



**NDIS Quality  
and Safeguards  
Commission**

Dear NDIS provider

In October 2020, I wrote to all registered providers of supports approved by the National Disability Insurance Agency (NDIA) under the National Disability Insurance Scheme (NDIS) in Western Australia (WA). A [copy of that communication](#) is on the NDIS Quality and Safeguards Commission's (NDIS Commission) website.

In that letter, I advised providers that their registration with the NDIA would automatically transfer to the NDIS Commission from 1 December 2020. In your case, this means your existing registration will be amended to include any additional registration groups delivered only in WA.

This letter contains important information about your organisation's status as an existing registered NDIS provider.

### **Your current NDIA registration will transfer to your existing NDIS Commission record**

- Your organisation will be **automatically registered** with the NDIS Commission from 1 December 2020 to provide supports and services to NDIS participants residing in WA.
- On 1 December 2020, your organisation will be issued with a new Certificate of Registration to reflect any updates to your registration from WA. That certificate will explain the conditions of your organisation's registration, the period of registration and the timeframe to renew your registration with the NDIS Commission. It will include your organisation's Registration ID and other information.

### **Renewing your registration**

- As an existing registered NDIS provider, you may be at different stages of engagement with the NDIS Commission renewal process.
- If your organisation has already commenced the registration renewal process, additional information for your situation is available on page four of the NDIS Commission's [Registration Renewal fact sheet](#). Importantly, these scenarios provide guidance on what is required so that your organisation only undertakes one registration renewal process for all NDIS supports and services.
- If your organisation is yet to commence the registration renewal process, registration groups and any additional outlets from WA will be added to your existing NDIS Commission registration. You will then complete a single registration renewal that will include the registration groups of both your existing and incoming records.
- If your organisation does not start the renewal process by the date on your Certificate of Registration, your registration will lapse.
- We will monitor your progress throughout the process, and provide you with guidance in completing your renewal.

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## Reportable incidents

- A requirement of your registration with the NDIS Commission is to report certain incidents (including allegations of incidents) affecting NDIS participants in the course of receiving NDIS supports and services. You are required to advise us of the incident and, importantly, how you have managed it and supported the affected person, and others. Reportable incidents include:
  - the death of an NDIS participant
  - serious injury of an NDIS participant
  - abuse or neglect of an NDIS participant
  - unlawful sexual or physical contact with, or assault of, an NDIS participant
  - sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
  - the unauthorised use of a restrictive practice in relation to an NDIS participant.
- Information about how to report is available on our [website](#).
- The requirement to report to us does not replace your organisation's existing obligations to report to other relevant authorities, including child protection agencies or police.

## Further information to support providers

By 1 December 2020, you will receive your organisation's new Certificate of Registration, reflecting your updated registration including WA.

We have produced information, including fact sheets and resources to guide registered providers in meeting their obligations. We are continuing to develop additional products and tools that meet your needs. You can find a range of resources, including a [Provider Information Pack](#), on the [NDIS Providers webpage](#).

Yours sincerely,



Graeme Head AO

**NDIS Quality and Safeguards Commissioner**

10 November 2020

Ref: D20/24766