

# WELCOME

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## NDIS Provider Registration Webinar

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*As we are meeting online from all around the nation, I would like to acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples here today.*



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Quality and Safeguards Commission**

## **Provider Registration**

**Tessa Duncan, Assistant Director, Provider Registration**

# How the NDIS Commission is supporting transition



Working with agencies to build a sound knowledge base to share with the residential aged care sector

Participating in activities aimed at streamlining adjacent regulatory obligations

Communicating with residential aged care providers and NDIS participants living in residential aged care facilities

Established dedicated pages on our website with relevant information



Engaged ACSA to help support you through the transition process.

# How do we work with providers?



**We work with providers to improve the quality and safety of NDIS supports and services**

The NDIS Commission oversees:



Registration and regulation of providers



Compliance with the Practice Standards and Code of Conduct



Complaints about NDIS services and supports



Reportable incidents, including abuse and neglect of a participant



Use of restrictive practices



Nationally consistent NDIS worker screening

## Conditions of registration:

- Compliance with Commonwealth, state and territory laws
- NDIS Practice Standards
- NDIS Code of Conduct
- Complaints management and resolution requirements
- Incident management and Reportable Incident requirements
- Behaviour Support requirements (if applicable)
- Worker screening (future)



# Relevance of registration to providers



**Self-managed** = Participant pays the provider directly. Can be registered or unregistered provider

**Plan managed** = Plan Manager pays the provider on behalf of participant. Can be registered or unregistered provider

**NDIA managed (Agency Managed)** = NDIA pays registered providers directly



# Who needs to be registered?



**Providers must be registered with the NDIS Commission if they deliver one or more of the following:**

Specialist Disability Accommodation

Develop behaviour support plans

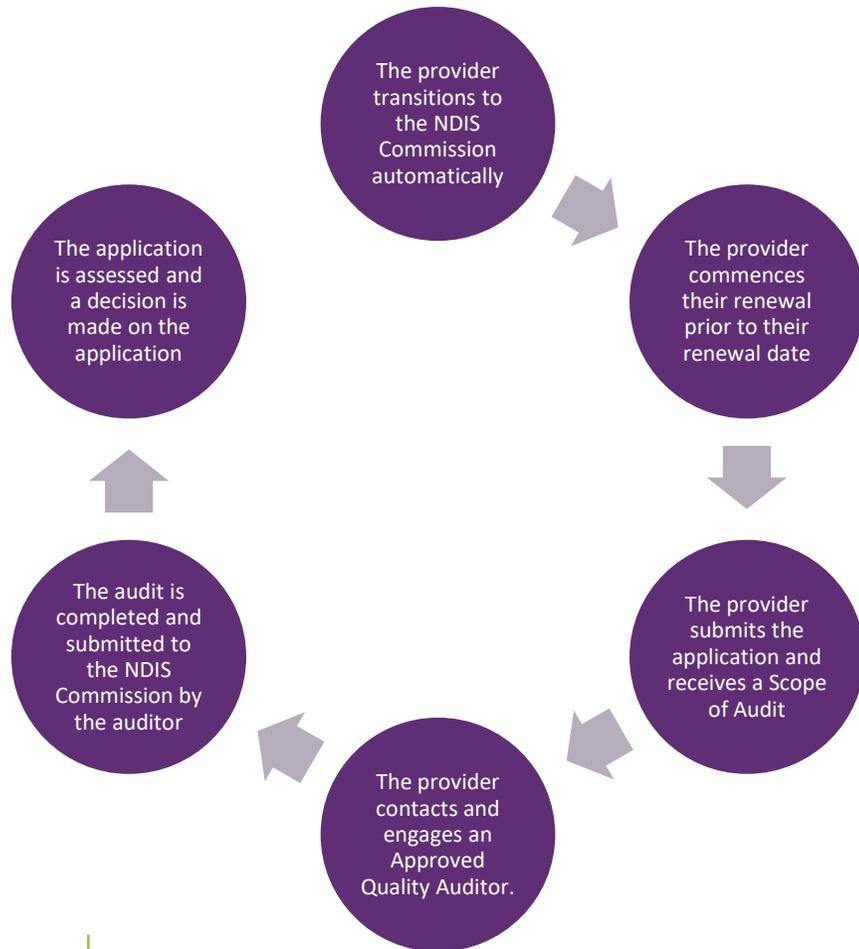
Implement restrictive practices as part of the supports and services delivered to participants.

In addition, providers who deliver services and supports to NDIS participants who have their NDIS plan managed by the National Disability Insurance Agency (NDIA) (known as Agency Managed) are required to register with the NDIS Commission

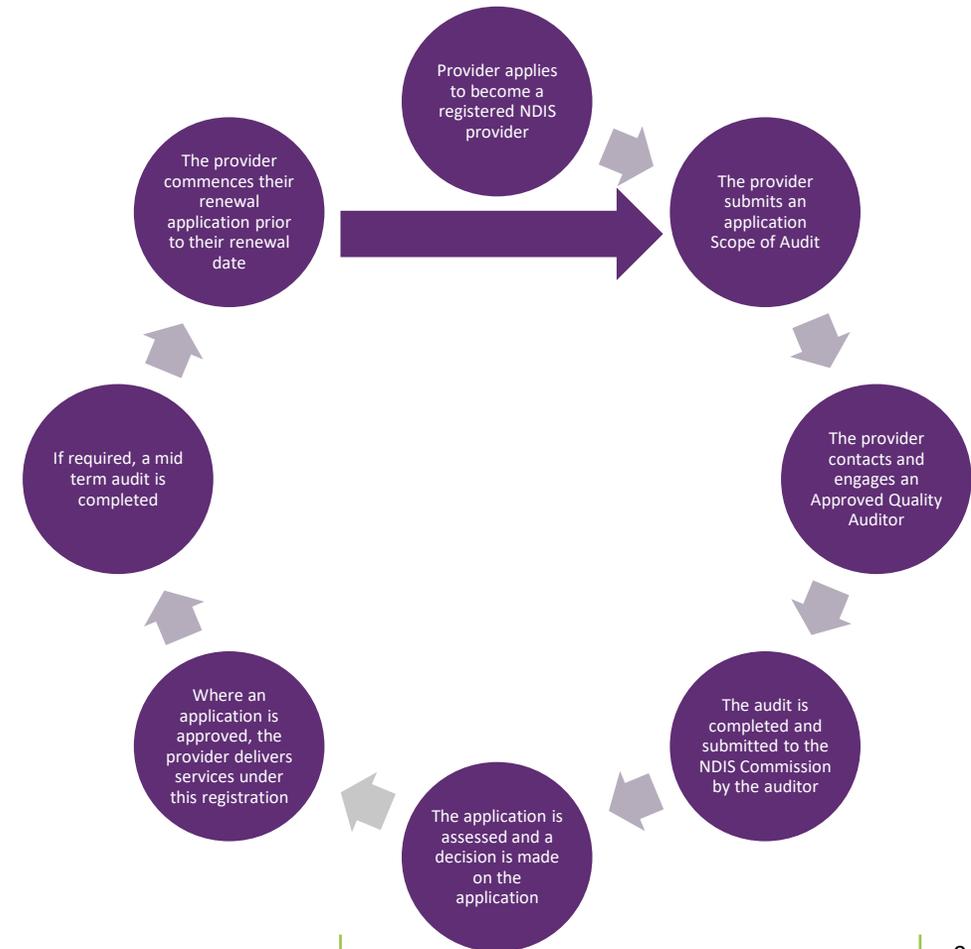
# The Provider registration cycle



## Transitioning providers



## New applicants and those who have completed transition

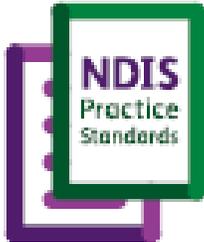


**Note it is anticipated RAC providers will transition into the Commission as per transiting provider cycle above**



# What are the Practice Standards?

Requirements that **set the standard of service you must deliver** to be a registered NDIS provider

