



**NDIS Quality  
and Safeguards  
Commission**

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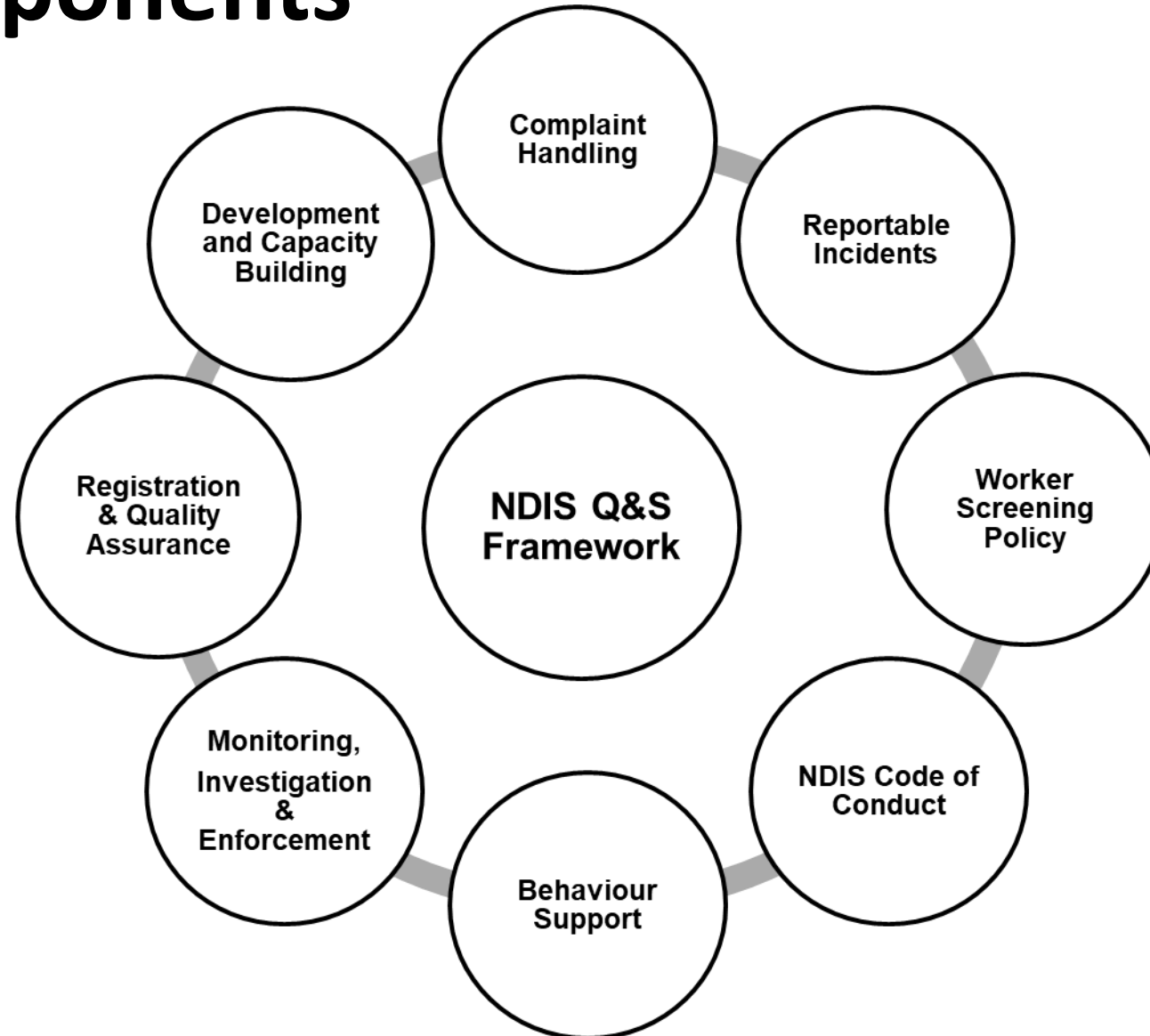
**NDIS National Provider Forums 2018**

