HOW TO BECOME A PLAN MANAGER – NDIS

PRODA & myplace registration process.

1. APPLY 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.

## <https://bit.ly/31Ny0EK> - use this link to register then provide your personal identity details (for example, your name and date of birth).

You will be required to provide key information from three Australian government issued 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

The third and final step to organising your PRODA and myplace registration is linking 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.

Another way to access the myplace portal is via the NDIS website - <https://www.ndis.gov.au/>

* Click on ‘Portal sign in’
* Select ‘myplace Provider Portal’
* Log-in with your PRODA details.
1. REGISTER AS AN NDIS PROVIDER

### **STEP 1 - Complete the online application form**

To complete the [online application form](https://www.ndiscommission.gov.au/providers/application-form) to become a registered NDIS provider, you need to:

1. **Provide information**, including:
* your organisation’s contact details
* your corporate structure,
* your outlets/places of operation, and
* your key personnel.
1. **Select the registration groups your organisation provides.** This determines which NDIS Practice Standards apply to your organisation. Based on your responses, the form will filter to show you relevant information.
2. **Complete a self-assessment against the NDIS Practice Standards** relevant to the supports and services your organisation delivers to participants residing in NSW and SA and upload any documents required as evidence.

You can save the form and return to complete it at any time within 60 days.

### **STEP 2 - Select an approved quality auditor**

After you submit your online application, you will receive an ‘initial scope of audit’ document by email from the NDIS Commission, summarising the registration requirements that apply to your organisation. This outlines whether you require a [‘verification’ or ‘certification’ audit](https://www.ndiscommission.gov.au/providers/provider-responsibilities/registered-provider-requirements) and what your organisation needs to demonstrate to comply with the relevant NDIS Practice Standards.

It is your responsibility as the applicant to engage an approved quality auditor to undertake the audit. You can request a quote from more than one auditor to make your decision. They will use the ‘initial scope of audit’ document you received to quote for their services. You can also discuss your specific needs and circumstances with auditors to negotiate the best value.

### **STEP 3 - Undergo an audit**

After you have selected an approved quality auditor, they will check that the scope of audit is accurate and begin the audit process. The process is different for [‘verification’ and ‘certification’ audits](https://www.ndiscommission.gov.au/providers/provider-responsibilities/registered-provider-requirements). If you are a sole-trader or partnership entity type, then most likely you will need to undergo a verification audit. These range from $800 (ex GST) plus. Larger incorporated entities may be required to undergo a certification audit which is a more involved and expensive process.
Auditors will also complete their assessment in a way that takes your organisation’s size and scale, and the scope and complexity of the services being delivered, into consideration.

The auditor will work with you to help you understand the findings and give you the opportunity to ask and answer any questions. The auditor will submit the outcome of their audit to the NDIS Commission through an online portal.

### **STEP 4 - The NDIS Commission assesses your application and makes a decision**

In assessing your registration application, the NDIS Commission will consider the outcomes of the audit and conduct a suitability assessment of your organisation and key personnel.

What is a suitability assessment?

The NDIS Commission assesses the suitability of NDIS providers and their key personnel to deliver NDIS supports and services.

This includes whether the NDIS provider or their key personnel have:

* previously been a registered NDIS provider
* had a banning order in place
* any past convictions
* been insolvent under administration
* had adverse findings or enforcement action taken by any relevant authorities
* been the subject of findings or judgement in relation to fraud, misrepresentation, or dishonesty
* been disqualified from managing corporations.

They will then make a decision and contact you to let you know if your application has been successful and the reasons why or why not.

Some applications take longer to process than others. The timeframe depends on various factors, including the size and scale of your organisation, as well as the complexity and range of the supports and services you deliver.

### **STEP 5 - Receive your application outcome**

**For successful applicants:** you will receive a certificate of registration outlining the services or supports you are registered to provide, the period of registration, and any conditions you must follow to keep your registration.

**For unsuccessful applicants:**you may [contact the NDIS Commission](https://www.ndiscommission.gov.au/about/complaints-feedback/contact) to request a review within three months of the decision. If your application is still unsuccessful following the review, you may seek a further review by the [Administrative Appeals Tribunal](https://www.aat.gov.au/).

**Process for W.A NDIS Applicants not in the NDIS rollout regions**

Providers seeking NDIS registration need to apply to be on the Disability Services Commission’s Panel Contract for Individually Funded Services.
The National Disability Insurance Scheme (NDIS) will roll out in the Great Southern and Midwest-Gascoyne regions from 1 July 2019. If you provide services in this area and wish to become an approved provider, you can apply now.

To do this, you need to apply for registration to join the Disability Services Provider Panel.

For more information on how to register, please email registration@communities.wa.gov.au or call (08) 6104 9599.

1. MANAGER YOUR PARTICIPANTS EFFECTIVELY
Using Gobbill is a great way to do this USING

Gobbill is a simple and easy to use accounts payable solution that automates invoice payment straight from your email. Gobbill also completes a fraud check for each invoice, wallets your preferred payment methods and automates your audit and reporting requirements.

Gobbill has developed [NDIS specific functionality](https://gobbill.com/ndis) for both Plan Management and Participants to help with the financial administration aspect to help participants achieve their goals and to efficiently process payments.
Bookkeepers can access the NDIS features from their complimentary small business account as part of our Partner Program and it’s free to join!

Register your interest using this link - <https://gobbill.com/partner>

