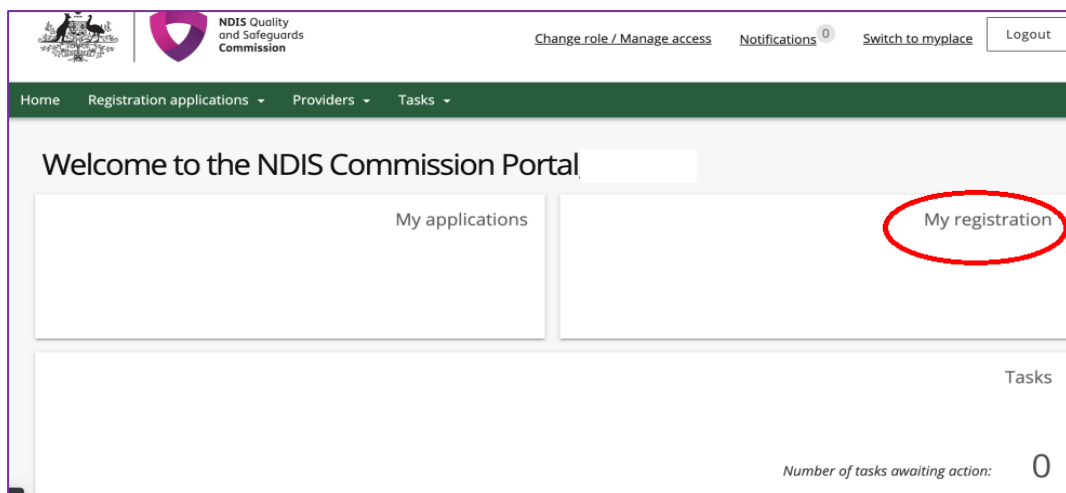


# Add or update an Outlet on NDIS Commission Portal

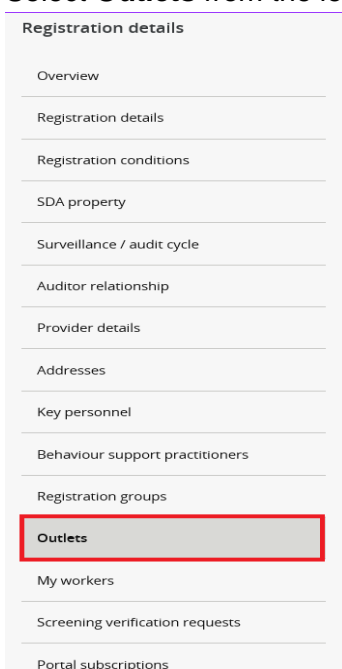
## Quick Reference Guide - Provider

Providers can add or update outlet information on the NDIS Commission portal

1. Login to the NDIS Commission portal as Registrant
2. For assistance with Logging in to the NDIS Commission Portal – refer to the step by step guide [www.ndiscommission.gov.au/document/1021](http://www.ndiscommission.gov.au/document/1021)
3. Select **'My registration'**

