



# NDIS Quality and Safeguards Commission: what does this mean for providers?

## About the NDIS Commission

The NDIS Commission works with providers to improve the quality and safety of NDIS services and supports.

The NDIS Commission oversees:

- Registration and regulation of providers
- Compliance with the Practice Standards and Code of Conduct
- Complaints about NDIS services and supports
- Reportable incidents, including abuse and neglect of a participant
- Use of restrictive practices
- Nationally consistent NDIS worker screening

The NDIS Commission is independent of the National Disability Insurance Agency (NDIA).

Both play a part in ensuring the principles of the National Disability Insurance Scheme (NDIS) are delivered.

The NDIA's focus is on managing:

- plans
- payments, and
- pricing for participants.

The NDIA will also detect and investigate allegations of fraud.

The NDIS Commission does not regulate the NDIA. Complaints about the NDIA should be made directly to the Agency.

## More information

The NDIS Commission can provide information, resources and support to providers about how to meet their obligations.

Contact the NDIS Commission:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## NDIS Code of Conduct

The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.



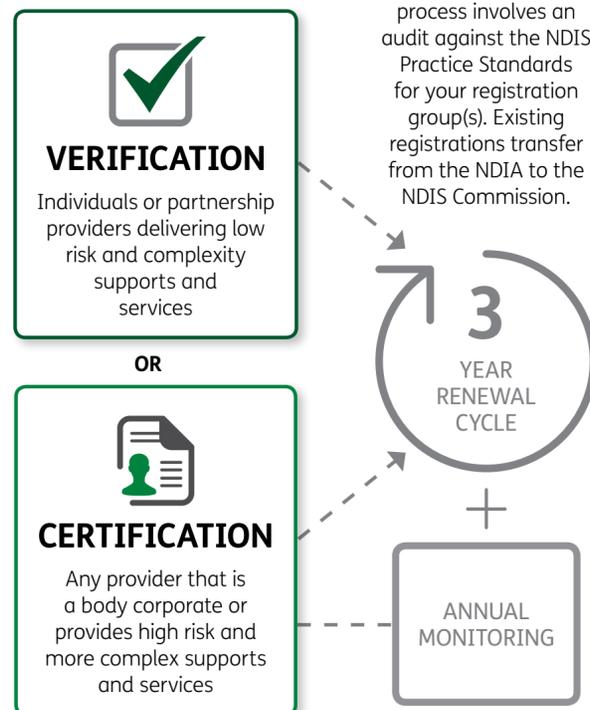
All providers must follow the NDIS Code of Conduct which is available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.

## Provider registration

Providers must be registered to deliver services and supports to NDIS participants who have their plan managed by the NDIA. NDIS providers that deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans must also be registered. The registration process depends on providers' size and scope as well as service delivery risk.

There are two pathways for registration:



The NDIS Commission will advise you of the **Practice Standards** you need to meet, and can support you in understanding what is required to demonstrate compliance.

## Practice Standards describe good practice for providing supports and services

The core module applies to all providers, and supplementary modules apply to providers of specialised supports.

The core module includes things like:

- risk management
- expected qualifications and competencies for employees
- complaints systems, and
- effective and inclusive governance.

Supplementary modules for more complex supports:

- High intensity daily personal activities
- Specialist behaviour support
- Implementing behaviour support plans
- Early childhood supports
- Specialised support coordination
- Specialised disability accommodation

## Complaints process

NDIS participants have the right to complain or provide feedback about the safety and quality of NDIS supports and services.

NDIS providers need to have a way to record and manage complaints they receive and make it easy for the NDIS participants they support to complain. Providers must apply procedural fairness to people when managing a complaint.

The NDIS Commission takes complaints where the person is unable to resolve issues with their NDIS provider or does not feel empowered to make a complaint directly.

Every NDIS provider must have effective complaints management and resolution arrangements.

Complaints and feedback are an opportunity for providers to improve service delivery.

## Reportable incidents

Providers must notify, investigate and respond to reportable incidents. The following incidents must be reported to the NDIS Commission:

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

Reporting the incident to the NDIS Commission does not replace notifying any appropriate authorities, such as the police.

## Behaviour Support arrangements

Restrictive practices can only be used as part of a behaviour support plan developed by a registered Specialist Behaviour Support provider. The use of restrictive practices must be authorised by states and territories, and behaviour support plans lodged with the NDIS Commission.

Providers registered to deliver Specialist Behaviour Support Services must engage Behaviour Support Practitioners who are approved by the NDIS Commission.

## Worker screening

Providers have a responsibility to ensure paid and volunteer workers who have more than incidental contact with participants have been screened.

Registered providers need to assess which roles in their organisation require a clearance and maintain records for all workers. It is the responsibility of the worker to re-apply for clearance.

The states and territories will conduct the screening using nationally consistent criteria, which means workers with a valid clearance can work anywhere in Australia.