



National Disability Insurance Scheme (Quality and Safeguards Commission) Rules

| Rules Directly Affecting Providers | |
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| 1 | NDIS Code of Conduct and Guidelines for NDIS providers and workers <ul style="list-style-type: none">• Sets out the NDIS Code of Conduct which applies to all NDIS providers and persons employed or otherwise engaged by them, regardless of whether they are registered.• Guidance will be circulated which will explain the expectations of NDIS providers and workers in complying with the NDIS Code of Conduct. |
| 2 | Incident Management and Reportable Incidents <ul style="list-style-type: none">• Requires all registered NDIS providers to manage certain incidents that happen in connection with providing supports or services to people with disability.• Sets out the decisions and actions the NDIS Commission can take in relation to a reportable incident, including requiring the provider to undertake specified remedial action, carry out an internal investigation about the incident, or engage an independent expert to investigate and report on the incident. |
| 3 | Complaints Management and Resolution <ul style="list-style-type: none">• Provides for decisions and actions the NDIS Commission can take in responding to a complaint about any issue connected with supports or services provided by an NDIS provider.• Requires all registered NDIS providers to manage complaints they receive about the supports and services they provide.• Providers must make information available about how to make a complaint to the provider and to the NDIS Commissioner, and must keep records about complaints that they receive. |
| 4 | Worker Screening <ul style="list-style-type: none">• Requires all registered NDIS providers to only engage workers in certain roles if they have an NDIS Worker Screening Check clearance, and to manage requirements surrounding the NDIS Worker Screening Check.• Requires NDIS providers to not allow workers to commence employment in certain roles in some jurisdictions until an appropriate clearance for that worker is in place.• Sets out special arrangements and exceptions in New South Wales, South Australia, Victoria, Queensland, Tasmania, Australian Capital Territory and Northern Territory for screening workers during the transition to the new national NDIS Worker Screening arrangements. |
| 5 | Behaviour Support and Restrictive Practices <ul style="list-style-type: none">• Outlines reporting and oversight arrangements to reduce and eliminate the use of restrictive practices in the NDIS.• Sets out the conditions of registration for providers delivering specialist behaviour support and providers who use restrictive practices in the course of delivering NDIS supports and transition arrangements for transitioning providers.• Requires providers to comply with any state and territory authorisation arrangements in relation to the use of restrictive practices. |
| 6 | Provider Registration and NDIS Practice Standards, Quality Indicators <ul style="list-style-type: none">• States which NDIS providers must be registered.• Outlines the suitability requirements for providers and key personnel to become registered.• Requires providers to notify the NDIS Commission of material changes.• Incorporates the NDIS Practice Standards, which establish the national standards and expectations of registered NDIS providers relevant to the supports or services provided.• Provides for the publication of an NDIS Register to include details about a provider's registration and relevant compliance action.• Sets out the criteria by which NDIS providers demonstrate compliance with the NDIS Practice Standards. |
| 7 | Protection and Disclosure of Information <ul style="list-style-type: none">• Prescribes rules and guidance in relation to the NDIS Commissioner's disclosure powers• Prescribes state and territory laws that may mean that a person is not required to give information or evidence or produce a document, despite a requirement from the NDIS Commissioner. |
| 8 | Provider Definition <ul style="list-style-type: none">• Defines an NDIS provider to include a person or entity who is providing supports or services to older people with disability who are receiving continuity of support under the Commonwealth Continuity of Support Programme relating to Specialist Disability Services for Older People. |
| Technical Rules | |
| 9 | Specialist Disability Accommodation (SDA) – Conditions of Registration <ul style="list-style-type: none">• Sets out the conditions of registration for NDIS Commission registered NDIS providers of SDA. |
| 10 | Transitional Rules <ul style="list-style-type: none">• Provides for existing registered providers to transition as registered NDIS providers into the NDIS Commission by modifying some provisions of the Act. |