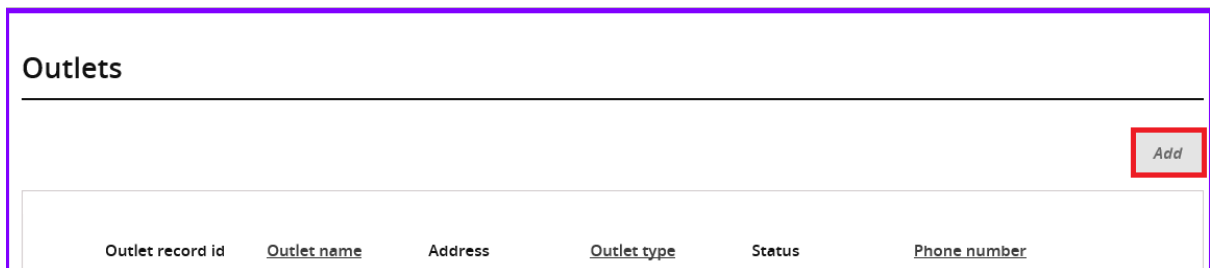


4. Select **Outlets** from the left hand menu under **Registration details**



## Add outlet

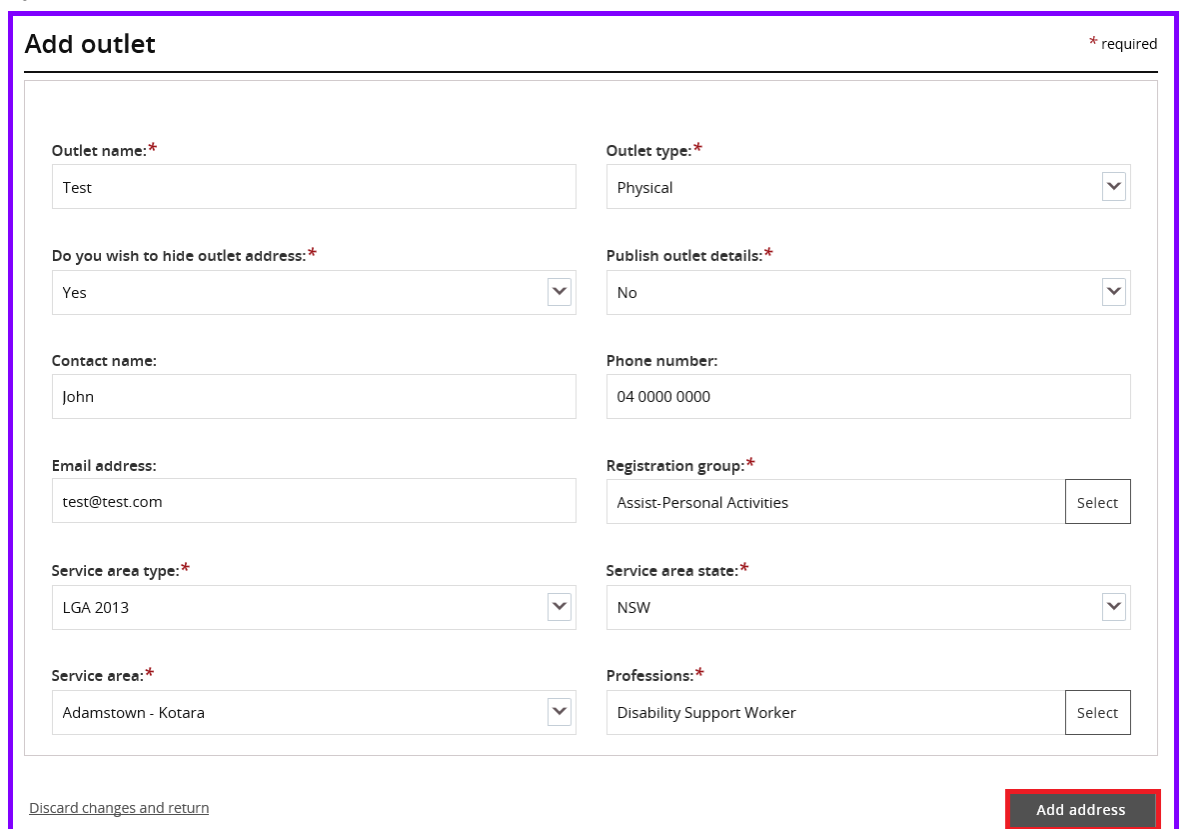
1. Click **Add**



The screenshot shows a table titled 'Outlets'. The table has columns: Outlet record id, Outlet name, Address, Outlet type, Status, and Phone number. An 'Add' button is located in the top right corner of the table area, highlighted with a red box.

