



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

Roadshow presentation

March – April 2019

The NDIS – An Overview



- Social insurance model guaranteeing support to eligible participants.
- New way of providing disability services across Australia to people with significant and permanent disability. It funds the support needs of people between the ages of 0 to 65.
- Takes a lifetime approach to the provision of services and supports so people with disability can live an ordinary life, achieve their goals and aspirations, and contribute to the social and economic life of the wider community.
- Designed to maintain and enhance people's informal supports, facilitate greater access to mainstream services and participate more fully in community life.
- Supporting employment opportunities is also key and the economic benefits are predicated on many people living with disability and unpaid carers gaining employment.

The NDIS – An Overview (continued)



The NDIS changes relationships – between people, providers, communities and government, to promote sustainable, long-term outcomes.



- A Scheme based on **insurance principles**, about **lifetime care and risk**, through a **market based approach**, tackling some of our most complex social issues.
- The NDIS **changes the way government operates** – as a provider, in markets, with the workforce, as a system steward.
- **Administered** by the NDIA, governed by a board and accountable to participating governments.
- **Quality** of services and supports and **safeguarding** of participants is through a statutory, independent Commission.

Principles of the NDIS



Insurance approach

- Supports economic and social participation
- Funding for early intervention
- Funding based on managing long-term costs across the lifetime of individuals
- Shares the cost of disability support across the community



Choice and Control

- Participants determine how much control they want over their supports and providers
- Gives effect to obligations of the UN Convention on Rights of Persons with Disabilities



Community and Mainstream

- People supported to access community and funded supports
- Does not duplicate or replace mainstream services
- Works with mainstream and community supports

How is it different?



Before...

Under the NDIS...

People with disability access funded programs.

People are funded to select supports.



Funding to providers.

People choose how to manage your funding.



Supports and arrangements determined for people.

People choose what supports they most need and how they want them.



People are told who they will receive support from.

People choose where to get supports from.



Different Quality and Assurance Safeguards.

National NDIS Quality and Safeguards Framework based on consumer choice and protections.





How is quality and safeguarding different?



- **Nationally consistent approach** to empower NDIS participants and set expectations for NDIS providers and their staff.
- Underpinning foundations: *UN Convention on the Rights of Persons with Disabilities; National Disability Strategy 2010-2020; National Disability Insurance Scheme Act 2013.*
- Three domains:
 - **Developmental:** Building capability and support systems
 - **Preventative:** Preventing harm and promoting quality
 - **Corrective:** Responding if things go wrong.

About the NDIS Commission



- Improve quality and safety of NDIS supports and services
- Take over the registration of providers from the NDIA
- Provide national consistency
- Help providers to meet their obligations  
- Resolve problems and identify areas for improvement
- Support continuous improvement and quality in the NDIS.

NDIS Commission roll-out



1 July 2018



1 July 2019



1 July 2020



Our key functions



- Registration and quality assurance
- Code of Conduct
- Worker screening
- Reportable Incidents
- Complaints
- Behaviour Support
- Information and capacity building
- Compliance, investigations and enforcement.



Provider registration



Sets conditions of registration:

- Compliance with Commonwealth, state and territory laws
- Suitability to operate: entity and key personnel
- NDIS Code of Conduct
- Complaints management requirements
- NDIS Practice Standards
- Incident management and Reportable Incident requirements
- Behaviour Support requirements (if applicable)
- Worker screening.



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.



Practice Standards Audit



All registered providers must be audited against relevant NDIS Practice Standards

Audits are proportionate to the size and scale of the organisation, risk and complexity of supports & services delivered

We're approving and training more audit bodies

We're here to help guide you through the process.



Complaints



NDIS participants have the right to complain about the safety and quality of NDIS supports and services

Every NDIS provider must have effective complaints management and resolution arrangements



The NDIS Commission will be responsible for handling complaints about NDIS providers

- All complaints will be taken seriously and assessed
- Some complaints will be appropriate for a facilitated resolution process
- Some complaints will require investigation

Complaints and feedback are an opportunity for providers to improve service delivery.

Reportable Incidents



Providers must notify, investigate and respond to reportable incidents involving NDIS participants including:

- Death
- Serious injury
- Abuse and neglect
- Unlawful sexual or physical contact
- Sexual misconduct including grooming for sexual activity
- Unauthorised use of restrictive practices.



Reporting the incident to the NDIS Commission does not replace notifying any appropriate authorities, such as the police.

