



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 South Australia 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 South Australia?

The NDIS Commission introduced several changes for South Australian 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>	<p>The NDIA registered providers.</p> <p>Registered providers were required to meet the NDIA Terms of Business and the Quality and Safeguards working arrangements for transition to the NDIS in South Australia.</p> <p>NDIS providers of specialist disability supports were also required to be on the Department for Human Services (DHS) Disability Service Provider Panel (DSPP).</p>	<p>The NDIS Commission registers providers.</p> <p>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).</p>
<b>Standards of quality and safety</b>	<p>Registered NDIS providers on the DSPP were required to meet the National Standards for Disability Services, follow DHS's safeguarding policies, and engage in a formal quality management improvement program.</p>	<p>Registered providers must meet and be audited against the relevant NDIS Practice Standards.</p>
<b>Code of Conduct</b>	<p>Registered NDIS providers had to have their own Code of Conduct, Code of Ethics or Service Charter.</p>	<p>All providers and workers in the NDIS must meet the NDIS Code of Conduct.</p>
<b>Worker screening</b>	<p>Providers in South Australia and their workers had to undergo an occasional screening assessment through DHS, including a criminal history check.</p>	<p>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.</p>
<b>Complaints management</b>	<p>Complaints about providers on the DSPP were made to DHS.</p> <p>The Health and Community Services Complaints Commissioner handled and investigated complaints about disability services.</p> <p>Complaints about the NDIA or participant plans were made to the NDIA or the Commonwealth Ombudsman.</p> <p>Registered providers were required to have a clear and accessible complaints handling and dispute resolution processes in place.</p>	<p>Complaints about the quality or safety of NDIS supports and services can be made to the NDIS Commission.</p> <p>Complaints about the NDIA or participant plans continue to be made to the NDIA or to the Commonwealth Ombudsman.</p> <p>Registered providers are required to have effective and proportionate complaint management and resolution arrangements in place.</p> <p>Registered providers must afford procedural fairness to people when managing complaints.</p>
<b>Behaviour support</b>	<p>Providers were required to follow DHS's behaviour support and restrictive practices policies, including the Safeguarding People with Disability — Restrictive Practices Policy.</p> <p>The Restrictive Practices Reference Guide for the South Australian Disability Service Sector set out the restrictive practice requirements of service providers.</p> <p>Providers were required to follow state legislation in relation to restrictive practices authorisations.</p>	<p>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.</p> <p>Providers must lodge behaviour support plans with the NDIS Commission and notify it of the use of restrictive practices.</p> <p>Providers are still required to comply with existing state legislation in relation to restrictive practices authorisations.</p>
<b>Incident management</b>	<p>Providers would need to report any critical client incidents and serious care concerns to DHS for consideration and resolution, which could include investigation.</p>	<p>Registered providers must report reportable incidents to the NDIS Commission.</p> <p>Registered providers are required to have effective incident management systems in place.</p>

Where transition arrangements apply after 1 July 2018, the NDIS Commission will work with existing state based agencies and regulatory bodies to handle complaints and manage reportable incidents, in line with the appropriate jurisdiction.

## 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.