The 'Add Outlet' details window opens

2. Type the details of the new Outlet and then click 'Add address'.



The screenshot shows the 'Add outlet' details form. The form contains the following fields and options:

- Outlet name:** Text input field with 'Test' entered.
- Outlet type:** Dropdown menu with 'Physical' selected.
- Do you wish to hide outlet address:** Dropdown menu with 'Yes' selected.
- Publish outlet details:** Dropdown menu with 'No' selected.
- Contact name:** Text input field with 'John' entered.
- Phone number:** Text input field with '04 0000 0000' entered.
- Email address:** Text input field with 'test@test.com' entered.
- Registration group:** Dropdown menu with 'Assist-Personal Activities' selected.
- Service area type:** Dropdown menu with 'LGA 2013' selected.
- Service area state:** Dropdown menu with 'NSW' selected.
- Service area:** Dropdown menu with 'Adamstown - Kotara' selected.
- Professions:** Dropdown menu with 'Disability Support Worker' selected.

At the bottom of the form, there is a link 'Discard changes and return' and a red button labeled 'Add address'.

3. Select date. If the address does not appear in the drop down, Click 'I don't see my address' and type the address manually. Then Click 'Save'

### Outlet

Owner:

Outlet name:

Contact number:

Application status: Draft

---

Outlet details

**Address**

Operating hours

Service areas

Registration groups

### Adding an outlet address \* required

From: *\* dd/mm/yyyy*

---

**Address Format:** Street Number, Street Name, Suburb, State, Postcode

Enter your address and select an option from the dropdown list.

If the address does not appear in the list, try again, or click "I don't see my address" from the dropdown list.

Please enter the full address below *\**:

1 Station Arcade Adelaide SA 5000

1 Station Avenue Ashwood VIC 3147

1 Station Avenue Blackwood SA 5051

1 Station Avenue Glen Iris VIC 3146

1 Station Avenue McKinnon VIC 3204

1 Station Crescent Baxter VIC 3911

1 Station Lane Carlton NSW 2218

1 Station Lane Lochinvar NSW 2321

1 Station Lane North Haven SA 5018

1 Station Place Eveleigh NSW 2015

I don't see my address

#### 4. Add Operating hours for the outlets

### Outlet

Owner:

Outlet name:

Contact number:

---

Outlet details

Address

**Operating hours**

Service areas

Registration groups

### Operating hours

Monday:	Available from: <input type="text" value="8:00 AM"/>	Available to: <input type="text" value="5:30 PM"/>
Tuesday:	Available from: <input type="text" value="8:00 AM"/>	Available to: <input type="text" value="5:30 PM"/>
Wednesday:	Available from: <input type="text" value="8:00 AM"/>	Available to: <input type="text" value="5:30 PM"/>
Thursday:	Available from: <input type="text" value="8:00 AM"/>	Available to: <input type="text" value="5:30 PM"/>
Friday:	Available from: <input type="text" value="8:00 AM"/>	Available to: <input type="text" value="5:30 PM"/>

5. Add Areas serviced by the outlet. Click on the 'Add' button and a selection box appears

The screenshot shows a web interface with two main sections. On the left, the 'Outlet' section contains fields for 'Owner:', 'Outlet name:', and 'Contact number:', followed by a sidebar menu with options: 'Outlet details', 'Address', 'Operating hours', 'Service areas' (highlighted), and 'Registration groups'. The right section, titled 'Service area', features a table with columns 'Service area type', 'Service area state', and 'Service area'. The table contains one row with the text 'All Service Areas'. To the right of the table is a 'Remove' button. Above the table is a red 'Add' button. Below the table, there is a text prompt 'Select Format, Press Export, and Save Download' and a 'Format:' dropdown menu set to 'Comma Separated Values (CSV)', with an 'Export' button next to it.

This screenshot shows the 'Adding service area' form. It has a title bar with a close button (X). The form contains three dropdown menus, each with a red asterisk indicating a required field: 'Service area type:', 'Service area state:', and 'Service area:'. All three dropdowns currently show 'Please Select'. To the right of the 'Service area:' dropdown is a red asterisk and the text '\* required'. At the bottom left is a link 'Discard changes and return', and at the bottom right is a dark 'Save' button.