# NDIS Commission

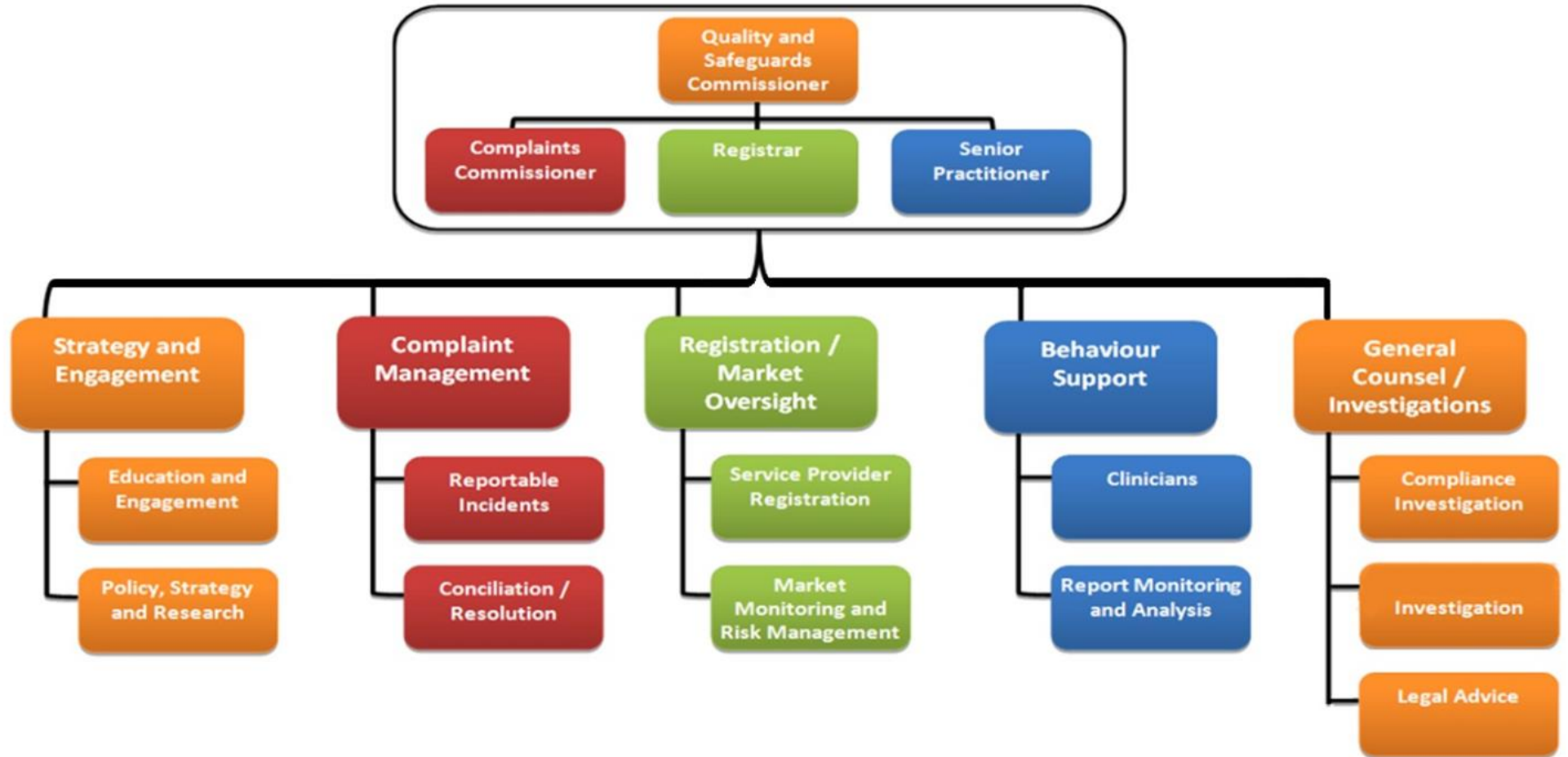


- Independent body that will regulate providers and handle complaints about the quality and safety of NDIS supports and services.
- Will provide national consistency for the first time.
- Will work to improve services and ensure they are safe for participants.

# Key components



# NDIS Commission Indicative structure



# NDIS Commission Establishment



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**1 July 2018** NSW and SA

**1 July 2019** Vic, Qld, Tas, ACT & NT

**1 July 2020** WA

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# Provider Registration



## Registered NDIS Providers will be required to comply with:

- NDIS Code of Conduct
- NDIS Practice Standards
- Complaints management requirements
- Incident management and reportable incident requirements
- Worker screening
- Behaviour support requirements (if applicable)

# NDIS Practice Standards



**The NDIS Commission will be responsible for registering NDIS providers - they must meet quality and competency standards**

**Two pathways:**

**Verification** – providers that deliver lower risk, less complex supports or services

**Certification** - providers that deliver higher risk, more complex supports or services

# Phasing in Providers



**The registration of existing providers will automatically transfer to the NDIS Commission.**

- Existing providers of supports will be able to continue their current operations
- Providers will be advised directly when to commence registration renewal
- Providers will then be expected to commence their new NDIS Practice Standards audit within a particular time frame
- The NDIS Commission will monitor completion of the audit process



# Complaints



## **The NDIS Commission will be responsible for handling complaints about NDIS providers**

- All complaints will be taken seriously and assessed
- Some complaints will be appropriate for a facilitated resolution process
- Some complaints will require investigation