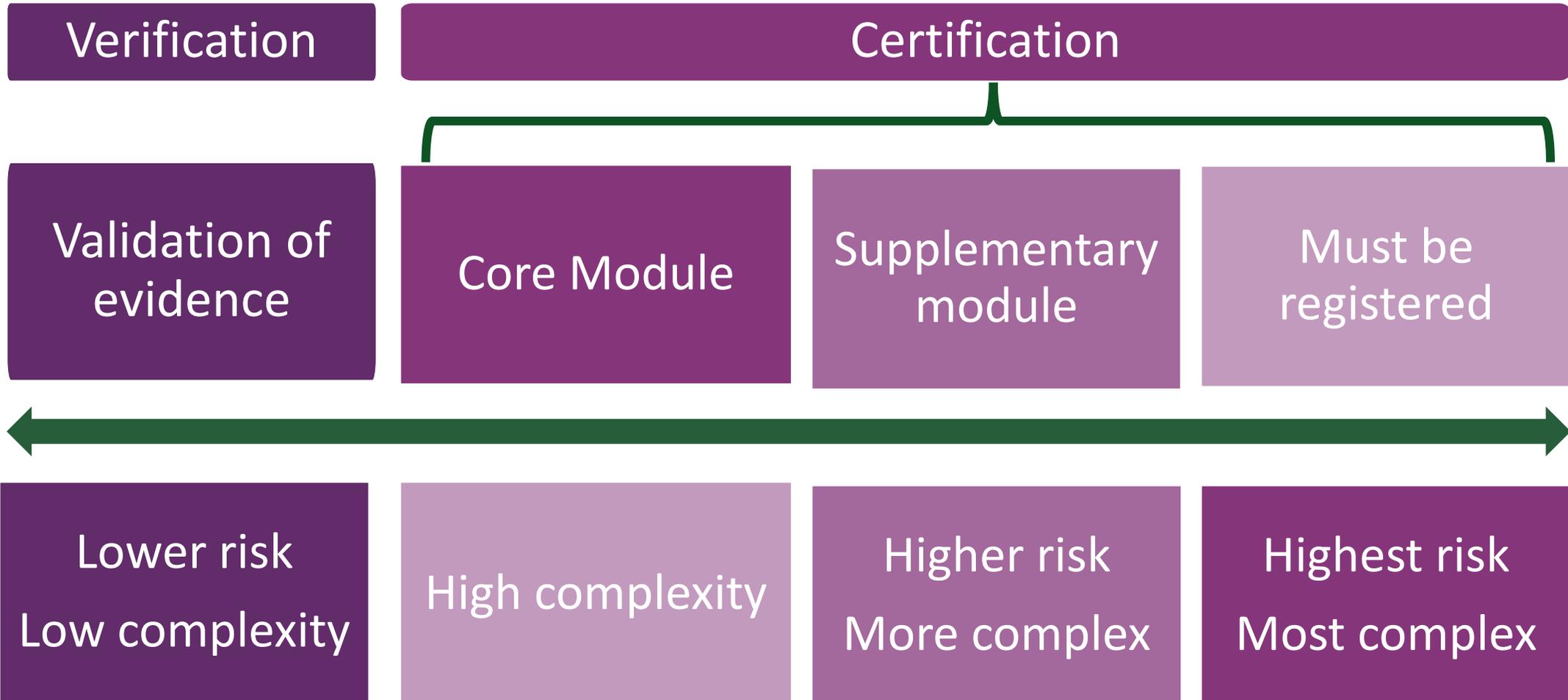


Benchmark for providers to **assess performance and demonstrate high quality and safe supports** for participants

Each Practice Standard is build from a **high-level participant outcome**, supported by **quality indicators**.



