



Communiqué – Consultative Committee Meeting

October 2024

Introduction

The Consultative Committee met online on Tuesday 29 October 2024. Co-chaired by the NDIS Quality and Safeguards Commissioner (the Commissioner), Louise Glanville, and the NDIS Quality and Safeguards Associate Commissioner (the Associate Commissioner), Natalie Wade, the meeting included information sharing and presentations from members of the NDIS Commission (the Commission). The meeting focussed on four areas:

1. Commission update
2. Supported Independent Living (SIL) Practice Standards feedback session
3. Inclusion of Restrictive Practices in Behaviour Support Plans (BSPs)
4. Participant and Provider Pack feedback session

1. Commission update

The newly appointed Commissioner, Louise Glanville, and Associate Commissioner, Natalie Wade, introduced themselves to the members and confirmed their commitment to working towards a sustainable NDIS that marries the safeguarding component of the Commission's work and the human rights framework.

The [Commission website](#) has been updated to make it easier to navigate and contains new information including:

- the Engagement Principles and CaLD Engagement Principles
- the Commission's Regulatory priorities, including a focus on how the Commission can impact the reduction of the use of restrictive practices.

One of the Commission's current key priorities is on unregistered providers and ensuring they understand their obligations under the [Code of Conduct](#). 60% of all complaints received by the Commission concern unregistered providers and much of the Commission's recent regulatory action concerns unregistered providers and workers.

The [2024-2025 Corporate Plan](#) was released on 1 September 2024 and details how the Commission upholds the rights of people with disability and exercises its role as a regulator.

There has been a month-on-month growth of reportable incidents. The majority relate to restrictive practices, followed by notifications about allegations of abuse or neglect and participant deaths or injuries.

2. SIL Practice Standards feedback session

The Commission detailed its current engagement across the sector about commitments made in response to the [Own Motion Inquiry](#) into Supported Accommodation. Specifically, the development of practice standards for SIL.

Consultations with providers began in August 2024 and have focused on 3 key areas:

1. Review of the current Practice Standards – given the significant changes to the scheme and market, are the current practice standards fit for purpose and how can they be used to properly support participants, workers and providers?
2. Development of Practice Standards – what should new Practice Standards look like?
3. Should SIL be separated from specialist disability accommodation support, as recommended by the Disability Royal Commission, the OMI and the NDIS review? If so, how can it be best managed?

Members discussed the 3 key areas above and provided feedback.

3. Including Restrictive Practices in Behaviour Support Plans

The Commission recognises there are gaps in available resources to facilitate conversations about restrictive practices which should be included in Behaviour Support Plans (BSPs).

A review of BSP templates is underway in consultation with participants, providers, NDIS Behaviour Support Practitioners, peak bodies and researchers. The Commission will develop Plain English and Easy Read discussion booklets once the content has been finalised.

Feedback was sought from members about interim versions targeted at people with no or low-level awareness of the Commission and its functions.

Member feedback included the importance of appropriate terminology and images in Easy Read booklets. Members highlighted the risks associated with the misuse of restrictive practices and emphasised the need for more detailed guidelines specifying the circumstances under which restraints should be used, as well as clear instructions on how to implement them. They suggested that these guidelines be integrated into the individual's BSP for better clarity and consistency.

4. Participant and Provider Pack feedback session

The Commission's Participant and Provider information packs are one of the main ways that the Commission shares information with participants and providers about what it is and what it does. Current iterations are out of date and need to be updated.

Member feedback included the need for standardised language to ensure they are appropriate for their intended audience; emphasising the significance of the Code of Conduct for providers and participants, highlighting its crucial role in ensuring mutual understanding of service standards and expectations and the need for a complaints process journey map approach to ensure the process is accessible and user friendly, enabling people with disability to confidently voice their concerns.