9 December 2024

We are strengthening how we check the identity of providers.

We will do this by changing the online verification and authorisation systems currently used to verify providers' identity.

From mid-2025 we are changing how providers prove their identity to use NDIS systems. We are making the changes gradually to allow time for providers to get ready.

Currently, providers and their nominated staff use PRODA to prove who they are when they connect with the NDIA. We will change to using myID with Relationship Authorisation Manager (RAM).

myID (formerly myGovID) is the Australian Government's Digital ID app. It is a simple and secure way to prove who you are online. Once set up, you can use myID to prove your identity across a range of government services.

RAM is an authorisation service that allows you to act on behalf of a provider online when linked with your myID. RAM is used by other government services, such as the Australian Business Register, Hearing Services Online Portal, My Aged Care Service and Support Portal, and the National Rental Affordability Scheme (NRAS) Portal.

myID and RAM together help reduce the risk of identity fraud in the NDIS.

All provider staff members who use NDIS systems will be required to set up their own Digital account with myID. To prepare, you can set up your myID account now and link it to PRODA.

You must have a registered PRODA account, where your ID has been verified with PRODA, to link myID to PRODA.

We will share more information and detailed instructions to help you connect to RAM in the lead up to this transition in 2025.

The NDIS Quality Safeguards Commission (NQSC) will also be moving from PRODA to RAM in the late stage of 2025.

How to set up myID:

Learn how to set up your Digital ID on the myID website.

- To set up myID, you will need:
  - a smart device
  - a personal email address
  - identity documents.
- Once you've downloaded the app, follow the prompts to set up your myID.

- To access NDIS systems, you will need to set up your myID with a ‘standard’ identity strength, at minimum.
- If you’re the principal authority (a person responsible for the business) you will need to set up your myID with a strong identity strength
- If you are unable to achieve a ‘Strong’ identity strength to link the business, set up your myID to a ‘Standard’ identity strength and contact the RAM support line for assistance.
- If you are an authorised user or administrator , you will need standard identity strength. Most provider employees will require standard identity strength.
- Your Digital ID belongs to you – don’t share it with others. Sharing your Digital ID could enable others to access your personal data across services such as tax and health. It is your responsibility to protect your Digital ID to make sure your identity and personal information is secure.
- If you need help with your myID account, visit the myID website
- If you have any questions about connecting myID to PRODA, please phone 1800 700 199 and select option 1.

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