# The two audit pathways



## Baseline quality expectations of more complex supports and services for NDIS participants

### Core module includes:



- Rights and Responsibilities
- Governance and Operational Management
- Provision of Supports, and
- Support Provision Environment.

### Supplementary modules (for more complex supports):

- High intensity daily personal activities
- Specialist behaviour support
- Implementing behaviour support plans
- Early childhood supports
- Specialised support coordination
- Specialised disability accommodation.

# What standard of evidence is required?



To demonstrate that your organisation satisfies the NDIS Practice Standards, you will need to present supporting documentation as part of your quality audit. The amount of evidence you must provide will be proportionate. This means that a smaller provider providing less complex supports is not expected to present the same level of evidence and documentation as a larger corporate provider. Participants will also be asked about their experience with you.



# Variation of a current registration



- The NDIS Commissioner may vary the registration of a registered NDIS provider on application by the provider
- Variations may include reducing or extending the period of registration (renewal date) and/or adding or remove registration groups
- Registered NDIS provider submits an variation application form obtained from the Commission
- Determination of a variation application will consider any increased risk to participants including whether any additional registration groups would change falls within the scope of existing registration.

# Reporting of significant changes and events to the NDIS Commissioner

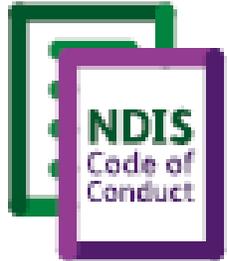


- It is a condition of your registration to notify the NDIS Commissioner of certain changes and events, especially those which substantially affect your ability to provide the supports and services you are registered to provide.
- Sections 13 and 13A of the NDIS (Provider Registration and Practice Standards) Rules 2018 set out these requirements.

It includes changes and events such as:

a change in membership of your key personnel | the sale, merger or transfer of all or part of your business | changes to your organisation's contact details | addition of new outlets | a significant increase in wait times for the provision of supports or services to participants that you are registered to provide

# The NDIS Code of Conduct



- Helps shape behaviour and culture of providers and workers
- **Applies to all providers (registered/unregistered) and workers**
- **Anyone can complain to the NDIS Commission** about a breach
- The **NDIS Commission monitors compliance** and can take a range of actions in response to breaches.

# The NDIS Code of Conduct



## NDIS Code of Conduct

The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.



Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.



Respect Individual rights



Respect self-determination



Respect privacy



Act with Integrity, honesty and transparency



Deliver services competently



Ensure quality and safety



Prevent and respond to violence, neglect, abuse, and exploitation

All providers must follow the NDIS Code of Conduct which is available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



## ‘Quality Safety and You’

Access it at:

[www.ndiscommission.gov.au/trainingcourse](http://www.ndiscommission.gov.au/trainingcourse)

The Legislation is available on the [NDIS Commission Website](#)



It is important providers familiarise themselves with their obligations, requirements and rights regarding their registration.

We also have guides available on our website to assist in understanding what the legislation means to you.

# Further Information



For more information visit:

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or



[www.ndisupport.agedservicesworkforce.com.au](http://www.ndisupport.agedservicesworkforce.com.au)



Or contact ACSA: 1800 860 640

*This is a free call from landlines*



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# Q & A

# Upcoming Webinars

- Thursday October 15th – National Workers Screening
- Tuesday October 20<sup>th</sup> – Complaints Management
- Thursday October 22<sup>nd</sup> – Incident Mgt and Reportable incidents
- Tuesday October 27<sup>th</sup> – Behaviour Support and Restrictive Practices

# Where to from here?

- ACSA will collate the questions from the session and together with the Commission we will develop and publish answers
- The Q&A's will be posted on the RACS NDIS Hub
- Further information can also be obtained on the NDIS Commission website  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Thank you for attending the NDIS  
Provider  
Registration Webinar

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