



Additional condition of registration for registered NDIS providers delivering assistance with daily personal activities (Registration Group: 0107)

This fact sheet explains the new registration condition that applies to the delivery of personal supports to participants who live alone.

What is the new condition and why is it being applied?

NDIS participants who receive personal support in their own home may experience a level of risk if those supports are provided by the same individual NDIS worker for any extended period of time. This risk is likely to be greater when the NDIS participant lives alone.

Under the new condition, if you support a participant who lives alone and is to receive personal support from a sole support worker, you must work with them to assess whether there are any risks to them from relying on a sole worker. You must also put in place arrangements to monitor the quality of the supports provided by that worker, as well as the participant's satisfaction with them.

The condition is designed to ensure that participants who choose to receive their personal support from the same one NDIS worker can continue to exercise that choice.

Details of the new registration condition

You can find the details of the full condition on the [NDIS Commission website](#).

Who does this condition apply to?

All registered NDIS providers must comply with the conditions of their registration.

However, this new condition applies only to NDIS providers who are registered to deliver the registration group **0107 – Assistance with daily personal activities**. It applies to all such providers.

When does the condition come into effect?

The condition takes effect 30 days after it is imposed.

If, when this condition takes effect, you are already allowing personal support to be provided by a sole support worker to a participant, you will have until 30 days after the condition takes effect to comply with the requirements of clause (4) in relation to that participant.

How long will the condition apply?

The NDIS Commission intends that this condition of registration will be an interim condition while stakeholders are consulted about proposed amendments to the NDIS (Provider Registration and Practice Standards) Rules 2018 that would impose equivalent requirements. Those stakeholders include representatives of people with disability, industry, and state and territory governments.

Why has it been imposed if I have no-one in this circumstance?

The condition has been imposed on all providers registered to provide the registration group **0107 – Assistance with daily personal activities**. Although providers may not currently provide this support to any participant who lives alone, this may of course change in the future.

How will the NDIS Commission monitor whether providers are doing the right thing?

Monitoring compliance is an important part of the NDIS Commission's work as the regulator. Our [Compliance and Enforcement policy](#) provides more information about our approach to maximise compliance with the [National Disability Insurance Scheme Act 2013](#) (NDIS Act), and outlines our compliance and enforcement functions, strategies and tools

Does the condition apply only to participants managed by the NDIA?

No, the condition has been imposed on all registered NDIS providers registered to provide the registration group **0107 – Assistance with daily personal activities**.

Will the condition be reflected on the provider's record on the NDIS Provider Register?

Yes. The NDIS Provider Register will be updated to reflect that the condition that has been imposed.

Is there any mechanism to request a review of this decision?

Transitioned providers

If you are a [transitioned provider](#), the decision to impose the additional condition is not a reviewable decision under the NDIS Act. This means that you do not have a right under the NDIS Act to ask to have the decision reviewed. However, this does not affect your right to seek judicial review of the decision if you so choose.

Providers who are not transitioned providers

If you are not a transitioned provider, and do not agree with the decision to impose the additional condition, you have a right under the NDIS Act to ask to have it reviewed. You have 3 months from the date you received the notice of the decision to ask for a review. You can request a review by calling us on 1800 035 544, emailing review@ndiscommission.gov.au or writing to:

NDIS Quality and Safeguards Commission
PO Box 210
PENRITH NSW 2750

Contact us

Call: 1800 035 544 (free call from landlines). Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in all other states and territories Monday to Friday, excluding public holidays.

Email: contactcentre@ndiscommission.gov.au

Website: www.ndiscommission.gov.au