



**NDIS Quality  
and Safeguards  
Commission**

Dear NDIS provider

In October 2020, I wrote to all registered providers of supports approved by the National Disability Insurance Agency (NDIA) under the National Disability Insurance Scheme (NDIS) in Western Australia (WA).

In that letter, I advised that your registration with the NDIA will automatically transfer to the NDIS Quality and Safeguards Commission (NDIS Commission) from 1 December 2020. A copy of that communication is on the [NDIS Commission's website](#).

This letter contains important information about your organisation's status as a registered NDIS provider.

### Your current registration will transfer to the NDIS Commission

- Your organisation will be **automatically registered** with the NDIS Commission from 1 December 2020 to provide supports and services to participants residing in WA.
- On 1 December 2020, 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.

### Renewing your registration

- 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.
- Before that date, you will need to apply for registration under the new NDIS Commission arrangements.
- This will involve **applying for renewal using the NDIS Commission Portal**. To start this process, you will need to provide information about your organisation, including the key personnel.
- The next steps will involve:
  - 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
  - arranging 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). Your Certificate of Registration will specify the timing of such quality audits for your organisation.
- If your organisation does not start the renewal process by the date on your Certificate of Registration, your registration will lapse.
- 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 December 2020.

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## Timeframes to complete the renewal process

- Once you have started the renewal process, you will have no longer than 12 months to complete all steps, including the independent audit. For many NDIS providers this process can be done in a much less time. Your Certificate of Registration will include a timeframe for you to complete the process, based on the types of supports and services you are registering to deliver.
- We will monitor your progress throughout the process, and provide you with guidance in completing your renewal.

## Reportable incidents

- From 1 December 2020, 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 us of the incident and, importantly, how you have managed it 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.
- Information about how to report is available on the [NDIS Commission's website](#).
- The requirement to report to us does not replace your organisation's existing obligations to report to other relevant authorities, including child protection agencies or police.

## Further information to support providers

By 1 December 2020, you will receive your organisation's Certificate of Registration.

We have produced information, including fact sheets and resources to guide NDIS providers in meeting their obligations and reporting incidents (including allegations of incidents). We continue to develop additional products and tools that meet your needs. You can find these resources, including a [Provider Information Pack](#), on the [NDIS Providers webpage](#).

Yours sincerely,



Graeme Head AO

**NDIS Quality and Safeguards Commissioner**

10 November 2020

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