



**NDIS Quality
and Safeguards
Commission**

Dear NDIS Provider,

On 22 May 2018, I wrote to all registered providers of supports approved by the National Disability Insurance Agency (NDIA) to provide supports and services under the National Disability Insurance Scheme (NDIS) in New South Wales (NSW) and South Australia (SA). In that letter, I advised providers that their registration with the NDIA would automatically transfer to the NDIS Quality and Safeguards Commission (the NDIS Commission) from 1 July 2018. You can find a copy of that letter on the NDIS Commission's website at www.ndiscommission.gov.au/document/546.

This email provides important information about your organisation's registration as a registered NDIS provider.

Your current registration will transfer to the NDIS Commission

1. There is nothing your organisation needs to do to be registered with the NDIS Commission from 1 July 2018 to provide supports and services to participants residing in NSW and SA. This will occur automatically.
2. On (or shortly before) 1 July 2018, the Commissioner will issue your organisation with a Certificate of Registration. That certificate will explain the conditions of your organisation's registration, the period of registration and the timeframe to undertake a quality audit of your organisation against the new NDIS Practice Standards. It will include your organisation's Registration ID and other information.

If you deliver supports or services under the NDIS to participants living in States or Territories (other than NSW or SA), your registration with the NDIA will continue. You can find out more about this here www.ndis.gov.au/providers.html.

Renewing your Registration

3. Your organisation will need to make an application for registration under the new NDIS Commission arrangements before the end of the period specified in your organisation's Certificate of Registration.
4. This will involve **making an application for renewal using the NDIS Commission online portal and your Registration ID**. You will provide information about your organisation, including the key personnel. You will also:
 - i. undertake a self-assessment of your organisation against the NDIS Practice Standards relevant to the supports and services you provide to participant's residing in NSW and SA.
 - ii. Arrange for an assessment against the NDIS Practice Standards. This involves a NDIS Commission-approved quality auditor assessing your organisation using either a verification or certification method to consider how your organisation meets relevant NDIS Practice Standards. Information about approved quality auditors will be published on the NDIS Commission

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website after 1 July 2018. Your Certificate of Registration will specify the timing of such quality audits for your organisation.

5. Your organisation must start the registration renewal process with the NDIS Commission by submitting a renewal application for registration as a registered NDIS provider before your organisation's registration period ends. The date this period ends will be stated on your Certificate of Registration. If your organisation does not start the renewal process by this date your organisation's status as a registered NDIS provider will lapse.
6. Your organisation will be required to use the NDIS Commission's portal to undertake the registration renewal. The NDIS Commission's portal will be available from the end of July 2018. We will advise your organisation when the portal is available.
7. All users linked to your organisation in the NDIA's Myplace portal will also have access to your organisation's details in the NDIS Commission portal.

Completing the renewal process

8. Generally, the timeframe for completion of the registration renewal will be no longer than 12 months, for many NDIS providers it can be done in a much shorter period. Once you have made an application for renewal by the date set out in your Certificate of Registration, you will need to complete the audit process in accordance with the timing that will also be specified in the Certificate. That timeframe will be commensurate to the nature of your organisation, and services and supports you provide.
9. The NDIS Commission will monitor your progress throughout the process, and provide guidance to you in completing your renewal.

Reportable incidents

10. From 1 July 2018, registered providers in NSW and SA will be required to notify the NDIS Commission of the following incidents (including allegations) affecting NDIS participants in connection with the provision of NDIS supports and services, when these occur after 1 July 2018. Reportable incidents include:
 - the death of an NDIS participant
 - serious injury of an NDIS participant
 - abuse or neglect of an NDIS participant
 - unlawful sexual or physical contact with, or assault of, an NDIS participant
 - sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
 - the unauthorised use of a restrictive practice in relation to an NDIS participant.
11. The requirement to report to the NDIS Commission does not replace existing obligations on your organisation to report to other relevant authorities, including child protection agencies or police.
12. Information about how to report will soon be available on the NDIS Commission's website.

Further information to support providers

Before 1 July 2018, the NDIS Commission will write to your organisation providing a Certificate of Registration.

The NDIS Commission will progressively release information to guide registered providers in meeting their obligations, including reporting incidents (including allegations). We will be working with other regulatory bodies and sector representatives to develop products and tools that meet your needs.

Further information will published on the NDIS Commission website at www.ndiscommission.gov.au.

Yours sincerely,



22.6.2018

Graeme Head

Commissioner Designate, NDIS Quality and Safeguards Commission