



NDIS Quality and Safeguarding Framework

Information for providers

What is this factsheet about?

This factsheet outlines some key information for providers about the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Framework (the Framework).

What is a safeguard?

Safeguards include **natural safeguards** such as personal relationships and connections with the community, and **formal safeguards** such as service standards, regulations and quality assurance systems that apply to individuals and organisations providing supports.

Safeguards under the Framework are designed to help people with disability exercise choice and control. They aim to minimise the likelihood of harm to people with disability and ensure high quality supports are provided through the NDIS.

Why a new Framework?

The NDIS represents a fundamental change to how services for people with disability are funded and delivered across Australia.

The Framework is designed to ensure that all people with disability have the same protection, regardless of where they live in Australia.

The Framework has been developed following intensive consultation and collaboration between all governments, people with disability, carers, service providers and other stakeholders.

An overview of the Framework is available on the Quality and Safeguards website.

What does the new Framework outline for providers?

The Framework outlines measures and national requirements to protect the safety of people with disability and to ensure high quality support through the NDIS.

Registration

A proportionate and risk responsive registration system will be established and overseen by an NDIS registrar. Registration requirements will be proportionate to both the risk inherent to the type of support being delivered, and the scale of the organisation. For example, registered providers whose registration group is deemed to be lower risk will only undergo a simple, periodic verification process whereas providers delivering higher risk supports will undergo quality assurance certification. Providers who choose to register and receive payment directly from the National Disability Insurance Agency (NDIA) will be required to meet additional quality and competency standards.

A new code of conduct

A code of conduct will be developed to outline expectations for providers and individual workers, shape the behaviour and culture of organisations and workers, and empower participants in relation to their rights.

The code of conduct will apply to all providers, whether or not they are registered with the NDIS registrar, and all workers delivering NDIS-purchased supports, whether they are operating as sole traders or employed by registered providers, including contractors, sub-contractors or agents.

Orientation module

A compulsory orientation module will be introduced for registered providers delivering supports, including registered sole traders and all employees of registered providers engaged in the delivery of supports.

Completion of the orientation module will ensure that workers are familiar with the principles underpinning the NDIS and the risks of providing supports, including issues related to abuse and neglect.

Complaints and serious incidents

Registered providers will be required to have effective internal complaints arrangements. They will need to demonstrate internal investigation and reporting arrangements are in place to ensure that serious incidents are recorded and reported, and corrective action is taken to prevent recurrence.

Worker screening

Certain workers will be required to undertake risk-based worker screening in order to deliver supports to NDIS participants.

Worker screening will involve nationally consistent arrangements. State and territory worker screening units will continue to be responsible for worker screening checks in their own

jurisdictions. The Commonwealth will have responsibility for working with all governments to develop national policy and standards to be implemented.

Restrictive practices

An NDIS senior practitioner will be established to provide leadership in positive behaviour support, and reducing and eliminating the use of restrictive practices in the NDIS.

The senior practitioner will maintain a competency framework for positive behaviour support practitioners and provide clinical leadership and oversight to ensure practitioners have the appropriate skills and knowledge to perform their role effectively and consistently across the system.

Providers supporting participants with a positive behaviour support plan that is likely to include the use of a restrictive practice will need to report on the use of those practices.

States and territories remain responsible for the authorisation of restrictive practices in their jurisdiction.

What happens during the transition period?

Until the Framework is implemented, states and territories remain responsible for quality and safeguarding arrangements, including registering providers and managing complaints and feedback, along with the NDIA.

Do I need to do anything?

No. We are now in transition and current quality and safeguards arrangements remain in place. More information will be provided closer to when the Framework comes into force.

Providers remain the first contact point for participants who have complaints or concerns and should ensure they continue to have adequate processes in place to address these.

There are still opportunities to contribute to the implementation of the Framework. Consultation rounds will be advertised during 2017. You can also check the Department of Social Service's engage website to see and contribute to current consultations.

More information

The Framework is available in full on the DSS website at www.dss.gov.au/ndisqualitysafeguards

For current consultations visit <https://engage.dss.gov.au>

For information on participant support refer to the Participant Factsheet.

For more information on the NDIS Quality and Safeguarding Framework you can email ndisqualitysafeguards@dss.gov.au

For more information about the NDIS visit www.ndis.gov.au