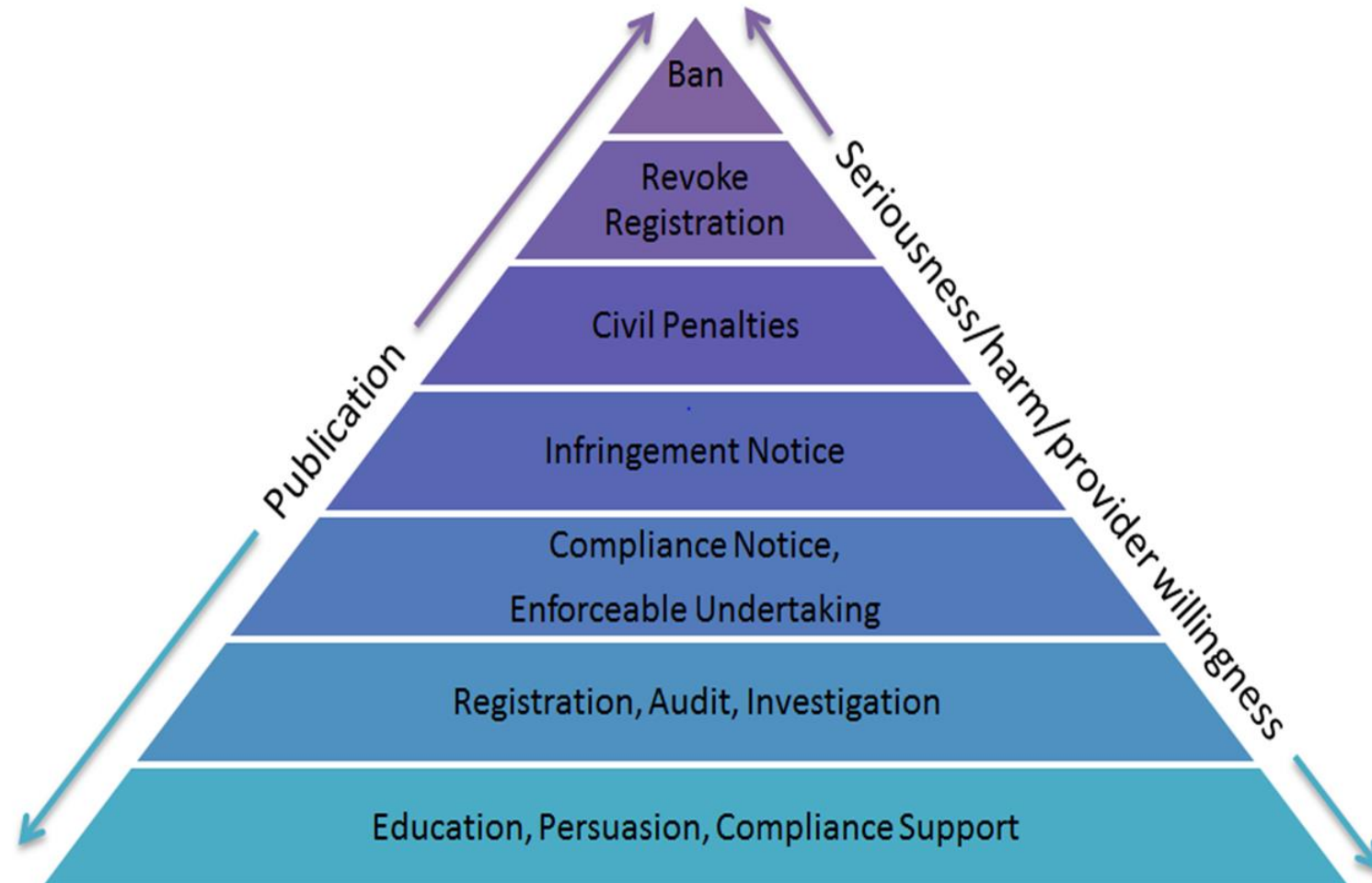
Registered providers must have internal complaints management arrangements

# Reportable Incidents



- Death
- Serious injury
- Abuse and neglect
- Sexual or physical assault
- Sexual misconduct
- Unauthorised use of restrictive practices

# Investigative Powers and Enforcement Action



# Behaviour Support



## **NDIS Commission's Senior Practitioner will provide clinical leadership for behaviour support and the reduction and elimination of restrictive practices**

- Competency framework for behaviour support practitioners
- Use of restrictive practices must be reported
- States and territory governments responsible for authorising restrictive practices in their jurisdictions

