



**NDIS Quality  
and Safeguards  
Commission**

## **NDIS Quality and Safeguards Commission Communique from Provider Advisory Group October 2023**

The Provider Advisory Group, a subcommittee of the Consultative Committee met for the first time on Tuesday 31 October 2023. The Commissioner welcomed the members to the new Provider Advisory Group and noted that this Advisory Group supports the Consultative Committee with perspectives from providers and workers and increased sector engagement. The membership of the group is 12 NDIS providers and peak provider organisations.

Chaired by NDIS Quality and Safeguards Commissioner, Tracy Mackey, the meeting included presentations by members of the NDIS Commission's Executive Leadership Team and engagement on the development of new Practice Standards and Quality Indicators specific to supported accommodation.

### **Commissioner's update**

The NDIS Commission received additional funding in the 2023-24 Budget to support the NDIS Commission deliver against its regulatory responsibilities. The focus of this budget uplift is scaling up the Commission workforce and capability in alignment with demand for the NDIS.

### Quarterly Performance Report in Quarter 4 (2022-23)

The NDIS Commission released its first Quarterly Performance Report in Quarter 4 (2022-23) which gives a comprehensive overview of the NDIS Commission's performance and operations across the different functions of the Commission. The Quarterly Performance Report includes metrics regarding regulated restrictive practices that are part of a behaviour support plan, allowing a greater understanding of restrictive practice across NDIS participants. See link to the Quarterly Performance Report [here](#).

### Regulatory approach and posture

The NDIS Commission's regulatory approach guides the NDIS Commission in making best use of all its powers and resources to uphold the rights of NDIS participants. In alignment with this, there is a shift from education and information regulatory levers to utilising more coercive powers, particularly in the restrictive practices space.

### Compliance and Enforcement Priorities for 2023-24

The Compliance and Enforcement Priorities for 2023-24 have been finalised and have a priority focus on unregistered providers. The NDIS Commission sets regulatory priorities at the commencement of the financial year to enable us to target our compliance and enforcement effort and resources towards the key quality and safeguarding issues. See link to the Priorities [here](#).

### Own Motion Inquiries

On 13 February 2023 the NDIS Commission launched the **Own Motion Inquiry into Platform Providers Operating in the NDIS Market**, known as 'The Inquiry' to create a space that would dial up the volume on the experiences of participants. The Inquiry's Insights Report was published in September 2023

The NDIS Commission released Part 1 of the **Own Motion Inquiry into Support Coordination and Plan Management** on 22 August 2023. The purpose of the Inquiry is to look at how support coordinators and plan managers operate in the NDIS market.

The **Own Motion Inquiry into Aspects of Supported Accommodation in the NDIS** was completed in December 2022 with the Final Report released in January 2023. The NDIS Commission is progressing against the Action Plan and undertaking engagement to develop new Practice Standards and Quality Indicators specific to supported accommodation.

See link to information on our Own Motion Inquiries [here](#).

### **Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disabilities**

The Final Report consists of 12 volumes plus an additional introductory volume across 15 books. The Royal Commission made a total of 222 recommendations with 42 recommendations for the NDIS Commission.

The Department of Social Services will coordinate a portfolio approach to consultation on the Royal Commission recommendations.

### **NDIS Review**

The NDIS Review is moving towards its final months and the NDIS Commission has been working closely with the co-chairs and panel who have been supportive of the Commission's work.

### **Engagement on Own Motion Inquiry into Aspects of Supported Accommodation in the NDIS**

To centre the voice of participants within the new Practice Standards specific to shared and group home service settings, the NDIS Commission is consulting with participants to further explore the themes identified in the Inquiry.

The Provider Advisory Group discussed reviewed the themes and discussed how the NDIS Commission can best approach provider and peak consultation on the draft Practice Standards.

**The NDIS Commissioner thanked all attendees.**