Behaviour Support



Positive Behaviour Support Capability Framework

Behaviour Support providers must lodge behaviour support plans with the NDIS Commission and notify it of the use of restrictive practices

Providers using restrictive practices must report monthly

Existing state legislation on restrictive practice authorisations still apply.



Worker screening



New national worker screening system and database from 1 July 2019

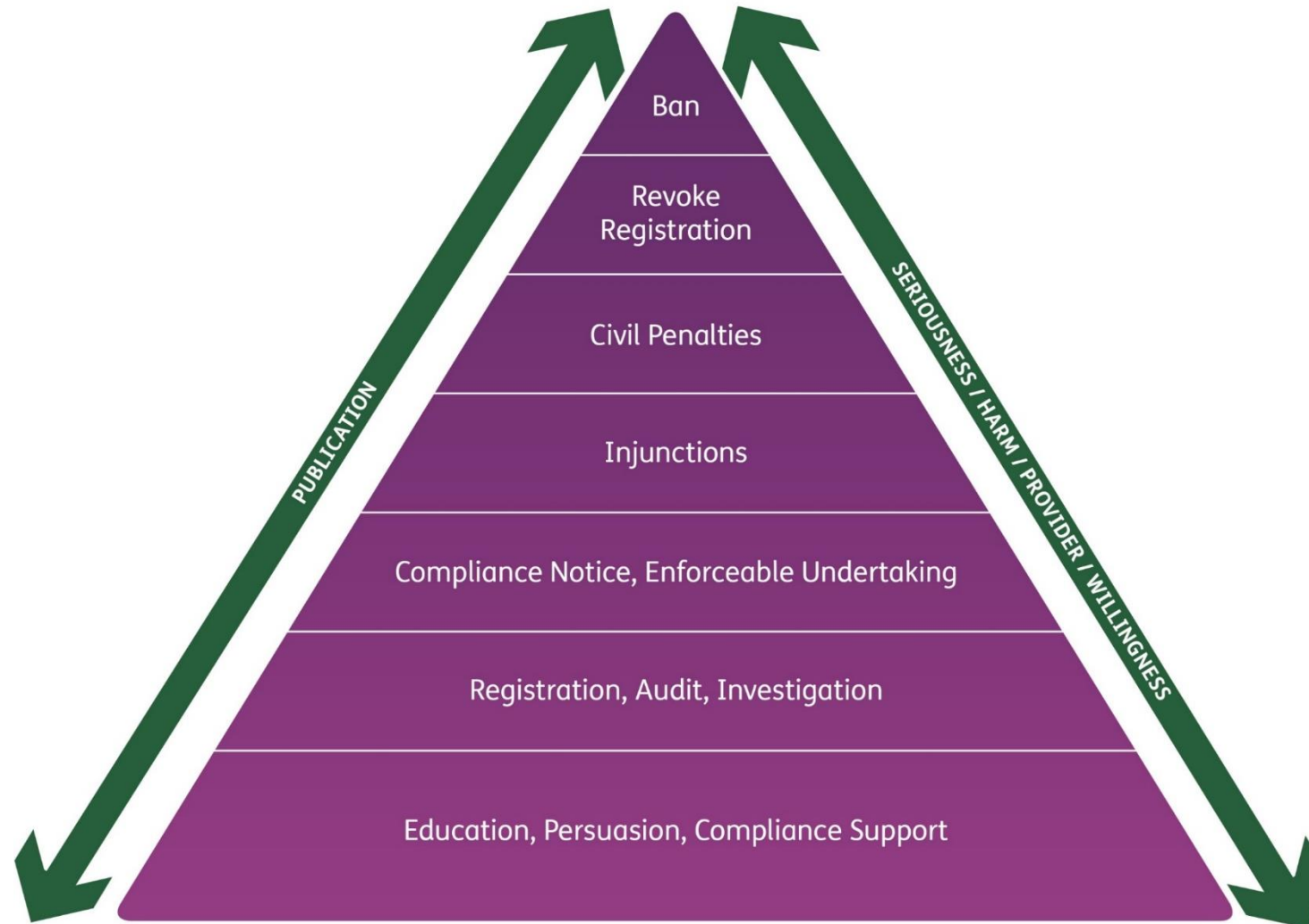
It will **replace existing arrangements** and set a single, **national standard for all workers**

When in place, **all registered NDIS providers must ensure workers have a valid clearance**

Workers will be subject to ongoing monitoring nationally.



