening Number of pending verification requests: [REDACTED]
<b>Inbox</b> Number of unread messages available: [REDACTED]	Email preferences

### Self/plan-managed participants:



Welcome to the NDIS Worker Screening Database, [REDACTED]

Participant details	Worker Screening Number of pending verification requests: [REDACTED]
	<b>Inbox</b> Number of unread messages available: [REDACTED]

7. Identify the 'New verification request' or verification reminder message, select 'Actions' and 'View verification requests'.

Review each message to stay up to date on new information. Recipients listed in 'Email preferences' will be notified by email when a new message is available in the portal.

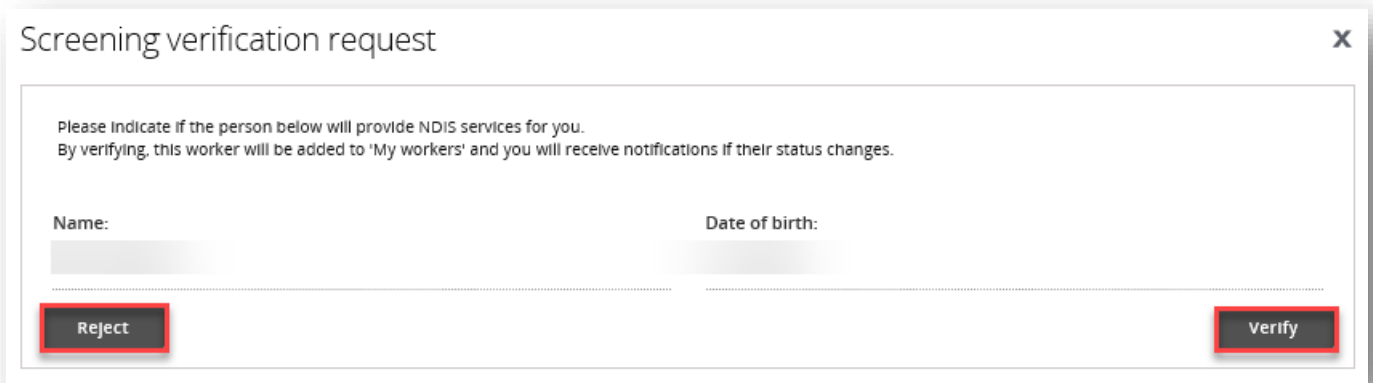
Q Search

Category	Message type	Subject	Message status	Date/time of message	Actions
▶ Worker Screening	New verification request	has nominated the employer to verify their verification request.	Read	/2022 04:27:13 PM	Actions- View Mark as unread View verification requests
▶ Worker Screening	Worker's check about to expire	check is due to expire on 27/07/2022.	Read	/2022 06:07:47 PM	Actions-
▶ Provider registration	End of registration suspension	Your registration is no longer suspended. Your registration status is now 'Approved'.	Read	/2022 10:46:11 AM	Actions-
▶ Worker Screening	Worker's status has changed	; worker status is now 'Clearance'.	Unread	/2022 04:36:56 PM	Actions-

8. Select 'View verification requests' to navigate directly to the verifications page.



10.2. If you **reject** the worker you are confirming that they *will not* provide NDIS supports and services for your organisation.



Screening verification request

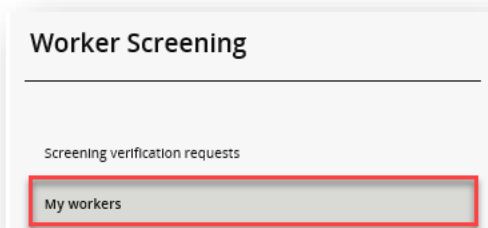
Please indicate if the person below will provide NDIS services for you.  
By verifying, this worker will be added to 'My workers' and you will receive notifications if their status changes.

Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

**Reject** **Verify**

## Verify a worker

11. Once you select 'Verify' the worker will be linked to your organisation and appear on the 'My workers' tab.

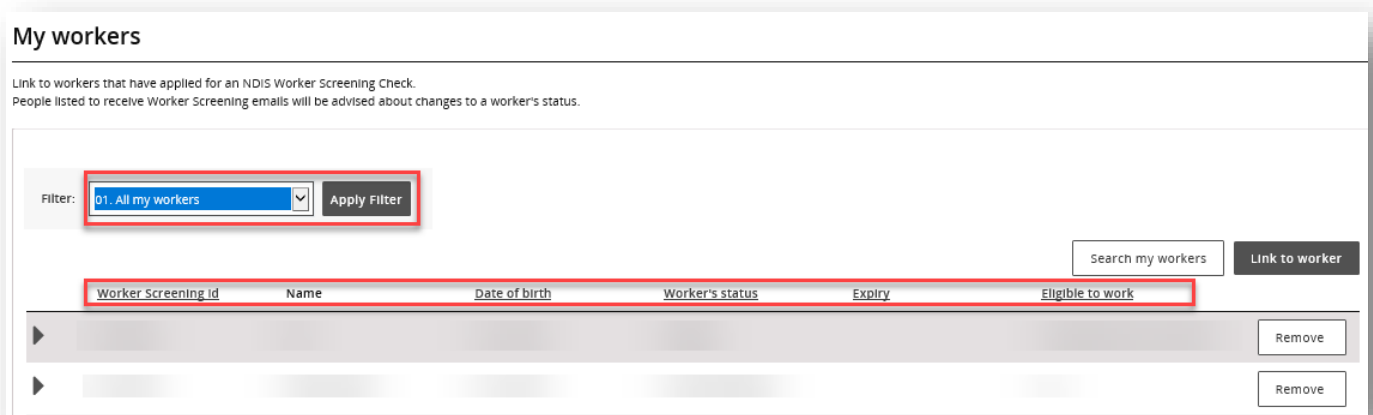


Worker Screening

Screening verification requests

**My workers**

12. You will receive updates about the NDIS Worker Screening Clearance status for all of your linked (verified) workers e.g. when they receive an NDIS Worker Screening Clearance, when their NDIS Worker Screening Clearance is due to expire etc.



My workers

Link to workers that have applied for an NDIS Worker Screening Check.  
People listed to receive Worker Screening emails will be advised about changes to a worker's status.

Filter: **01. All my workers** Apply Filter

Search my workers Link to worker

Worker Screening id	Name	Date of birth	Worker's status	Expiry	Eligible to work
▶					Remove
▶					Remove

## Reject a worker

13. If you reject a worker you will not be able to view their worker record and will not receive updates about their NDIS Worker Screening Check status.



**Tip 3** - If you *accidentally* reject a worker, you can *link* them to your organisation. Refer to the *Quick reference guide – Unregistered provider – SMP & PMP - Link a worker*. Once linked you will be able to view the worker record and will receive updates about their NDIS Worker Screening Check status.



**Tip 4** – If you are the only employer on an application and you *accidentally* reject a worker, contact the worker and ask them to get in touch with the Worker Screening Unit and request that they are linked back onto the application.

## View previous verification requests

14. To view your verification request history navigate to the ‘Screening verification requests’ tab and view the ‘Past requests’ section.

**Screening verification requests**

Pending requests

A person applying for a Worker Screening must nominate an employer who can verify whether the person is currently working (or is expected to begin working) with a person with disability.

As the nominated employer, please respond to each request by indicating if the person identified will provide these services for you or your organisation.

Application Id	First name	Last name	Date of birth	Date requested	Request expiry date	
						Respond
						Respond

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Select Format, Press Export, and Save Download

Format: Comma Separated Values (CSV) Export

**Past requests**

Application Id	First name	Last name	Date of birth	Status	Decision date
				Verified	
				Verified	



**Tip 5** – You will receive email notifications about your verified (linked) workers regarding their NDIS Worker Screening Check status:

- 90 days prior to when their NDIS Worker Screening Check is due to expire; and
- if there is a NDIS Worker Screening Check status change e.g. they have been excluded and are no longer eligible to work.