# Transcript: my NDIA provider portal

Welcome to the my NDIA provider portal.

Dwelling enrolments allow providers of SDA to enrol 1 or more properties. Providers must complete a form and have their enrolments approved by the agency if they intend to provide SDA supports.

The new my NDIA provider portal is a new portal where providers can submit new enrolments, view and manage existing enrol dwellings and enrolment applications.

For the purpose of this demonstration we are logged into the my NDIA provider portal as Jessie Jojo.

Jessie works for 'Provider A' and is the authorised representative. You can see that 'Provider A' has quite a number of dwelling enrolments at various stages in the enrolment process. The new my NDIA provider portal is a simple searchable repository for all dwelling enrolments. You can see that Jessie has 2 enrolment applications that are currently sitting in the draft status. She's not quite ready to submit these into the NDIA yet. There are also quite a number of dwellings that are currently enroled and on the second page we can see a couple of applications that are pending update.

This is where the NDIA enrolment team has advised Jessie that she needs to provide some additional information in order to complete the application. Jessie has a number of tasks that she needs to get done today but firstly she has 2 new dwellings she's ready to submit to the NDIA.

Jessie clicks on the 'Enrol a dwelling' button on the my NDIA provider portal home page. Jessie takes the opportunity to read through the before you start sections before continuing her enrolment.

In particular this is the first time she has submitted a multiple dwelling application. She expands the 'submitting multiple dwellings' section and reads through the information about what to do to complete this application.

Okay, Jessie's now ready to continue with her enrolment. The first thing that she notices is the enrolment application process consists of 5 steps and she is on step 1 of 5 entering the dwelling address. For this particular instance she is enroling multiple dwellings in the same application so she's going to select 'yes'. Her dwellings are not located in the same building so she's going to leave this answer as 'no'.

If she was submitting an application for units in the same building she could change this to 'yes' for example.

The enrolment form contains an address lookup for ease of data entry and to ensure that the dwelling address is a legitimate address. All Jessie needs to do is start typing the address for the dwelling she wishes to enrol - in this case number 20 Frank Street. A list of possible addresses are going to display.

Her property happens to be in 20 Frank Street in Box Hill South so she selects this from the available addresses. She then moves on to determine if the building has been built or not. She can select 'yes' that the dwelling build is complete or no. If she selects 'no' a pop-up window will be displayed on the screen giving some more information.

In this instance she could continue with the enrolment however, it will only be allowed to save as a draft. She cannot submit the enrolment application into the NDIA until the property has been built.

Let's continue with this enrolment and change our dwelling is built back to 'yes'. Okay, Jessie is now ready to add this first dwelling to the application. She selects 'add dwelling'. You can see at the bottom of the screen now she has 20 Frank Street ready to be added to this application.

She's now going to move up and enter the address for the next dwelling which happens to be number 18 Anne Street. A list of possible addresses once again displays on the screen.

This one is in Blackburn North so she selects 18 Anne Street in Blackburn North. Yes the dwelling has been built and she adds this to her application. She has a third property she wants to add on to this particular application and it's at number 30 Harold Street. This particular one is in Blackburn as well so she selects this from the available addresses. and yes it's been built and she adds this dwelling to her application.

She now has 3 dwellings that she wishes to enrol. She wants to move on to the second step 'save and continue to details'. Okay, Jessie is now on step 2 of 5 entering your dwelling details.

Remember Jessie added 3 dwellings to this particular application. She's going to start with dwelling number 1, the property in Harold Street in Blackburn. Her first question is around ownership of the property - she has 2 choices: either the provider has ownership documents or she has a permission letter from the owner.

In this instance she has a permission letter for the owner. She needs to enter in the full details of the owner's full name which happens to be Mr Rob Brown. She then moves on to complete information about the type of specialist disability accommodation. There is a drop down list of choices that she can select too. If she can't quite remember the definition for each of these, there is a link to the price guide that gives more information about the details she must select. She's determined that for this particular dwelling it's existing stock. She's also selected improved liveability as the design category and her building type is a house with 2 residents.

She needs to enter the maximum number of residents that can live in the dwelling. Now Jessie can't quite remember the definition for residents so she can click on the help button to get more information around what a resident refers to. Okay, now she understands - she knows she has 2 residents as the maximum for this particular dwelling.

She now needs to move on to details about on-site overnight assistance. If this dwelling is claiming on-site overnight assistance she merely needs to toggle 'yes' to say it is. She will need to enter in the details about the on-site overnight assistance. In this case she's going to say 'no' for on-site overnight assistance and she's going to move on to other features of the dwelling.

