



NDIS Quality  
and Safeguards  
Commission

# The NDIS Quality and Safeguards Commission

## A new system of quality and safeguards in the NDIS

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants.

**The NDIS Commission started in New South Wales on 1 July 2018 and will progressively roll out across Australia.**

1 July 2018

1 July 2019

1 July 2020



When it is operational in all states and territories, the NDIS Commission will provide a single, national registration and regulatory system for providers that will set a consistent approach to quality and safety across Australia.



## What has changed for providers in New South Wales?

The NDIS Commission introduced several changes for New South Wales providers.

These include a new NDIS Code of Conduct and NDIS Practice Standards, which set out expectations for the quality and safety of the services and supports providers deliver. There have also been changes to provider registration and the way complaints are made, incidents are reported, behaviour support plans are developed and checked, and worker screening is undertaken.

Unregistered providers are also subject to new requirements including the NDIS Code of Conduct and complaints handling arrangements.



**The NDIS Commission provides information and guidance to support providers to understand and meet their quality and safeguards requirements.**

# Then and now in quality and safeguards

Function	Prior to the NDIS Commission	Under the NDIS Commission
<b>Provider registration</b>	Providers registered with the NDIA. Registered providers were required to meet the NDIA Terms of Business, NSW Quality and Safeguards Working Arrangements and Guide to Suitability.	Providers of specialist disability supports need to demonstrate compliance with the NSW Disability Service Standards (or comparable standards). The NDIS Commission registers providers. Registered providers are required to comply with the NDIS Practice Standards, the NDIS Code of Conduct and requirements for incidents management, complaints management, worker screening and behaviour support (where applicable).
<b>Standards of quality and safety</b>	Providers funded by the NSW Department of Family and Community Services had to meet the NSW Disability Service Standards and have a quality management system. Commonwealth funded providers met the National Standards for Disability Services.	Registered providers must meet and be audited against the relevant NDIS Practice Standards.
<b>Code of Conduct</b>	Registered NDIS providers were required to have their own Code of conduct, Code of Ethics or Service Charter.	All providers and workers in the NDIS must meet the NDIS Code of Conduct.
<b>Worker screening</b>	Registered providers would conduct referee checks and criminal record checks of workers before they were employed.	All states and territories transition to a nationally consistent Worker Screening Check for employees of registered providers who have more than incidental contact with people with disability.
<b>Complaints management</b>	NDIS participants could make complaints about providers to the NSW Ombudsman, or in some cases, the NSW Department of Family and Community Services. Complaints about the NDIA or participant plans were made to the NDIA or the Commonwealth Ombudsman. Registered providers would need a clear and accessible complaints handling and dispute resolution processes in place.	Complaints about the quality or safety of NDIS supports and services can be made to the NDIS Commission. Complaints about the NDIA or participant plans continue to be made to the NDIA or to the Commonwealth Ombudsman. Registered providers are required to have effective and proportionate internal complaint management and resolution arrangements in place. Registered providers must afford procedural fairness to people when managing complaints.
<b>Behaviour support</b>	The Ageing, Disability & Home Care's Behaviour support policy set out guidelines for providers for the use of behaviour support and restrictive practices. All providers in NSW would need to register and submit a Declaration Statement to provide behaviour support services in the NDIS.	Providers who use or are likely to use restrictive practices, or who develop behaviour support plans must be registered with the NDIS Commission and meet supplementary requirements of the NDIS Practice Standards. The NDIS Commission approves behaviour support practitioners using a competency framework. Providers must lodge behaviour support plans with the NDIS Commission and notify it of the use of restrictive practices. There will be a new NSW Policy including a Restrictive Practices Authorisation mechanism which providers will need to comply with.
<b>Incident management</b>	The NSW Ombudsman Disability Reportable Incidents Scheme provided oversight of reportable incidents in support accommodation and centre-based respite and day programs. Providers would notify the Ombudsman of reportable incidents.	Registered providers must report reportable incidents to the NDIS Commission. Registered providers are required to have effective incident management systems in place.

## Find out more

You can find more information and resources, including the NDIS Practice Standards and NDIS Code of Conduct, on the NDIS Quality and Safeguards Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au). You can contact the NDIS Commission at [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) or on 1800 035 544.