



**NDIS Quality
and Safeguards
Commission**

Dear NDIS Provider

In May 2019, I wrote to all registered providers of supports approved by the National Disability Insurance Agency (NDIA) under the National Disability Insurance Scheme (NDIS) in Tasmania (Tas), Victoria (Vic), the Australian Capital Territory (ACT), Queensland (Qld), and the Northern Territory (NT).

In that email, I advised providers that their registration with the NDIA would automatically transfer to the NDIS Quality and Safeguards Commission (NDIS Commission) from 1 July 2019. You can find a [copy of that communication](#) on the NDIS Commission's website.

This email provides important information about your organisation's status 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 2019, to provide supports and services to participants residing in Tas, Vic, the ACT, Qld and the NT. This will occur automatically.
2. On 1 July 2019, your organisation will be issued with a Certificate of Registration. That certificate will explain the conditions of your organisation's registration, the period of registration and the timeframe to renew your registration with the NDIS Commission. It will include your organisation's Registration ID and other information.

If you deliver supports or services under the NDIS to participants living in Western Australia, your registration with the NDIA will continue. The NDIS Commission will commence in Western Australia on 1 July 2020. You can find out more about this on the NDIS Commission [start dates webpage](#).

Renewing your registration

3. Your Certificate of Registration will include a date. That date indicates the period that your new registration with the NDIS Commission will be in force.
4. Before that date, your organisation will need to make an application for registration under the new NDIS Commission arrangements.
5. This will involve **making an application for renewal using the NDIS Commission online portal**. To start the application process, you will need to provide information about your organisation, including the key personnel.
6. The next steps will involve:
 - i. undertaking a self-assessment of your organisation's practices against the NDIS Practice Standards relevant to the supports and services you provide to NDIS participants residing in any parts of Australia, except Western Australia.

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www.ndiscommission.gov.au

- ii. arrange for an independent 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 (as required). Information about approved quality auditors will be published on the NDIS Commission website after 1 July 2019. Your Certificate of Registration will specify the timing of such quality audits for your organisation.
7. If your organisation does not start the renewal process by the date on your Certificate of Registration, your registration will lapse.
8. 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, which will be available to you on 1 July 2019.

Timeframes to complete the renewal process

9. Once you have started the renewal process, your organisation will have no longer than 12 months to complete all steps, including the independent audit. For many NDIS providers the process can be done in a much shorter timeframe. You will be given a timeframe to complete that process, based on the types of supports and services you are registering to deliver. This timeframe will be included on your Certificate of Registration.
10. The NDIS Commission will monitor your progress throughout the process, and provide guidance to you in completing your renewal.

Reportable incidents

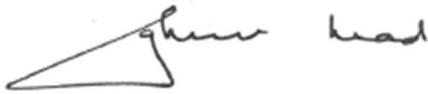
11. From 1 July 2019, a requirement of your registration with the NDIS Commission is to report certain incidents (including allegations of incidents) affecting NDIS participants in the course of receiving NDIS supports and services. You will be required to advise the NDIS Commission of the incident and, importantly, how you have managed the incident and supported the affected person, and others. 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.
12. 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.
13. Information about how to report is available on the [NDIS Commission's website](http://www.ndiscommission.gov.au).

Further information to support providers

On or before 1 July 2019, the NDIS Commission will write to your organisation providing a Certificate of Registration.

The NDIS Commission has produced information, including fact sheets and resources to guide registered providers in meeting their obligations, and reporting incidents (including allegations of incidents). We are continuing to work with other regulatory bodies and sector representatives to develop additional products and tools that meet your needs. You can find these resources on the [NDIS Providers webpage](#). This includes a [Provider Information Pack](#).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Graeme Head', with a large, stylized initial 'G'.

Graeme Head AO

Commissioner

11 June 2019

Ref: D19 6868