This dwelling does have fire sprinklers so she's going to switch 'yes' to fire sprinklers. She could also answer the question around NDIS home modification funding in this case she's going to leave that to 'no'.

So she's completed all of the details for dwelling 1.

If she so choose she can apply these details to all other dwellings in this application. Sshe can then merely go through and adjust what needs to be adjusted for each of the other dwellings. So let's apply the details to all dwellings.

You can see here now for dwelling number 2 in Blackburn North it's automatically provided a permission letter from the owner. In this case it's not Mr Brown, it's actually Anne Smith. This particular property is existing stock but the design category is fully accessible. The building type is a house for 3 residents and so the maximum number of residents she wants to adjust to 3. There is no on-site overnight accommodation assistance and the dwelling does have fire sprinklers.

Let's move on to dwelling number 3.

This time the provider owns this dwelling and the owner's full name is going to be 'Provider A'. It is existing stock and it's basic for the design category and it's a house with 2 residents and the maximum number of residents is 2. There is no on-site overnight assistance and there is no fire sprinklers in this particular dwelling. That's all Jessie needs to do for step number 2.

She's now ready to continue to step number 3, where she uploads documents to support this application. Jessie is now at step 3 of 5 'uploading documents'. Documents are used as evidence to support the application. Based on the information that Jessie had provided in step 1 and step 2. The system automatically provides information on what documents are mandatory to support each dwelling.

In this case for dwelling number 1 in Blackburn, we need to provide a letter of permission and a certificate of occupancy. Document types supported are a number of different document types and a number of different image types.

All files must be less than 8 megabytes before you can attach them to the application. It's simply a matter of choosing the document type, in this case we're going to upload our certificate of occupancy or equivalent and then choosing the file you wish to upload the system will give you an indication that the file has uploaded. I can choose to click on it to make sure it's the right one or remove if it's not.

We're now going to upload our letter of permission. Again, we're going to choose our file and the system will quickly upload our permission letter. You will notice in the background here that it's put a tick beside the documents that are mandatory.

So here's our documents for dwelling number 1, let's move down to dwelling number 2. Again, dwelling number 2 is asking for a letter of permission and a certificate of occupancy so let's pick up our certificate of occupancy and the permission letter. Okay, we can see we've easily uploaded the 2 documents for dwelling number 2. Now dwelling number 3 was a little bit different as it was owned by the Provider. So instead of a letter of permission we're looking at an ownership document. So let's select our ownership document and choose that file and our certificate of occupancy again.

If this application was for dwellings all in the same building you may be able to apply some documents that are common across buildings such as certificate of occupancies, etc. Okay, she's uploaded all of her documents now Jessie is going to continue to the fourth step in the process.

Jessie's now at step 4 of 5 which is submitting her dwelling for enrolment. This is an opportunity for Jessie just to review the information she has collected so far before going to the last step which is her declaration. Here is the information for dwelling number 1, in Harold Street in Blackburn. She can read through the details to make sure what she has selected is correct. Following on from dwelling number 1 is dwelling number 2, the property in Blackburn North. If anything on the screen is not quite right she simply selects 'edit' and she'll go back into edit mode where she can adjust any information.

Okay, Jessie's pretty happy with her 3 dwellings and the information that she has provided so she's going to move on to the last step in the process, the declaration. Jessie is now step 5 of 5 the last step before submitting this application into the NDIA for assessment. Step number 5 is around the declaration and authorised contacts. The dwelling enrolment must be completed by the authorised contact person as identified in the provider registration process. That is, the account manager or the primary contact. Now Jessie is the primary contact for her provider organisation so she's going to select her name from the drop-down list of contacts. Her secondary contact is her work colleague Morgan so she selects his name as the secondary contact person.

She reads through the dwelling declaration and provides her name as the authorising officer. She is now ready to submit this application into the NDIA. Once the application to enrol the dwelling is submitted the status in the my NDIA provider portal will change to 'pending approval'. The agency will review Jessie's application and make a final determination whether the application is successful or not. Either way Jessie will be informed by email to her authorised email address. The Agency will also use this email address should they require any further information from Jesse while reviewing.

Jessie can also log back into the my NDIA provider portal and check the activity on the enrolment. Jessie wants to check that the dwellings that she just submitted for enrolment are in the list. She could scroll through to find the dwelling or she could use the finder dwelling search function to narrow down her search.

