

## END OF ACSA RAC NDIS SUPPORT PROJECT

The ACSA RAC NDIS Support Project has been operational since July 2020 to assist residential aged care providers who were part of automatic NDIS registration on the 1<sup>st</sup> December 2020 to understand their obligations. The project will end on the 31<sup>st</sup> December 2021 and the information services provided by the team will finish. This includes the support line and online support requests. The resources on the [RAC NDIS Support Hub](#) website will remain available to view until 20<sup>th</sup> June 2022 however will not be updated or reviewed for accuracy from the end of December 2021.

To ensure you continue to have access to the most current information regarding your NDIS registration, the following list of contacts have been collated. You should now contact these sources for direct advice.

## WHERE CAN I GO FOR SUPPORT?

NDIS QUALITY AND SAFEGUARDS COMMISSION (NDIS COMMISSION)	
Responsible for Provider Registration and improving the quality and safety of services for NDIS participants.	
For assistance with your NDIS registration and meeting your compliance obligations contact the NDIS Commission. Visit the website <a href="http://ndiscommission.gov.au">ndiscommission.gov.au</a> or call 1800 035 544.	
Other direct contacts at the NDIS Commission:	
<a href="#">Registration Team</a>	• <a href="mailto:registration@ndiscommission.gov.au">registration@ndiscommission.gov.au</a>
<a href="#">Behaviour Support Teams</a>	• <a href="mailto:behavioursupport@ndiscommission.gov.au">behavioursupport@ndiscommission.gov.au</a>
Queensland	• <a href="mailto:qldbehavioursupport@ndiscommission.gov.au">qldbehavioursupport@ndiscommission.gov.au</a>
New South Wales	• <a href="mailto:nswbehavioursupport@ndiscommission.gov.au">nswbehavioursupport@ndiscommission.gov.au</a>
ACT	• <a href="mailto:actbehavioursupport@ndiscommission.gov.au">actbehavioursupport@ndiscommission.gov.au</a>
Victoria	• <a href="mailto:vicbehavioursupport@ndiscommission.gov.au">vicbehavioursupport@ndiscommission.gov.au</a>
South Australia	• <a href="mailto:sabehavioursupport@ndiscommission.gov.au">sabehavioursupport@ndiscommission.gov.au</a>
Western Australia	• <a href="mailto:wabehavioursupport@ndiscommission.gov.au">wabehavioursupport@ndiscommission.gov.au</a>
Tasmania	• <a href="mailto:tasbehavioursupport@ndiscommission.gov.au">tasbehavioursupport@ndiscommission.gov.au</a>
Northern Territory	• <a href="mailto:ntbehavioursupport@ndiscommission.gov.au">ntbehavioursupport@ndiscommission.gov.au</a>
<a href="#">Reportable Incidents Team</a>	• <a href="mailto:reportableincidents@ndiscommission.gov.au">reportableincidents@ndiscommission.gov.au</a>
<a href="#">NDIS Worker Screening</a>	• <a href="mailto:nwsd@ndiscommission.gov.au">nwsd@ndiscommission.gov.au</a>
<a href="#">Complaints Team</a>	• <a href="mailto:complaints@ndiscommission.gov.au">complaints@ndiscommission.gov.au</a>
<a href="#">Commission Portal Support Team</a>	• <a href="mailto:Tier1Support@ndiscommission.gov.au">Tier1Support@ndiscommission.gov.au</a>
Approved quality auditors	• <a href="https://www.ndiscommission.gov.au/resources/ndis-provider-register-and-compliance-and-enforcement/auditors">https://www.ndiscommission.gov.au/resources/ndis-provider-register-and-compliance-and-enforcement/auditors</a>

## AUTHORISATION OF RESTRICTIVE PRACTICES

Each State and Territory is responsible for the authorisation of restrictive practices under their jurisdiction.

For more information regarding authorisation, you should contact the Behaviour Support Team at the NDIS Commission in the first instance. They will guide you on the process and direct you to the appropriate contacts.

## WORKER SCREENING UNITS

Each State and Territory manages their own worker screening unit, and the application process is different in each. The outcome status of the application is shared to the NDIS Worker Screening Database.

For more information in each jurisdiction contact the following:

Queensland	• <a href="#">Queensland Government</a>
New South Wales	• <a href="#">Services NSW</a>
ACT	• <a href="#">Access Canberra</a>
Victoria	• <a href="#">Department of Justice and Community Safety</a>
South Australia	• <a href="#">Department of Human Services</a>
Western Australia	• <a href="#">Department of Communities</a>
Tasmania	• <a href="#">Consumer, Building and Occupational Services</a>
Northern Territory	• <a href="#">Safe NT</a>

For any other enquiries regarding the worker screening database, contact the NDIS Commission on 1800 035 544 or [nwsd@ndiscommission.gov.au](mailto:nwsd@ndiscommission.gov.au)