

Application Reference Number (ARN)

Your ARN or application reference number is a unique identifier assigned to your application in the Commission's portal. Each provider has a unique ARN, and the purpose of this number is to link your application to an NDIS Quality Auditor, in order to make any changes to your application and submit your audit report.



How to find your ARN?

1

Application Email

After you submit an application with the NDIS, you will receive an "Initial Scope of Audit". Your ARN will be included in the email as well as in the title of the PDF.

2

Call the NDIS Commission

If you can't find the "Initial Scope of Audit" email, you can call the NDIS Commission at 1800 035 544 and request your ARN.

3

Email the NDIS Commission

You can also email the NDIS Commission to request that your ARN be resent to you via email. Please direct your queries to: registration@ndiscommission.gov.au

4

NDIS Applications Portal

You can log in to the NDIS Applications Portal via PRODA, and your ARN will be listed under your application details.

Can I have more than one ARN?

You can have more than one ARN if you have submitted more than one application to the NDIS Commission. If this is the case, you will need to call the NDIS and withdraw the application that is not relevant to your current application.

Does my ARN expire?

When you start an NDIS application, you must update or submit it within (60) days, or it will expire and be deleted. Once you have completed your application and received your *initial scope of audit*, your ARN will be valid for (12) calendar months before it expires and you need to submit a new application.

How do I start an application to get a new ARN?

When you apply to become a registered NDIS provider on the application portal, you need to provide information, including your organisation's contact details, your corporate structure, your outlets and key personnel. In this application, you will specify the registration groups, as well as relevant modules, where applicable. You will need to complete a self-assessment against the NDIS Practice standards relevant to the supports and upload any documentation as evidence.

What happens if I had my audit with another auditor, and they have linked my ARN?

If you begin the audit process with another auditor and they have linked your ARN in the system, you will need to ask the NDIS Commission to link your application to GCC manually. You can do this by emailing your request to: registration@ndiscommission.gov.au or calling 1800 035 544. Note that this is required to be done prior to confirming your audit date.