



NDIS Quality  
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Commission



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WORKER  
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## NDIS Worker Screening Check: Supervision requirement for workers that can ‘work on application’

In some states or territories a registered NDIS provider may allow a worker to ‘work on application’, which means the worker can begin working in a risk assessed role after they apply for a NDIS Worker Screening Check but before they have been granted a clearance. Appropriate safeguards must be in place for workers who work on application. This fact sheet describes the work on application arrangements including what supervision arrangements must be in place.

### ‘Work on application’ arrangements

Workers who are employed or otherwise engaged by a registered NDIS provider in a ‘[risk assessed role](#)’ are required to have an **NDIS Worker Screening Clearance** unless an exception applies, such as holding a valid **acceptable check** in accordance with the [transitional and special arrangements](#).

If a worker does not have an NDIS Worker Screening Clearance and an exception does not apply, but ‘is in the process of obtaining a clearance’ as defined by the National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018 (Worker Screening Rules) in some states and territories the worker may ‘work on application’.

### In what states and territories can a worker ‘work on an application’?

Workers in New South Wales (NSW), Western Australia (WA), Tasmania (TAS), the Australian Capital Territory (ACT) and the Northern Territory (NT) can work on application.

Workers in Queensland (QLD), Victoria (VIC) and South Australia (SA) cannot work on application.

The relevant arrangements in each state and territory are set out in this [table](#).

**Work on application** means a registered NDIS provider may allow a worker to begin working before their NDIS Worker Screening Check application is decided, provided that:

1. the worker is in the process of obtaining a clearance (i.e. they must have submitted a complete application); and
2. the worker is supervised; and
3. the registered NDIS provider has a risk management plan in place.

### What does ‘in the process of obtaining a clearance’ mean?

For a registered NDIS provider to be satisfied a worker is ‘in the process of obtaining a clearance’ the worker must have submitted an application for an NDIS Worker Screening Check and:

- the relevant Worker Screening Unit has issued a notice in writing to the applicant confirming that the application has been made; and
- the notice has been seen and recorded by the registered NDIS provider engaging them; and
- the registered NDIS provider has verified the worker in the NDIS Worker Screening Database.

### Supervision requirement

In the states and territories where workers can work on an application, the registered NDIS provider must ensure that the worker is supervised by a person with an NDIS Worker Screening Clearance.

In the **ACT and TAS** the worker must be supervised by a person with an NDIS Worker Screening Clearance **who is present at all times** while the person engages in regulated activity.

In the NT the worker must be **'supervised'** by a person with an NDIS Worker Screening Clearance.

In **NSW and WA** the worker must be **'appropriately supervised'** by a person with an NDIS Worker Screening Clearance.

The registered NDIS provider must determine what 'supervision' means for their organisation, and consider those arrangements in terms of the risk management plan that is developed and implemented.

## **Supervision in ACT, TAS, NSW, WA and the NT**

Supervision is not defined in the Worker Screening Rules or in the various State/Territory worker screening laws as it is intended that the registered NDIS provider will consider and implement supervision arrangements that support the delivery of NDIS services in a safe and competent manner, and that are appropriate for the size and nature of the organisation. Supervision may range from a worker periodically checking in with a supervisor, to the worker being supervised by a person present at all times, based on a risk assessment of the arrangement.

For example, if the registered NDIS provider is delivering therapeutic services in-person with a parent or guardian present and by workers who hold criminal record checks that show no identifying criminal history within the past two years, the registered provider may implement a risk management plan involving periodic supervision of the workers. Such periodic supervision may include checking in with a supervisor twice a week to provide a report on the sessions conducted and reviewing the shift/session notes. The supervisor may also call the client for feedback on the quality of the service.

Another example is, if a registered NDIS provider determines as a result of their background checks on the worker or visibility of previously valid acceptable checks, that it is appropriate for a worker to continue providing one on one supports to a person with disability in their home, then supervision may be delivered through requiring a colleague who has an NDIS Worker Screening Clearance to attend the client's home with the worker. The colleague does not have to be a senior member of staff, but they do need to have a NDIS Worker Screening Clearance. This arrangement requires the colleague to report back to a supervisor about the performance of the worker who they have accompanied and raise and act on any concerns identified.

## **What needs to be included in a risk management plan?**

Registered NDIS providers must develop and maintain a risk management plan for all workers in risk assessed roles, including those that work on application. The requirements of the risk management plan are set out in Section 12 of the [Worker Screening Rules](#).

The risk management plan must identify and describe each risk to a person with disability that the registered NDIS provider provides supports or services to and explain how each risk will be managed.

The risk management plan should document the arrangements in place to appropriately supervise workers that work on application.

## **What if a worker is excluded, subject of an interim bar or suspended through their Worker Screening Check?**

If a worker has received an NDIS Worker Screening exclusion, been issued with an interim bar or been suspended as a result of their Worker Screening Check, you cannot allow that worker to undertake (or continue to undertake) a risk assessed role.

## **What records do I need to keep?**

Registered providers are required to keep [records](#) for each risk assessed role and for workers in risk assessed roles. Further information about the types of records that registered NDIS providers are required to maintain can be found in Part 3 (sections 16 to 21) of the Worker Screening Rules.

## More information

### Worker Screening Units

For information about how to apply for a Worker Screening Check, visit the relevant Worker Screening Unit webpage for your state or territory.

- Australian Capital Territory: [Access Canberra](#)
- New South Wales: [Service NSW](#)
- Northern Territory: [NT POLICE, FIRE AND EMERGENCY SERVICES](#)
- Queensland: [Disability Worker Screening](#)
- South Australia: [Department of Human Services Screening Unit](#)
- Tasmania: [Consumer, Building and Occupational Services](#)
- Victoria: [Department of Justice and Community Safety](#)
- Western Australia: [Department of Communities](#)

### Legislation

- [NDIS \(Practice Standards - Worker Screening\) Rules 2018](#)
- [National Disability Insurance Scheme Act 2013](#)

### NDIS Commission website

- [Glossary](#) of terms used in this fact sheet
- General information about [worker requirements](#).
- Information about the [NDIS Worker Screening Check for registered NDIS providers](#).
- [NDIS Practice Standards and Quality Indicators](#)