6. The service area type will be LGA 2013. Individual service areas would need to be added individually as the system does not allow multiple selections. Alternatively, 'All Service Areas' option will include all LGAs in the selected State.

This screenshot shows the 'Adding service area' form with selections made in the dropdown menus. The 'Service area type:' dropdown is set to 'LGA 2013', the 'Service area state:' dropdown is set to 'NSW', and the 'Service area:' dropdown is set to 'Albury (C)'. The red asterisk and '\* required' text are still present next to the 'Service area:' dropdown. The 'Discard changes and return' link and the 'Save' button are at the bottom.

Once saved, the steps will need to be repeated to add individual service areas.

7. Add Registration groups and Professions serviced by the outlet. There needs to be at least one registration Group associated with each outlet.

**Outlet**

Owner:

Outlet name:

Contact number:

Outlet details

Address

Operating hours

Service areas

Registration groups

**Outlet registration groups**

Registration group id	Name	Group no
<input type="text"/>	<input type="text"/>	<input type="text"/>

Remove

Remove

Select Format, Press Export, and Save Download

Format:

**Support items**

There are no support items.

**Professions**

Profession name

Remove

Remove

## Manage Outlet details

1. Click '**Actions**' and then '**Manage outlet**' drop down

**Outlets**

Outlet record id	Outlet name	Address	Outlet type	Status	Phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Active	<input type="text"/>

Actions

Manage outlet

Remove

2. Select the appropriate tab on the left to make changes and click '**Update/Add**' button on the right to make changes.
  - a. To update Primary outlet details, click '**Update outlet**', enter details and save once completed. To keep your Address confidential on the NDIS Provider Register, Click on '**Address**', say '**Yes**' to Hide outlet address and '**No**' to Publish outlet details.

### Outlet

Owner:

Outlet name:

Contact number:

- Outlet details
- Address
- Operating hours
- Service areas
- Registration groups

### Outlet details

Outlet name:

Contact name:

Outlet type:

Phone number:

Hide outlet address:

Email address:

Publish outlet details:

Update outlet

- b. Update address details ( previous addresses cannot be deleted off the system, they appear as inactive)

### Outlet

Owner:

Outlet name:

Contact number:

- Outlet details
- Address
- Operating hours
- Service areas
- Registration groups

### Addresses

Add address

Address	Address type	Status	End date
<input type="text"/>			

Select Format, Press Export, and Save Download

Format:

- c. Operating hours for the outlets

### Outlet

Owner:

Outlet name:

Contact number:

- Outlet details
- Address
- Operating hours
- Service areas
- Registration groups

### Operating hours

Update

Monday:	<p>Available from:</p> <input type="text" value="8:00 AM"/>	<p>Available to:</p> <input type="text" value="5:30 PM"/>
Tuesday:	<p>Available from:</p> <input type="text" value="8:00 AM"/>	<p>Available to:</p> <input type="text" value="5:30 PM"/>
Wednesday:	<p>Available from:</p> <input type="text" value="8:00 AM"/>	<p>Available to:</p> <input type="text" value="5:30 PM"/>
Thursday:	<p>Available from:</p> <input type="text" value="8:00 AM"/>	<p>Available to:</p> <input type="text" value="5:30 PM"/>
Friday:	<p>Available from:</p> <input type="text" value="8:00 AM"/>	<p>Available to:</p> <input type="text" value="5:30 PM"/>

- d. Areas serviced by the outlet. Select LGA 2013 from Service area type and state. Individual service areas can be selected one at a time.

- e. Add Registration groups and Professions serviced by the outlet

## Removing an outlet

1. Click 'Actions' and then 'Remove' drop down

2. Once an outlet is removed, the information is not deleted from the system however the status changes to inactive.

Outlet record id	Outlet name	Address	Outlet type	Status	Phone number	
▶				Active		Actions ▼
▶				Active		Actions ▼
▶				Inactive		Actions ▼