



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission Communique from Consultative Committee, February 2024

The Consultative Committee met on Wednesday 28 February 2024. Chaired by the NDIS Quality and Safeguards Commissioner, Tracy Mackey, the meeting included presentations and engagement by members of the NDIS Commission's Executive Leadership Team. The quarterly meeting focussed on three key pieces of work by the NDIS Quality and Safeguards Commission (NDIS Commission): Monitoring and action taken with unregistered providers, the Communications and Engagement Framework and Managing Complaints.

Commissioner's update

The Government response to the NDIS Review will be released in 2024. The Review was very clear that the NDIS Commission needs to be adequately resourced to undertake all of the NDIS Commission's functions.

The Government has established the NDIS Provider and Worker Registration Taskforce to provide expert advice to Government on the approach to the registration. The NDIS Commission met with the Taskforce for the first time on 19 February 2024, and will continue to engage with the Taskforce to ensure new registration arrangements support the rights of people with disability and ensure a best practice regulatory approach.

The NDIS Commission worked with the Australian Human Rights Commission (AHRC) to strengthen the NDIS Commission's approach to human rights, developing the [NDIS Quality and Safeguards Commission Human Rights Guidance](#) for its staff. The Guidance has been shared publicly for people to know what they can expect from the NDIS Commission and its responsibilities in the human rights space. Members of the Committee welcomed the guidance material and requested further examination of the Guidance, as well as its application with regard to choice and control of vulnerable NDIS participants at risk.

This was Commissioner Tracy Mackey's last Consultative Committee meeting as NDIS Commissioner. Members thanked the Commissioner for her contribution.

Monitoring and action taken with unregistered providers

As an action from the last Consultative Committee meeting, the Assistant Commissioner, Compliance and Enforcement discussed the NDIS Commission's approach to compliance activity of unregistered providers. Members raised questions about what kind of activities generate different types of responses and the use of different regulatory tools. Other topics of discussion included the proportion of complaints against unregistered providers, a risk proportionate approach around registration and regulation, education for participants and family members on how to access good information when they are appointing workers or service providers, and the drop in the number of registered providers due to revocation of their registration.

Communications and Engagement Framework

The Assistant Commissioner, Engagement, Communication and Education outlined the NDIS Commission's proposed approach to engagement ensuring that content is fit for the audience, and that there are different ways people can communicate with the NDIS Commission, and different ways that the NDIS Commission interacts with people. The Committee discussed the importance of reaching certain population groups, being evidence-based and involving communities in design from the very beginning, and NDIS Commission diversity employment targets.

Managing Complaints

As requested by Committee members at the previous meeting, information about the NDIS Commission complaints model was shared by the Deputy Commissioner, Complaints and Engagement. This information included how people can make complaints, and the ways in which a complaint can be managed. The Committee discussed the instance where people make a complaint on behalf of someone else, and participants who may not necessarily appreciate that they are in a position of risk. The discussion also covered pricing differentiation and NDIS Commission has created a new team that focuses on pricing concerns, email pricehelp@ndiscommission.gov.au. Another point of discussion was how participants can feel safe making a complaint, and providers seeing a complaint as an opportunity to improve their services. Last year the NDIS Commission introduced changes to the complaints management process to prioritise urgent matters and resolve complaints more quickly. The NDIS Commission will be implementing a new contact centre system this year which will improve wait times. Complaint numbers are increasing to around 10% month on month as more people are aware that they can complain to the NDIS Commission.

The Deputy Commissioner, Complaints and Engagement thanked all attendees.