Investigative Powers and Enforcement Action



Support for transition



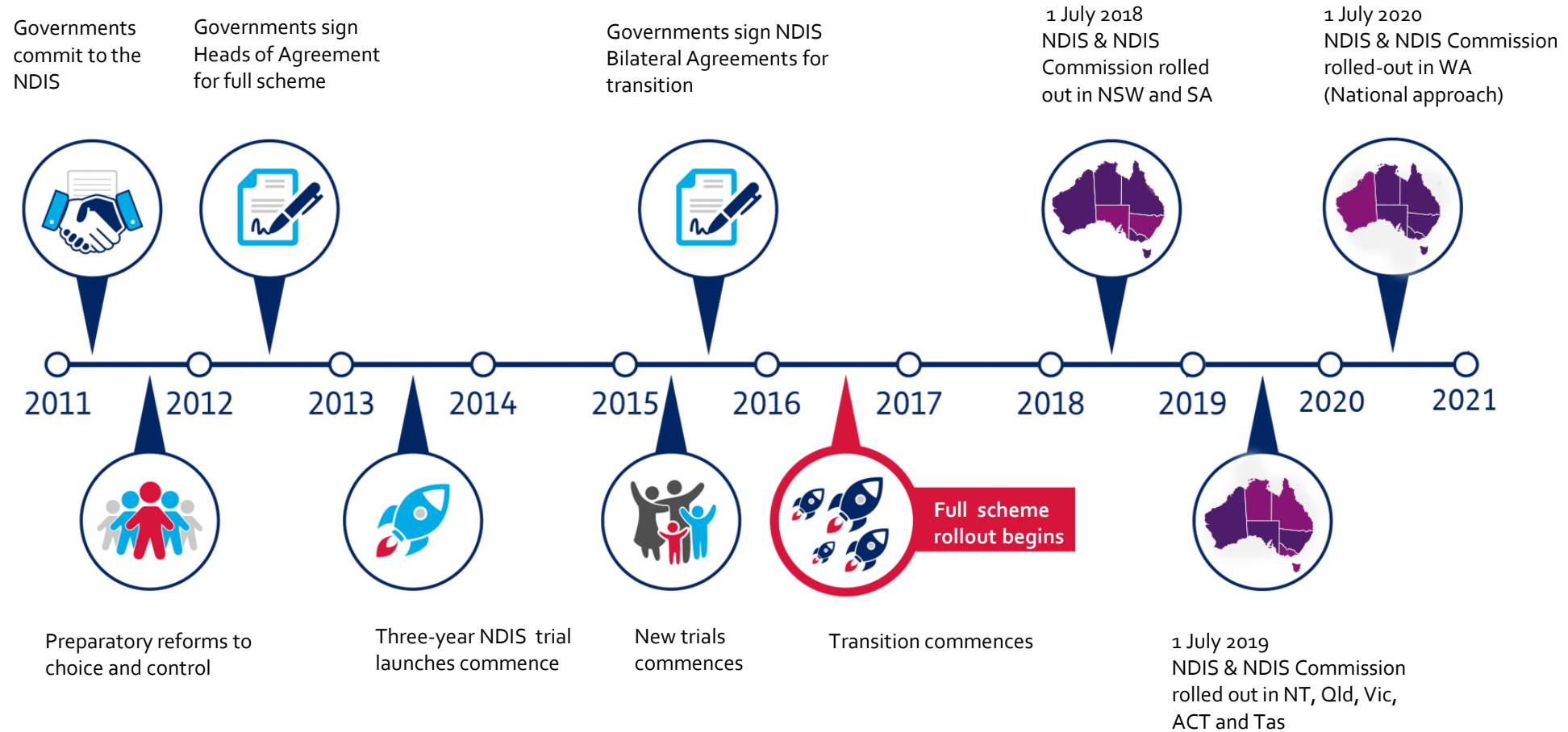
\$17.6m ***Support for NDIS Providers Program*** - applications now open

To help NDIS providers deliver safe and high quality services/support

Focus on developing tools and resources for all NDIS providers including smaller providers, rural and remote Australia, areas with limited choices

Applications close on 29 April 2019 – visit the website for information.

Implementing the NDIS – Where are we now?



Progress update



- We're fully operational
- Legislative frame and instruments in place
- We're continuing to talk to participants and providers
- We're keeping abreast of stakeholder concerns
- We're preparing for the 1 July 2019 transitions
- We're setting-up our state and territory offices.



How we will engage with providers



We are working with the NDIA, states and territories

Providers have received information from the NDIA on transition arrangements

Providers will receive several pieces of information from the Commission in the lead-up to 1 July

More roadshows on specific topics coming in June.



Further Information



For more information visit:
www.ndiscommission.gov.au



Or contact: **1800 035 544**
This is a free call from landlines



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Questions?