

Submit applications and notifications

Online Forms can be submitted against your provider or service once you have registered and logged in. If you are submitting a form against a provider ensure you select the provider first and then click the **Forms** button. Similarly to submit a service form, select the service first and then click the **Forms** button.

The screenshot shows three sections of the NQA ITS portal:

- My Services:** A table with columns for Service ID, Service Name, State, and Status. Below the table are buttons for 'Add Service', 'Forms', 'Submit Serious Incident', 'Submit Complaint or Non-Serious Incident', and 'Manage Users'. The 'Forms' button is circled in red with an arrow pointing to it.
- My Providers:** A table with columns for Provider ID, Provider Name, State, and Status. Below the table are buttons for 'Add Provider', 'Forms', and 'Manage Users'. The 'Forms' button is circled in red with an arrow pointing to it.
- My Supervisor Certificate:** A table with columns for Supervisor ID, Supervisor Name, State, and Status. Below the table is a 'Forms' button, which is circled in red with an arrow pointing to it.

For example, to submit a form:

- Select the service or provider
- Click **Forms** button
- Click on **Apply** or **Notify** against the form you wish to begin
- Progress through the pages by clicking **Next**
- You may attach additional documentation in certain sections
- Click **Save** and **Close** to save a form to be worked on later
 - Find it under **Saved Forms** from the portal homepage
- Click on **Submit** to lodge the form.

The final page has a summary of all the information you have entered. Use this page to double-check all the details before you submit it.

National Quality Agenda IT System

Service Desk

Hours Mon- Fri 8:30am - 5:30pm AEST
Email nqaits.support@acecqa.gov.au

If you're experiencing technical issues while using the NQA IT System and would like to request technical support, please visit the NQA ITS Help Centre to raise a ticket at acecqa.gov.au/nqaits

My email login : _____

Provider Approval No. : _____

National Quality Agenda IT System (NQA ITS)

Getting Started Online

1 Register & set a password

1. Navigate to acecqa.gov.au/nqaits
2. Click on **Register** for the NQA ITS
3. You must enter in
 - First name
 - Last name
 - Email address
 - Agree to the terms & conditions
 - Type security code displayed on screen
4. Clicking **Register** will send you an email
5. Follow the link in the email
6. To set a password
 - Include the email address you registered with
 - Password must meet complexity requirements
7. After successfully setting a password you will automatically be logged in.

Register

First Name:

Last Name:

Email Address:

I agree to Terms & Conditions

Retype the characters from the picture:



Type the text:

Register Cancel

2 Link to your provider

In certain circumstances the system will automatically link your provider. If this happens you will be able to view your provider or service details directly after signing in.

My Services

| Service ID | Service Name | State |
|--|--------------------------|-------|
| <input checked="" type="radio"/> SE-50000004 | ACECQA Service example 1 | SA |
| <input type="radio"/> SE-50000001 | ACECQA Service example 2 | SA |
| <input type="radio"/> SE-50000097 | ACECQA Service example 3 | NSW |

Add Service Forms Submit Serious Incident

My Providers

| Provider ID | Provider Name | State |
|--|-------------------------|-------|
| <input checked="" type="radio"/> PR-50000000 | ACECQA Provider example | VIC |

If you don't see your provider or service details then you will need to link to your provider by clicking **Add Provider**.

Please note you will need your Provider Approval Number and an Invoice Number to complete this process.

example:

PR - 12345678

INV - 12345 - A1B2C3

Click on **Add Provider**. The following page will ask you to enter in your Provider Approval Number and an Invoice Number. After clicking **Verify** you will be linked to your provider.

Manage user access

When a user is linked to a provider, they are automatically linked to all services for that provider.

You may also give access to a specific service. Make sure you have the email address the user has registered with.

First select the service and then click **Manage Users**. Here you can choose the access level that user has:

- **Service Access**
 - User can submit Application and Notification forms for this service
- **Service Administrator**
 - User can submit Application and Notification forms for this service
 - User can add other users to this service
- **Provider Access**
 - User can submit Application and Notification forms for this provider and all services related to the provider
- **Provider Administrator**
 - User can submit Application and Notification forms for this provider and all services related to the provider
 - User can add other users to this provider and services

Add User

| Service Access | Service Administrator | Provider Access | Provider Administrator |
|--------------------------|--------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |