



# Own Motion Inquiry into Aspects of Supported Accommodation

## Status of Actions May 2024

### Elevate the quality and safety of supported independent living services.

#### *Action 1 - Enhance Regulation and monitoring of supported accommodation.*

The Commission, as a priority, has undertaken work relating to practice standards development. We have engaged with participants to better understand what participants living in shared and group settings think quality supports in their homes should look and feel like. Our aim is to have the experiences of participants directly inform the practice standards development. To support this work we have collaborated with the six providers engaged in the last Inquiry and working with the NSW Council for Intellectual Disability to facilitate focus group sessions around the country. This consultation took place in August and September 2023, meeting face-to-face with over 100 NDIS participants living in shared and group home environments. We have thought deeply about what they had to say and are now considering how best to implement what we learned into our greater regulatory approach. Co-design and consultation on practice standards and quality indicators will commence in 2024/2025.

#### *Action 2: Educate Providers and Workers.*

A key focus for the Commission has been the updating and publishing of resources in our Workforce Capability Framework on our website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

#### Workforce Capability Framework

- In August 2023, we published new participant resources and a participant resource website page ([ndiscommission.gov.au](http://ndiscommission.gov.au)) was launched to support participants with recruitment, feedback, and supervision.
- In September, we published resources to support the hiring of Aboriginal and Torres Strait Islander people
- In October 2023 we finalised the 'Supervising for Capability' and 'Training for Capability' website pages
- Our Auslan page has been updated with the relevant resources and guidance material and we are in the process of translating additional resources into community language to support participants, workers and providers.
- We conducted online workshops for providers and participants to better understand and elevate the quality and safety of supported independent living services.

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- The NDIS Commission provided updates at the Perth NDISLINKS Workforce symposium, Ipswich Disability Interagency Network, Workforce Industry Reference Group.
  - The NDIS Commission was supported by Purple Orange, Australian Services Union, and Health Services Union to publish news articles. The NDIS Workforce Capability Framework website ([workforcecapability.ndiscommission.gov.au](http://workforcecapability.ndiscommission.gov.au)) has been updated with additional resources and information

### *Action 3 - Increase oversight of SIL services.*

We finalised and published the NDIS Commission compliance and enforcement priorities for 2023-2024 ([ndiscommission.gov.au](http://ndiscommission.gov.au)) with all relevant compliance actions targeting Supported Disability Accommodation (SDA) providers and Behaviour Support Plan (BSP) Quality in January 2024, inclusive of education letters drafted for distribution to SDA providers. Continuing work, including site visits, to be transitioned into Housing and Living Support project. We have set on-going and additional training to support NDIS Commission staff members in proactive compliance monitoring as well as development of internal Standard Operating Procedures (SOPs), templates and guidance materials

### *Action 4 - Enhance guidance for reportable incidents.*

Our Legislation and Policy areas will develop proposed amendments to the Reportable Incident Rules in conjunction with implementation of the Government's response to the NDIS Review and Disability Royal Commission (DRC) recommendations. This is likely to include significant legislative reform and development of the proposed amendments will require consultation with the sector and the State and Territories.

## **Amplify the voices of NDIS participants living in supported accommodation.**

### *Action 5 - Increase participant's understanding of their rights.*

We are continuing to further develop and publish relevant materials onto the NDIS Commission website. We conducted and finalised a Quality and consumer information project, with over 550 individuals participating, resulting in significant findings which shaped the [Quality and Consumer Information - Insights Reports | NDIS Quality and Safeguards Commission \(\[ndiscommission.gov.au\]\(http://ndiscommission.gov.au\)\)](#)

### *Action 6 - Support exercise of choice and control by participants living in larger sites.*

A new Home & Living Supports team has been recently stood up as part of the Home & Living Support project, focussing on participants that receive 24/7 living support in shared accommodation settings. This new function has been established to strengthen the regulation of home and living supports and improve outcomes for participants, ensuring they are supported to have choice over where, how and with whom they live.

Their functions and outputs include safeguarding NDIS participants and ensuring they have the opportunity to exercise choice in their supports and services specifically in relation to SDA and SIL supports, ensuring compliance with NDIS Practice Standards and Quality Indicators and NDIS Code of Conduct.

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*Action 7 - Embed the voice of participants in supported accommodation into the design of the audit scheme.*

We have incorporated a focus on supported accommodation settings into the design of the Consumer Technical Expert component of the audit scheme, currently in development. A project is currently being conducted, focussed on developing options for potential adjustments to the current audit approach. The project includes consideration of options and pathways to strengthen the voice of participants in the NDIS audit process through the use of consumer technical experts, including in higher risk settings such as supported accommodation.

**Improve the NDIS to maximise the choice, control and experience of participants living in supported accommodation.**

*Action 8 - Deepen understanding of supported accommodation market.*

NDIA and NDIS Commission are engaging on a regular basis to collaborate on a shared understanding of SDA and SIL market. A review of NDIA and NDIS Commission Market Stewardship Oversight Operational Protocol is underway with SDA information to be included into the sharing protocol.

*Action 9 - Develop our understanding of participant personal wellbeing and choice.*

Development of a Wellbeing Index in consultation with NDIA and allied health partners is currently underway.