



# Disability Royal Commission

## Australian Government Response:

### Volume 10

#### Disability Services

Volume 10 examines how disability service providers, and the National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission) can do more to prevent, identify and respond to violence, abuse, neglect and exploitation in disability services. It includes 33 recommendations, all of which are within the Australian Government’s primary or shared responsibility.

Disability Services	
Recommendation	Australian Government Response
10.1: Embedding human rights	Accept in principle
10.2: Independent support coordination	Accept in principle
10.3: Adequate support coordination	Accept
10.4: Quality of support coordination	Accept in principle
10.5: Advocacy	Accept in principle
10.6 – 10.7: Supported decision-making in disability services	Accept in principle
10.8: A national disability support worker registration scheme	Subject to further consideration
10.9: The Social, Community, Home Care and Disability Services Industry Award	Note
10.10: Provider of last resort	Accept in principle
10.11: Internal procedures for monitoring reportable incidents.	Accept in principle
10.12: Introduction of class or kind determinations	Accept in principle
10.13: Creating an independent investigators panel	Accept in principle
10.14: Developing model policies and procedures	Accept in principle
10.15: Complaint handling and investigative practice guideline	Accept in principle
10.16: Requirement to consider redress	Accept in principle
10.17: Access to safeguarding indicators and expertise	Accept in principle

10.18: Improved complaint handling procedures and responses	Accept in principle
10.19: Requirement to investigate certain complaints	Accept in principle
10.20: Making complaint processes accessible	Accept
10.21: Registration and audit process	Accept in principle
10.22: Strengthened regulatory requirements	Accept in principle
10.23: Publishing data about the unregistered provider market	Accept
10.24: Improved access to behaviour support practitioners	Accept in principle
10.25: Strengthened monitoring, compliance and enforcement	Accept in principle
10.26: Expanded data reporting and publication	Accept in principle
10.27: Strengthened intelligence capacity	Accept in principle
10.28: Information sharing between prescribed bodies	Accept in principle
10.29: Establishing a First Nations Unit	Accept in principle
10.30: Engagement and capacity building activities	Accept in principle
10.31 – 10.33: Worker screening	Accept in principle

## Key actions and initiatives

The NDIS Commission will develop a capacity-building program. To do this they will work with people with disability, providers, workers and states and territories. The program will support disability service providers to embed human rights in the design and delivery of their services.

Governments will work together to find a suitable approach to preventing conflicts of interest in support coordination. They will work with people with disability, their families and carers, along with representative organisations, First Nations Community Controlled Organisations, and peak bodies.

The Australian Government is committed to strengthening safeguards for NDIS participants. Free advocacy supports are available through the National Disability Advocacy Program.

The Australian Government has established the NDIS Provider and Worker Registration Taskforce to provide advice on the design and implementation of the new graduated risk-proportionate regulatory model proposed in the NDIS Review Final Report.

There is also work underway through the Jobs and Skills Council HumanAbility. It will consider job roles and career pathways across the care and support sector. This will include disability support.

The NDIS Commission will work with states and territories to develop a guideline, co-designed with people with disability, outlining the core components of an accessible and responsible complaints handling and investigative practice involving people with disability.

The NDIS Commission has implemented a national complaints model that incorporates a nationally consistent triage and assessment process. This includes the establishment of a National Intake and Early Resolution team to focus on consistent management of complaints and early resolution of less complex matters.

A program of work is also underway to uplift the quality of the NDIA's complaint services. The NDIA reviewed its Complaints Management Framework in February 2024. As part of the review a new Enquiries, Feedback and Complaints policy was introduced.

The NDIS Commission collects and publishes a series of data relating to unregistered providers. It also includes a range of data related to regulatory activity. This is included in the NDIS Commission's Data and Regulatory Transformation project. The project was announced as part of the 2024-25 Budget. It will support the ability to collect and report on a broader range of items.

All governments will work together to amend the Intergovernmental Agreement on Nationally Consistent Worker Screening for the NDIS to clarify the role of the Australian Federal Police and other national bodies in monitoring new charges related to NDIS workers and sharing information with state and territory worker screening units.

The Australian Government is also taking steps, in consultation with states and territories, to pilot a process for national continuous monitoring of criminal charges and a move towards a nationally consistent worker screening model across the care and support economy.

## Government investment

- In the 2023-2024 Budget, the NDIS Commission received funding of **\$120.3 million** over two years. The funding is for additional resources to meet demand and address outstanding matters.
- In the 2024-25 Budget, the NDIS Commission received funding of **\$160 million** over four years for the Data and Regulatory Transformation (DART) Program to ensure the Commission has the critical technology systems required to gather intelligence and collect and analyse data to protect both participants and the Scheme itself.