Now she knows that once she submits applications into the NDIA they change to a status of pending approval. She types in 'pending approval' in the search bar and selects 'search dwellings'. You can see here, here are the 3 dwellings that she just submitted. The one in Box Hill, the one in Blackburn, and the one in Blackburn North and the status of these are 'pending approval'. This application was one that she submitted yesterday. She can click on these to get a view of the application and where it is. In particular, the activity - she submitted as a new enrolment and it's now changed to new in the NDIA system and pending approval ready for an enrolment officer to action. If she decides not to continue with this application she can choose the withdrawal button to withdraw this application out of the system.

Let's go back to the enrolment list and let's clear that search to go back to the full list of dwellings for this particular provider. Jessie receives an email from Frank one of the enrolment officers in the enrolment team asking her to check an application and provide more information on one of the dwellings that she submitted earlier today. In particular he noticed in the Blackburn dwelling application that the building owner name in the application was different than what was on the permission letter.

Now Jessie could just scroll through the list of dwellings and dwelling applications to find the dwelling or she could simply use the finder dwelling search again to narrow down the list. She knows that it's the dwelling in Blackburn that Frank is asking her to check. That's narrowed down the list to just 2 and in particular you can see that the application for the dwelling in Harold Street is sitting in the status of pending update. She clicks to open up the application and notices that she has an extra button now to respond to the request for information. In her activity she can see that it was changed to the enrolment team and then the enrolment team officer changed it to request for further information a little bit after submitting. Okay, she can see what the problem is now.

The owner is not Mr Rob Brown, it's actually Mr Bob Brown so she needs to respond to the request for information and go through and change Rob to Bob. While she's here she's just checking to make sure everything else is okay. She doesn't need to update any more documents as the letter of permission is actually correct in Bob not Rob's name. Okay, she's going to continue to the declaration make sure that her details and Morgan's details as a secondary contact are correct. She's going to read through the declaration again and then submit back to Frank, the enrolment officer.

Jessie has 1 more task that she needs to do today. One of the applications that she submitted this morning for a dwelling in Box Hill needs to be withdrawn. She's going to use the 'find a dwelling' function again to simply locate the application. It's in Box Hill so she's going to show dwellings in Box Hill. You can see that the application is in a status of 'pending approval' so it's with the enrolment team still for assessment. She opens up the application and looks at the activity and confirms this is in fact the dwelling she wants to withdraw. She simply clicks on the withdrawal enrolment button and is notified with a message around withdrawing this enrolment. She wants to proceed with yes withdrawing their enrolment. This will notify the NDIA that this particular enrolment application needs to be withdrawn.

Jessie has just been informed by email that the dwelling that she submitted for enrolment earlier in Blackburn has just been approved by the delegate. She scrolls through the list and notices that the dwelling at 30 Harold Street now has the status of 'enroled'. She can click on the dwelling to get information about the enroled value. This figure has been calculated based on what she selected in the enrolment application. As she scrolls through she notices that she actually said that the dwelling has fire sprinklers when in fact it hasn't. That's okay, she simply needs to update the enrolment and change the details and resubmit for assessment. She scrolls through and turns off the fire sprinklers. She must reload the files for letter of permission and occupancy.

Okay let's pick up the letter of permission now. Okay, let's continue to declaration. She selects herself as the primary contact, Morgan as the secondary, reads through the declaration and selects herself - Jessie Jojo as the authorising officer. She then submits this information into the NDIA enrolment team, for them to re-look at the changes in the initial enrolment.

Okay, you can see now that the application at Harold Street has changed back to a status of 'pending approval'. That's because she actually changed details and modified the enrolment. Let's click and have a look we can see here that it was changed to complete and not long after that Jessie submitted the modify enrolment request. Once this has been assessed by the NDIA enrolment team the status of this particular dwelling will move back into the 'enroled' status.

Jessie has her weekly meeting with her manager - George. He asked how she is coping with the new my NDIA provider portal. Jessie explains that not only is the new portal saving her time in collecting and submitting information compared to the old excel spreadsheet. She's finding she has a lot less back and forth conversations with the NDIA, where she has missed something or forgotten to provide a key document and that means her enrolment applications are being assessed much quicker. She is also super excited that she can go away on holidays next month and know that her work colleague - Morgan can use the system no problems with his adaptive technology screen reader. Morgan has been assisting her with enrolments this week and is very confident in taking on her role while she is away. The system works well for him with great accessibility built in. She's very happy with the new my NDIA provider portal.