



**NDIS Quality
and Safeguards
Commission**

Dear NDIS provider

A new national system of quality and safeguards in the NDIS

This letter is to inform you about the arrangements that will affect you as an existing provider registered with the NDIS Quality and Safeguards Commission (NDIS Commission) when we start operating in Western Australia (WA) on 1 December 2020.

Your registration will automatically transfer on 1 December 2020

As you are already registered with the NDIS Commission, your registration in WA will automatically attach to your existing registration. You do not need to do anything before 1 December to add extra registration groups from WA to your registration. The transitional rules transfer your existing registration from the National Disability Insurance Agency (NDIA) to the NDIS Commission.

You will receive a new certificate of registration from the NDIS Commission by 1 December. That certificate will reflect your existing renewal date for registration and list your current registration groups and any that have transitioned from WA. At the time of your registration renewal, you will need to demonstrate that your organisation and key personnel are suitable to operate in the NDIS and your organisation delivers services and supports in accordance with the new NDIS Practice Standards.

Before 20 November 2020 you should check your organisation's details and registration groups in the NDIA's provider portal to make sure the information that is transferred to the NDIS Commission is correct.

Requirements for registered providers

Your existing requirements as a registered provider with the NDIS Commission expand into Western Australia on 1 December 2020. This includes the requirements to:

- comply with the NDIS Code of Conduct, covering providers and workers
- implement an internal incident reporting system, including the submission of "reportable incidents" reports to the NDIS Commission
- manage complaints effectively
- screen workers in accordance with the arrangements in your state or territory, and
- meet behaviour support reporting obligations, if these apply to your organisation.

From 1 December all registered providers are required to report to the NDIS Commission serious incidents (including allegations) that occur in connection with the provision of supports and services. Reportable incidents include death, serious injury, abuse or neglect, unlawful sexual or physical contact with or assault of an NDIS participant, sexual misconduct committed against or in the presence of a person with disability, and unauthorised restrictive practices.

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As you will be aware, providers' obligations are set out in the *NDIS Act 2013* (the Act) and in a series of rules made under the Act. More information is available on the [registered provider responsibilities](#) page of our website.

We are developing practical information and guidance to help you understand and meet your obligations. We will build on this information over time. You can find the rules and further information outlined in the [Provider Information Pack](#) and on the [NDIS Commission website](#).

About the NDIS Commission

The NDIS Commission is an independent government agency that regulates the provision of supports and services to participants in the NDIS. It works to improve the quality of NDIS services and supports, prevent harm to and safeguard the rights of participants, investigate and resolve complaints relating to supports and services, and strengthen the skills and knowledge of providers and participants across Australia. It replaces the various quality and safeguards arrangements that have been in place in states and territories, creating a unified and consistent national system.

The commencement of the NDIS Commission in WA is a significant development, and an important part of the approach to building inclusive, respectful and supportive communities across Australia that promote the rights and wellbeing of people with disability.

We take a collaborative approach – working with the sector to drive positive change so that the services and supports provided to people with disability through the NDIS are safe, and deliver the best possible outcomes for every participant.

I look forward to working with people with disability, their carers, families and advocates, and with providers to deliver this new approach to quality and safeguards.

Yours sincerely,



Graeme Head AO

NDIS Quality and Safeguards Commissioner

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