

# NDIS Worker Screening

## Self-Managed and Plan-Managed NDIS Participants

### NDIS Worker Screening for self-managed and plan-managed participants

From 1 February 2021, Queensland will introduce a new National Disability Insurance Scheme (NDIS) worker screening system to improve the safety and quality of services being delivered to NDIS participants.

The new NDIS worker screening checks will determine whether a person is cleared or excluded from working in certain roles with people with disability.

Anyone working for a registered NDIS provider in a risk assessed role will **require** screening. Risk assessed roles include:

- Key personnel of a registered service provider delivering NDIS supports or services
- Those directly delivering NDIS supports or services
- Roles where workers have more than incidental contact with a person with disability.

Self-managed and plan-managed NDIS participants can choose whether to have workers of unregistered providers screened. Unregistered providers are NDIS providers that have not been registered with the NDIS Quality and Safeguards Commission.

You can ask your NDIS worker if they have a worker screening clearance. If they do not, you can ask them to get one. You might decide that you don't mind if your NDIS worker does not have a check. This decision is yours to make, supporting your right to choice and control in relation to the NDIS services and supports you receive.

Anyone working with children with disability in a risk-assessed role, including for an unregistered provider, will require a blue card. This is in addition to any requirement to undergo NDIS worker screening.

### What impact will an NDIS worker screening check have on my supports and services?

If you ask workers of unregistered providers to be screened, they can still work while their application is in progress. It is up to you whether you want to engage your worker to provide your supports and services without a clearance or wait until their worker screening check is completed. In some cases, if concerning information is received in the application process, the applicant will be told to stop work straight away until an outcome is reached. You will be notified if your worker is prohibited from providing supports and services to you.

A worker who receives an **exclusion** is no longer able to deliver supports or services to you. An exclusion means that the person is considered to pose an unacceptable risk of harm to people with disability.

### How does my worker apply for a check?

Workers are responsible for applying for their NDIS worker screening check. The quickest way to apply is online via the [Worker Screening website](#). A dedicated fact sheet has been created to help workers to navigate the worker portal registration, online identity check and application process.

Please provide your NDIS participant ID number and your last name to your worker, as they will be asked to enter these on the application form.

## How do I verify applications for my workers?

Verification of your workers can be done online. The NDIS Commission is responsible for the operation of the NDIS Worker Screening Database (NWSD), which will hold a register of workers who have applied for an NDIS worker screening check across Australia. A self-managed participant or a plan manager must access the NWSD to verify applications for their workers and view the outcomes. You will have 30 days to verify an application. The application cannot be processed until it is verified.

The NWSD will be operational from 1 February 2021. The NDIS Commission will release further information for self-managed and plan-managed participants about the access and use of the NWSD prior to its commencement.

There are arrangements in place if you do not have online access to manage your workers through NWSD. You can contact the NDIS Commission on 1800 035 544 to find out more information.

## How will I know if a worker is eligible to work?

The NWSD will display information to help self-managed and plan-managed participants know whether a worker is eligible to work. For applications in progress, the 'eligible to work' status will read "No". Despite this, in Queensland workers of unregistered providers can work while their application is in progress.

After a clearance is issued, the 'eligible to work' status in NWSD will be set to "Yes". You will be notified through the NWSD of any change to the 'eligible to work' status of your worker.

## How does the application process work?

After you have verified the application through the NWSD, the Worker Screening team will:

- ✓ Complete checks to determine if the applicant has any assessable information (such as criminal history, disciplinary information or other relevant information)
- ✓ Review any assessable information received and contact the applicant for further details if required
- ✓ Decide the application

## What is an interim bar?

During the application process if assessable information is received that is of concern, an interim bar may be imposed on the applicant. This will prohibit them from working while their application is in progress. You will be notified through the NWSD if the 'eligible to work' status of your worker changes.

## How am I notified of the screening outcome?

Once an outcome is available, you will be notified through the NWSD. Applicants who have been approved to work will be issued a clearance. Applicants who have not been approved to work will be issued with an exclusion.

Successful applicants will be sent an NDIS worker screening card.

If your worker has been issued an exclusion, they are prohibited from providing NDIS supports or services to you.



## How long does the application process take?

The new online processes will make screening easier, quicker and more efficient. As part of the screening check, we rely on other departments to provide us with relevant information so processing times can fluctuate.

Applicants who have no assessable information to review will be processed quickly. It will take longer if assessable information is received so that the information can be carefully reviewed before a decision is made.

Workers can login to the worker portal to obtain updates on the status of their application.

## How do I link or remove workers associated with me?

You can link new workers who already have existing NDIS worker screening clearances and remove workers who are no longer engaged by you through the NWSD.

## What if my worker has a change to their criminal history or other relevant information?

If a worker who has a clearance has a change to criminal history or other information relevant to the screening process (assessable information), they must notify us. A reassessment of their eligibility to hold the clearance will be conducted. You will be advised of any change of the worker's 'eligible to work' status through the NWSD.

If it is necessary to suspend the worker's card during the reassessment process they will be unable continue undertaking NDIS work. You will be notified if this occurs.

## How do I keep up to date with news about NDIS Worker Screening?

Updates and important information for the disability services sector is regularly released through the 'Latest News' link on the [Worker Screening website](#).

## What if I need help?

The easiest and quickest way to get help is by reading through our detailed fact sheets and user guides or accessing the [Worker Screening website](#). The [NDIS Commission](#) also has information to assist on their website.

If you can't find the information you need through the available resources, you can contact:

- Queensland Worker Screening Unit: email [workerscreening@communities.qld.gov.au](mailto:workerscreening@communities.qld.gov.au) or phone 1800 183 690
- NDIS Commission: 1800 035 544
- Blue Card Services: 1800 113 611 or (07) 3211 6999

