



In this FAQ:

“**Aged Care Act**” means the *Aged Care Act 1997* and related instruments

“**NDIS Act**” means the *National Disability Insurance Scheme Act 2013*

“**NDIS Commission**” means the NDIS Quality and Safeguards Commission

“**NDIS Practice Standards**” means those standards contained in the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*

“**Transitioned RAC providers**” are those RAC providers that will on 1 December 2020 transition to a registered NDIS provider because they are on that day providing residential care to an NDIS participant who is a resident of the provider’s residential aged care facility.

### FAQ’s Provider Registration

Question	Answer
<b>1. If an organisation has an existing NDIS Provider Registration that it currently used for the delivery of disability services – will a separate registration be required for their residential aged care facilities?</b>	If the provider’s ABN is the same for the Residential Aged Care (RAC) facilities, then they will not require a separate registration. Any additional information including registration group 0115, will be added by the Commission at transition
<b>2. Will a hospital that has a Long Stay Nursing Home patient who is an NDIS participant transition to a registered NDIS provider on 1 December 2020?</b>	No, the transitional arrangements to commence from 1 December 2020 apply to ‘approved providers’ (on that day) providing ‘residential care’ (as defined in the Aged Care Act) to NDIS participants who are residents of the provider’s residential facility. The definition of ‘residential care’ in the Aged Care Act expressly excludes care provided to a person in a hospital.

<p><b>3. Will Multi-Purpose Sites (MPS) providing ‘residential care’ to NDIS participants transition to a registered NDIS provider?</b></p>	<p>Yes, the transitional arrangements to commence from 1 December 2020 apply to ‘approved providers’ providing (on that day) ‘residential care’ (as defined in the Aged Care Act) to NDIS participants who are residents of the provider’s residential facility. MPS providing ‘residential care’ (as defined in the Aged Care Act) to NDIS participants in their residential facility on 1 December 2020 will transition to a registered NDIS provider.</p>
<p><b>4. Under provider registration who are considered “key personnel”?</b></p>	<p>“Key personnel” (as defined in the NDIS Act) includes:</p> <ul style="list-style-type: none"> <li>- A member of the group of persons who is responsible for the executive decisions of the person or entity;</li> <li>- Any other person who has authority or responsibility for (or significant influence over) planning, directing, or controlling the activities of the person or entity.</li> </ul> <p>Further to this, key personnel includes directors of a body corporate incorporated under the <i>Corporations Act 2001</i> (Cth), and in any other case, a member of the governing body of the individual or entity.</p>
<p><b>5. How long does it take to change registration details with the NDIS Commission?</b></p>	<p>Providers can amend contact details of key personnel, physical and postal addresses, email and web addresses, outlet information by logging in to the NDIS Commission portal. For more complex changes, it is advisable to contact the Provider Registration team at the NDIS Commission on 1800 035 544.</p>

<p><b>6. How can providers add or remove registration groups?</b></p>	<p>If you have registered for registration groups that your organisation no longer wishes to offer, you can apply to remove them by emailing <a href="mailto:registration@ndiscommission.gov.au">registration@ndiscommission.gov.au</a> if you wish to add a new registration group, then you will be requested to add those groups at the time you submit your application to re-register or through an application to vary your registration.</p>
<p><b>7. Our RAC facility has NDIS participants, what does that mean for us?</b></p>	<p>From 1 December 2020, transitioned RAC providers will be expected to meet their conditions of registration under the NDIS Act which include compliance with Rules made under the NDIS Act relating to:</p> <ul style="list-style-type: none"> <li>• The NDIS Code of Conduct;</li> <li>• NDIS Practice Standards (including screening of workers employed or otherwise engaged by registered NDIS providers);</li> <li>• Complaints managements and resolution; and</li> <li>• Incident reporting and management.</li> </ul> <p>Transitional arrangements will apply to the NDIS registration of these transitioned RAC providers in accordance with Rules made under the NDIS Act.</p>
<p><b>8. For existing registered NDIS providers, will their registration renewal date change at 1 December 2020?</b></p>	<p>No, existing registered NDIS providers will maintain the same date as on their current registration certificate.</p>
<p><b>9. Why are Residential aged care providers providing residential care to NDIS participants will be required to register with the NDIS Commission</b></p>	<p>The provision of residential care to NDIS participants are currently funded by the NDIA under a cross-billing arrangement with the Commonwealth Department of Health. Residential aged care providers are therefore considered to be providing NDIS funded supports and services to NDIS participants. As advised by the NDIA all NDIS participants receiving residential care are plan managed by the NDIA which means the residential aged care providers delivering these supports and services need to be registered with the NDIS Commission.</p>