# Worker Screening



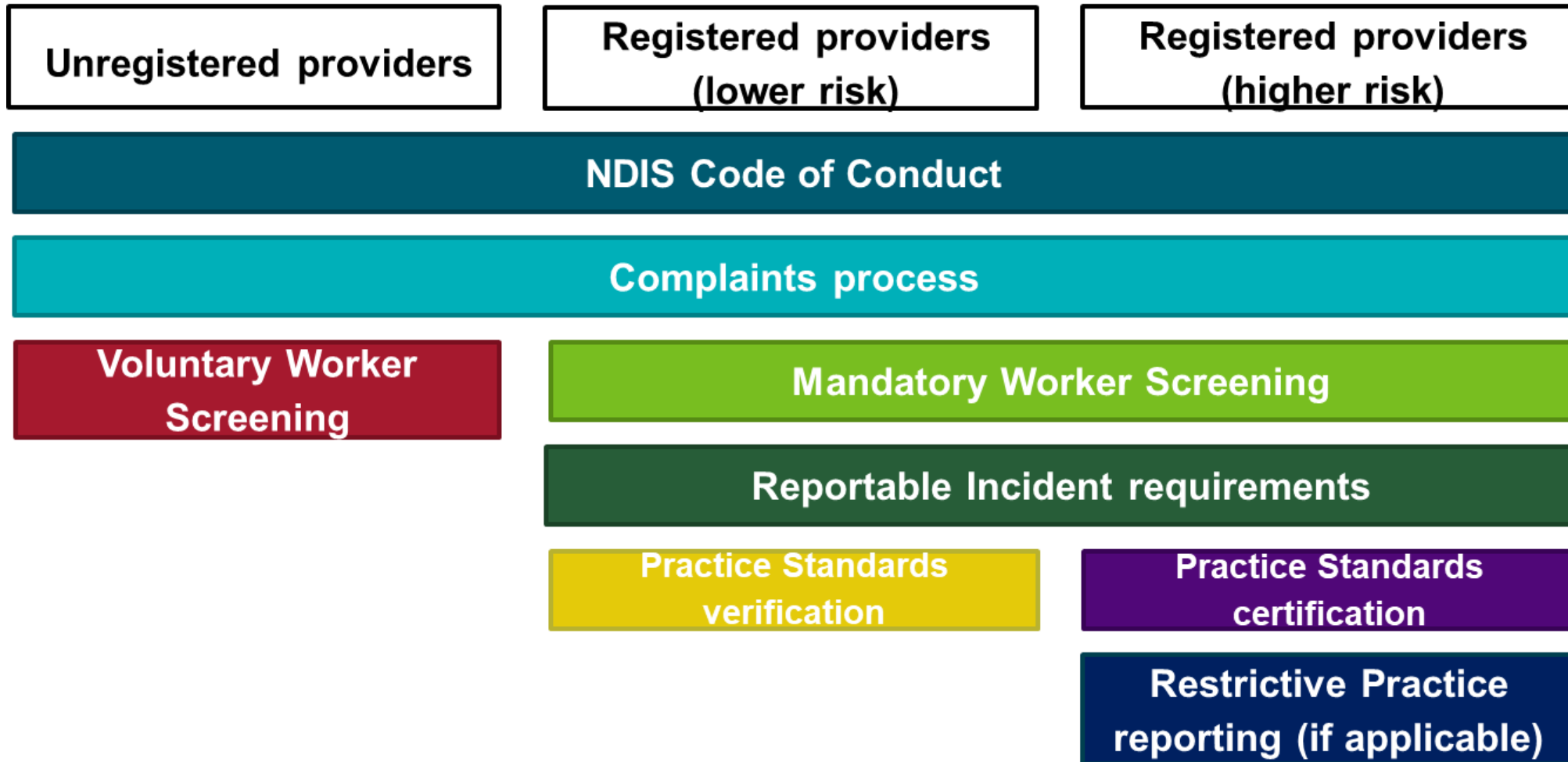
- Shared responsibility between Commonwealth and state/territory governments.
- **States and territories:** screening units responsible for worker screening checks.
- **NDIS Commission:** work with all governments to develop national policy and standards.

# NDIS Code of Conduct



- Applies to all providers and workers (registered and unregistered) delivering NDIS supports and services.
- Will complement and work alongside other codes of conduct for example, those applying to allied health professionals.

# Obligations on providers



# What can providers do now to get ready?



- Continue to maintain quality and safeguard requirements in each jurisdiction you are registered in
- Review your contact details and registration groups on the NDIS Provider Portal
- NDIS Practice Standards information sessions – registered providers



# Further Information



For more information visit:

[www.dss.gov.au](http://www.dss.gov.au)

NDIS Quality and Safeguards  
Commission fact sheets for providers,  
participants and an overview are now  
available at the DSS website at  
[www.dss.gov.au/ndisqualitysafeguards](http://www.dss.gov.au/ndisqualitysafeguards)

Or contact:

[NDISQualitySafeguards@dss.gov.au](mailto:NDISQualitySafeguards@dss.gov.au)

