

SAFE NT is upgrading the NDIS Worker Screening System

SAFE NT wish to advise that we are about to change over to a new NDIS Worker Screening System and introduce new and improved application and payment forms.

NDIS Worker Screening Services in the NT will be unavailable for a short time from Friday 4 August to Monday 7 August (inclusive) while we are implementing these changes.

What is changing?

In addition to a new internal system, SAFE NT is rolling out three new online forms:

- An application form for new applicants
- A reapplication form for workers that have applied before
- An online payment form

All of these forms will be available from our SAFE NT Online Services Portal.

New application form

The current application form is getting a makeover. It will be easier to use and provides some additional security. Here is a summary of some of the changes you can expect.

Additional security	<p>The form now has two-factor authentication to verify the email address as the main form of contact. This serves two purposes:</p> <ul style="list-style-type: none"> • It confirms that the applicant will receive all of the email correspondence from SAFE NT about their application; and • It provides assurance that their personal information will be kept safe as two-factor authentication will be required if they re-apply in the future.
Easier to add the right employer details	<p>The form will now make it easier for applicants to make sure they are adding the correct employer for verification purposes. All they need is the employer ID and the form will search for the employer details. It will show the employer details that match the employer ID so the applicant can make sure it is correct.</p>
Address search	<p>The form now has an address search that will provide known Australian addresses when the applicant starts typing the address. It is still possible to manually type in an address if the search does not find it.</p>





<p>Verifying identity documents</p>	<p>The national Document Verification Service (DVS) has been built-in to the form. The DVS checks the validity of Government issued proof of identity documents, such as passports, birth certificates, visas, Centrelink cards, driver's licences etc. For example, it will check that the information provided is a valid passport. This helps to prevent the use of fake or fraudulent identity documents and provides a greater level of assurance that the applicant is matched correctly to their identity.</p> <p>This section of the form does not keep or store the information provided. It will only show a result of verified or not verified.</p>
<p>Requesting special provisions for identity</p>	<p>No need to complete the paper form to request special provisions for the required identity documents. This is now built in to the online form.</p>
<p>Pay now or pay later</p>	<p>An applicant will have the choice of paying by credit card before submitting the application, or to pay later.</p>

Re-application form

SAFE NT is implementing a re-application form that will be quicker to complete. Using the national Worker Screening ID that is issued to all applicants and the two-factor authentication process to confirm the applicant's identity, the form will:

- Ensure the applicant is eligible to re-apply; and
- Pre-populate with some of the information they provided on their previous application.

All the same features of the new application form will apply to this form.

Online payment form

A new online payment form means you do not need to use the link provided in the emails that have previously sent. All you need is the application ID (looks like 7-NDISXXXXXX) and the applicant's name to be able to pay for an application online with a credit card.

If the employer is paying for the application, they will be able to enter their details to go on the tax invoice and nominate an email address where the invoice should be sent.

When is it happening?

From Friday 4 August to Monday 7 August (inclusive), the current application form will be unavailable. This means that there will be a period where workers will not be able to access the online forms while we change to the new forms.

It will also not be possible to make any payments for applications previously lodged, whether that be online, over the phone or at the SAFE NT shopfront.





SAFE NT plans to be back up and running with NDIS Worker Screening from Tuesday 8 August. We thank you for your patience and understanding during this time of change.

What do I need to do?

Do you have workers that...?

Have submitted an application that needs to be paid	If you have workers that have an application that is pending payment, please make sure that their application is paid for before 3 August. Applications that are still pending payment after 8 August will receive new payment instructions via email. Applicants will then have 14 days to pay. If payment is not received in that time, the application will be cancelled.
Need to submit an application	If you have workers that need to submit an application, they will need to do this before 3 August, or they can wait for the new and improved form to be available on 8 August.
Are pending employer verification in the national database	If you have worker's that are pending verification in the national database, you can still verify the working relationship while we are undergoing these system changes. There is no change to the 30 day timeframe for employers to verify applications.
Are under assessment	You do not need to do anything. These applications will remain under assessment until they can be finalised.

More information

You are receiving this email because you have been identified as a stakeholder that may be interested in knowing more about this. If you do not want to receive these emails, please send an email to safent.police@pfes.nt.gov.au and we will remove you.

Please feel free to share this information with anyone you think may be interested or would benefit from knowing about this update.

To find out more about NDIS Worker Screening Checks visit:

www.pfes.nt.gov.au/NDISCheck

or

<https://ndiscommission.gov.au/about/ndis-worker-screening-check>