<p><b>10. What is the Worker Orientation Module- Quality, Safety and You</b></p>	<p>It is one way NDIS providers can ensure their workers understand their obligations under the NDIS Code of Conduct.</p> <p>This free module was developed in consultation with the sector including NDIS providers and people with disability.</p> <p>It will assist workers in the disability sector to better support people with disability.</p> <p>The module covers:</p> <ul style="list-style-type: none"> <li>- What the NDIS is,</li> <li>- the role of the NDIS Quality and Safeguards Commission, and</li> <li>- Roles and responsibilities under the NDIS Code of Conduct including: human rights, respect and risk.</li> </ul> <p>Over time, NDIS providers will be required to ensure that all of their workers have completed the module.</p> <p>In order to meet obligations under the <a href="#">NDIS Practice Standards</a> – registered NDIS providers are encouraged to start incorporating the module into their new worker orientation and existing worker training and development programs.</p>
<p><b>11. Is the Worker Orientation Module the only type of induction/ training our workers need to undertake?</b></p>	<p>The Worker Orientation Module is one tool that providers can use to orientate their workers to their obligations under the NDIS Code of Conduct- it does not replace the need for NDIS providers to engage workers who are competent in relation to their role, including relevant qualifications and expertise. NDIS providers are also expected to ensure their staff undergo regular training and ongoing professional development in relation to their role.</p>
<p><b>12. How often does the Worker Orientation Module need to be repeated and do individuals who hold formal qualifications need to do it?</b></p>	<p>This is up to the NDIS provider, noting registered NDIS providers will need to be able to demonstrate throughout the audit cycle how their staff meet the requirements under ‘provider governance and operational</p>

	<p>management- human resource management’ of the NDIS Practice Standards.</p> <p>The Worker Orientation Module is not linked to qualifications; it is about an orientation to supporting people with disability. Anyone working with people with disability would benefit from completing the module.</p>
<p><b>13. Will workers receive a certificate once the Worker Orientation Module has been completed?</b></p>	<p>The Worker Orientation Module ‘Quality, Safety and You’ is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of people with disability. <a href="#">The Worker Orientation Module</a></p> <p>All NDIS providers under the NDIS Commission should include the module in their induction process for workers, and encourage existing workers to undertake the module over time, as part of their ongoing learning and to support compliance with the NDIS Code of Conduct.</p> <p>Once completed, workers will receive a Certificate of Completion.</p>
<p><b>14. Will the NDIS Commission be paying workers to complete the Worker Orientation Module? What is the length of the module?</b></p>	<p>It is an expectation that workers of NDIS providers complete the free interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. It takes approximately 90 minutes to complete the four modules and can be completed in parts. It is the NDIS provider’s responsibility to provide the training for their employees including all associated costs.</p>
<p><b>15. What is the timeframe from transition of certain RAC providers to a registered NDIS provider (on 1 December 2020) to when these transitioned RAC providers will be expected to renew their registration?</b></p>	<p>Renewal of registration will be phased under transitional arrangements. The transitioned RAC provider’s renewal date will be shown on their registration certificate that they will receive after 1 December 2020. This is the date by which they will need to have completed all requirements to remain registered as a registered NDIS provider.</p>
<p><b>16. Once transitioned to a registered NDIS provider: who in the RAC organisation will be informed of the registration?</b></p>	<p>The Commonwealth Department of Health has provided us with RAC provider details obtained through their National Approved Provider System (NAPS) - the information will go to the person listed as the Provider contact for that RAC provider.</p>

