



Communiqué – Provider Advisory Group Meeting

November 2024

Introduction

The Provider Advisory Group met online on Wednesday 13 November. Co-chaired by the NDIS Quality and Safeguards Commissioner (the Commissioner), Louise Glanville, and the NDIS Quality and Safeguards Associate Commissioner (the Associate Commissioner), the meeting included information and presentations from members of the NDIS Commission (the Commission) on 4 areas:

1. Commission update
2. Supported Independent Living (SIL) Practice Standards feedback session
3. NDIS Commission provider newsletters feedback session
4. Implementing Provider Checklist feedback session.

1. Commission update

The newly appointed Commissioner, Louise Glanville and Associate Commissioner, Natalie Wade, introduced themselves to the members and noted their commitment to progressing work with providers supplying services or supports to people with disability.

2. SIL Practice Standards feedback session

The Commission is currently engaging in consultations about the commitments it made in 2023 when it launched the [Own Motion Inquiry](#) findings into supported accommodation. Findings suggest that more needs to be done in the space of practice standards for SIL to address concerns and ensure the standards are fit for purpose.

The Commission has engaged with over 120 people including providers, workers, community members, and representatives from carer organisations to improve the regulation of home and living supports. Engagement has included all states and territories, face-to-face, online and written submissions. A key insights report will be on the Commission's [reform hub](#) web page by the end of November 2024.

3 main areas of consultation about SIL and SDA separation:

1. Review of the current Practice Standards
2. Development of Practice Standards
3. The Australian Government's commitment to separate SIL from specialist disability accommodation support, as guided by the Disability Royal Commission, the Commission's enquiry into supported accommodation and the NDIS review.

Members discussed the 3 areas of consultation and gave feedback.

3. Proposed legislative reforms to strengthen the compliance powers of the NDIS Commission

Recent amendments to the NDIS Act provide clarity about who the NDIS is for, how funding is allocated and what the funding can be used for. The Commission is looking at further reform that will keep participants safe from fraudulent and negligent providers and workers, while strengthening its deterrence and compliance powers.

The [NDIS Provider and Worker Registration Taskforce](#) identified systemic issues of abuse, neglect and exploitation of people with disability and that the Commission needs to adopt a more active approach to monitoring the delivery of those supports. A stronger approach to compliance and enforcement in these areas is also required:

- Safeguarding participants from violence, abuse and neglect
- Increasing the quality of services through changes to the penalty frameworks to ensure it is fit for purpose
- Adding more safeguarding mechanisms to make sure banning powers are fit-for-purpose.

Members discussed the proposed legislative reform and provided feedback.

3. NDIS Commission provider newsletters feedback session

The Commission communicates with providers in various ways including a provider newsletter that has been intermittent. Members were asked for feedback about whether they receive the provider newsletter and if they find it useful, what sort of information they would like to be included in the newsletter and how regularly they would like to receive it.

Members discussed the provider newsletter and gave feedback about content and cadence.

4. Implementing Provider Checklist feedback session

The Commission is looking to consolidate and simplify relevant rules and recommendations into one document known as the implementing provider checklist. The checklist will serve as a practical guide that implementing providers can use to step through the rules, requirements and best practice recommendations when implementing behaviour support plans and using regulated restrictive practices. The use of the checklist will be optional and the Commission is hoping that providers and workers will use it for their own skill development and continuous improvement, so that together we can work towards quality and safety of NDIS supports and services and the reduction and elimination of regulated restrictive practices for all NDIS participants.

Members discussed the implementing provider checklist and gave feedback on:

- Is the content clear and easy to follow?
- Would you like anything added or removed?
- Have you got any other suggestions including how we roll the checklist out to the sector?