



**NDIS Quality  
and Safeguards  
Commission**

Dear NDIS Provider

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

On 1 July 2019, the NDIS Quality and Safeguards Commission (NDIS Commission) will commence operating in Tasmania, Victoria, the Australian Capital Territory, Queensland, and the Northern Territory. The NDIS Commission will commence in Western Australia on 1 July 2020.

The establishment of the NDIS Commission, and the responsibilities it has been given, arise from the NDIS Quality and Safeguarding Framework that was agreed by all Australian governments in January 2017 following extensive consultation. The National Disability Insurance Scheme Act 2013 was changed in December 2017 to give effect to that framework.

This letter sets out the changes that will affect you as a registered NDIS provider when the NDIS Commission starts operating in your state or territory.

The NDIS Commission is a new independent government agency that regulates the provision of supports and services to participants under the NDIS. It works to improve the quality of NDIS services and supports, prevent harm to and safeguard the rights of participants, investigate and resolve complaints relating to services and supports, and strengthen the skills and knowledge of providers and NDIS participants across Australia. It is progressively replacing the various quality and safeguards arrangements that have been in place in states and territories, creating a unified and consistent national system.

The NDIS Commission has a focus on development and education as well as compliance and monitoring, and works with people with disability, NDIS providers and workers to improve their skills and knowledge.

## **Your registration will automatically transfer on 1 July 2019**

You do not need to do anything before 1 July to continue to be registered. Transitional rules transfer your existing registration with the National Disability Insurance Agency (NDIA) to the NDIS Commission. You will receive a new certificate of registration from the NDIS Commission by 1 July.

The NDIS Commission recognises that it will be necessary to phase in some obligations and registration renewals will be phased. The certificate of registration will set a renewal date for registration and list your current registration groups. The NDIS Commission will take into account your organisation's registration groups, the currency of past compliance audits, and any other relevant factors in determining the renewal date for your registration. At the time of your registration renewal, you will need to demonstrate that your organisation and key personnel are suitable to operate in the NDIS and your organisation delivers services and supports in accordance with the new NDIS Practice Standards.

You should check your organisation's details and registration groups in the NDIA's provider portal to make sure the information that is transferred to the NDIS Commission is correct before 21 June 2019.

## New requirements for registered providers

When your registration transfers to the NDIS Commission on 1 July, you will be required to:

- comply with the NDIS Code of Conduct, covering providers and workers
- implement an internal incident reporting system, including the submission of “reportable incidents” reports to the NDIS Commission
- manage complaints effectively
- screen workers in accordance with the arrangements in your state or territory, and
- meet behaviour support reporting obligations, if these apply to your organisation.

From 1 July all registered providers are required to report to the NDIS Commission serious incidents (including allegations) that occur in connection with the provision of supports and services. Reportable incidents include death, serious injury, abuse or neglect, unlawful sexual or physical contact with or assault of an NDIS participant, sexual misconduct committed against or in the presence of a person with disability, and unauthorised restrictive practices.

Providers’ obligations are set out in the Act and in a series of rules made under the Act. More information is available on the [Registered provider responsibilities](#) webpage on the NDIS Commission’s website.

A new provider portal will support the work of the NDIS Commission. Functionality will be progressively increased from 1 July 2019, and your feedback on the portal will help us with these incremental improvements.

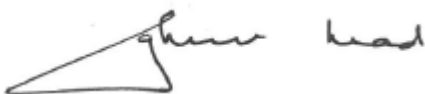
The NDIS Commission is developing practical information and guidance to help you understand and meet your obligations. We will build on this information over time. You can find the rules and further information on [the NDIS Commission website](#).

The commencement of the NDIS Commission in your state or territory is an exciting development, and an important part of the approach to building inclusive, respectful and supportive communities across Australia that promote the rights and wellbeing of people with disability.

We will take a collaborative approach – working with the sector to drive positive change so that the services and supports provided to people with disability through the NDIS are safe, and deliver the best possible outcomes for every participant.

I look forward to working with people with disability – and their carers, families and advocates – and with providers to deliver this new approach to quality and safeguards.

Yours sincerely,



Graeme Head AO

**Commissioner**

8 May 2019  
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