<p><b>17. Can an organisation providing NDIS supports and services under one ABN, but providing residential care in each state/territory under separate ABNs be registered under one ABN or required to be registered under each separate ABNs?</b></p>	<p>At transition each ABN will hold its own registration and receive its own certificate which will contain its own renewal date.</p> <p>Every providers situation is different and the Commission understands that this and other arrangements may not be sustainable for the organisation long term, so once transition has been completed you are encouraged to contact the NDIS Commission on 1800 03 55 44 where the provider registration team can assist you further.</p>
<p><b>18. Will RAC providers with no NDIS participants residing in their residential facility, become transitioned RAC providers on 1 December 2020?</b></p>	<p>No. The transition to a registered NDIS provider on 1 December 2020 only applies to RAC providers (on that day) providing residential care to an NDIS participant who is a resident of the provider's residential facility.</p>
<p><b>19. Is the NDIS Code of Conduct a document that must be signed and agreed to by every worker or is it something that the provider signs (e.g. the CEO) as a commitment to abiding by the Code?</b></p>	<p>The NDIS Code of Conduct is an obligation for all NDIS providers and workers. It is not a requirement that the NDIS Code of Conduct be signed for it to apply.</p>
<p><b>20. Are there local auditors in each of the states/territories?</b></p>	<p>Many auditors offer services across Australia. The NDIS Commission is expanding the number of approved quality auditors to ensure auditors are available across all states and territories. To assist providers in finding auditors available in their area, the NDIS Commission has made available a list of <a href="#">NDIS approved auditors</a> and where they have a presence in Australia.</p>
<p><b>21. Why should my organisation go through the audit process?</b></p>	<p>The NDIS Practice Standards and registration requirements are a baseline for the quality of support and services delivered in the marketplace. Over time, this will set expectations for NDIS participants in the scheme for quality and safety of supports irrespective of the type of supports being provided. Engaging with the registration process of the NDIS Commission allows providers to establish themselves as a quality provider of NDIS supports.</p>

<p><b>22. Are there any mechanisms to prevent applicants for registration from auditor shopping? For example, if they do not like an outcome provided by one auditor and decide to go to another auditor for a second opinion?</b></p>	<p>Yes. Once a provider has engaged an approved quality auditor, this information is updated in the NDIS Commission system, and the auditor reports on the outcome of the audit are sent to the NDIS Commission to be finalised. The approved quality auditor will clearly document any issues that arose during the audit.</p>
<p><b>23. How is the NDIS Commission assuring the quality of auditors?</b></p>	<p>Approved quality auditors are subject to Australian consumer law and accredited by the Joint Accreditation Scheme for Australia and New Zealand (JAS-ANZ), an internationally recognised accreditation agency that accredits auditing firms. Auditor behaviour is regulated through JAS-ANZ, and through the Auditor Guidelines, including a Code of Conduct for auditors. The NDIS Commission meets regularly with JAS-ANZ and with approved auditor bodies to discuss audit expectations, experiences, and any feedback from providers.</p>

<p><b>24. How much does provider registration and an audit cost?</b></p>	<p>There is no application fee associated with an application to register with the NDIS Commission. However, there is a cost associated with undertaking an audit against the NDIS Practice Standards, which must be met by the provider. Certification audit cost will vary based on the size and scale of an organisation, and similarly will vary depending on the number of locations and types of supports and services for which the provider is seeking to register.</p> <p>This information is captured on the scope of audit document, which is used to provide the auditors the information they need to supply a quote. The NDIS Commission does not set prices for audit services.</p>
<p><b>25. Will I be audited for registration groups that I am not currently providing services under?</b></p>	<p>No, providers will only be audited against the scope of supports and services that they are currently providing to participants. This scope of supports and services will be detailed in the 'initial scope of audit' document produced by the NDIS Commission on submission of your application.</p> <p>As part of the application for registration or renewal, it is the provider's responsibility to engage an approved quality auditor to assess their organisation's compliance with the NDIS Practice Standards. Registration groups that you intend on providing should form a part of the audit however, should you wish to remove a registration group that you no longer intend on supplying, you can remove this registration group from your application before it is submitted. Once submitted, this can be removed by your auditor.</p>
<p><b>26. During a compliance audit, do providers have to use a NDIS Commission approved quality auditor?</b></p>	<p>NDIS Providers must use an NDIS Commission approved quality auditor when registering with the NDIS Commission. To assist providers in finding auditors available in their area, the NDIS Commission has made available a list of <a href="#">NDIS approved auditors</a> and where they have a presence in Australia.</p>