

NDIS Provider and Worker Registration Taskforce

Questions and Answers

1. What was the purpose of the NDIS Provider and Worker Registration Taskforce?

The Taskforce was set up to provide advice on the design and implementation of the graduated risk-proportionate model proposed in recommendation 17 of the NDIS Review, in consultation with the disability community.

The Taskforce was not asked to consider other recommendations of the NDIS Review, which addressed a range of matters including the design, operations and sustainability of the NDIS.

The Taskforce has provided its advice to the Government and it was released on 2 August 2024.

2. Does the Taskforce advice support the NDIS Review recommendation?

The advice supports the registration model recommended by the NDIS Review. The Taskforce recommended that the categories of registration proposed by the NDIS Review be used as the basis for most provider registration. The Taskforce has recommended four categories of registration based on risk.

The Taskforce also recommended a fifth category which covers goods from mainstream retailers where no direct support is provided to the participant. This category will provide visibility of goods and services through payment arrangements.

3. Will the registration model proposed by the Taskforce support action to address fraud in the NDIS?

Yes. The proposed registration model will require more providers to be registered and meet strengthened provider obligations. Where providers are not required to be registered (including mainstream retailers), it is proposed that visibility will be created through evidence of purchase through National Disability Insurance Agency (NDIA) payment systems.

4. When will the changes proposed by the Taskforce occur?

On 16 August 2024, Minister Shorten announced that the Government would take immediate steps to require all platform providers, support coordinators and Supported Independent Living (SIL) providers to be registered.

Registration of these providers was recommended by the Taskforce to strengthen safeguards for NDIS participants.

These changes will take time to implement and will be done in consultation with the disability community. The NDIS Commission will start consulting on this process in October 2024.

5. How is the proposed registration model different to the current NDIS registration process?

The Taskforce's proposed model would require NDIS providers to pass certain checks to provide support to people with disability, based on the type of supports they provide.

Consultation with the disability community will occur shortly on the design elements of a new regulatory model. The information gathered through the consultation process will assist with

future decision making on the proposed changes and implementation approach for the model.

6. Can I continue to choose who provides my supports under the new model?

Yes. Choice and control is a founding principle of the NDIS. This will not change. A new model does not seek to limit who you can engage. The new model recommended by the Taskforce proposes changes to obligations for providers in the market if their business is focused on providing disability supports.

Any changes to registration requirements, including for participants who self-direct their supports, will be carefully considered by the Government to ensure all participants continue to have choice and control over their services and supports.

7. Can I still use unregistered providers?

The advice from the Taskforce does not seek to limit who you can use to provide services and supports. Instead it recommends that registration is based on the risk related to the type of supports being offered.

An approach to support providers who are currently not registered and participants who engage these providers will be considered through consultation with the disability sector.

8. The Taskforce has recommended further consultation on some recommendations. How can I be involved?

Opportunities for consultation on a new NDIS registration model will be shared on the Department of Social Services website and the NDIS Quality and Safeguards Commission website.

9. Will changes to legislation be needed?

Many of the ways the NDIS works are embedded in law. The legislation that governs the NDIS will need to be changed to enable some of the improvements proposed by the Taskforce.

The NDIS Commission will be progressing NDIS Rule changes to mandate the registration of platform providers, support coordinators and SIL providers. An approach to transition will be informed through consultation with the disability community.

10. After reading the report, I have some questions about my NDIS plan. Who can I contact about my NDIS plan?

You can talk to your provider if you have any questions or concerns regarding your supports.

You can also talk to the NDIA about your plan by calling 1800 800 110 Monday to Friday 8am to 8pm (local time) or emailing enquiries@ndis.gov.au.

11. After reading the report, I have concerns about my supports and services. How can I make a complaint?

You can contact the NDIS Quality and Safeguards Commission if you have any concerns about your services and supports including if something is not working well, has not been done the right way or you have been treated badly.

You can contact the NDIS Commission by completing a complaint form at www.ndiscommission.gov.au/contact-us/makeacomplaint or phoning 1800 035 544.

12. How can I find out more information?

This page will continue to be updated as more information becomes available.

Information is also available in accessible formats at the Department of Social website at www.dss.gov.au/ndisregistrationtaskforce.

Fact Sheets about what this means for [providers, workers and self-directed supports](#) are also available on our website.