



NDIS Quality
and Safeguards
Commission

Young people in residential aged care – Information for registered NDIS providers



FACT SHEET UPDATED DECEMBER 2020

What are my obligations as a registered NDIS provider?

Residential aged care providers have the same responsibilities towards NDIS participants as they do to other residents who receive services and supports under the *Aged Care Act 1997*.

Residential aged care providers have obligations for service provision under the *Aged Care Act 1997* and are accredited by the Aged Care Quality and Safety Commission, which independently accredits, assesses and monitors aged care services subsidised by the Australian Government.

Residential aged care providers which are registered NDIS providers have additional requirements to support NDIS participants in residential aged care.

Registered NDIS providers must:

- comply with the **conditions of registration** stated in their certification of registration
- demonstrate compliance with the **NDIS Practice Standards** for their relevant registration groups, including through a quality audit
- comply with the **NDIS Code of Conduct**
- have an in-house **complaints management and resolution system** to record and manage any complaints received and support NDIS participants or other relevant concerned parties to make a complaint
- have an in-house **incident management system**, and notify the NDIS Commission should a reportable incident occur
- fulfil **worker screening** requirements
- if applicable, meet **behaviour support** requirements, including reporting the use of restrictive practices to the NDIS Commission.

For more information on registration obligations, please visit:
www.ndiscommission.gov.au/providers/more-information/providerpack



NDIS Code of Conduct

The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.



Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.



Respect Individual rights



Respect self-determination



Respect privacy



Act with Integrity, honesty and transparency



Deliver services competently



Ensure quality and safety



Prevent and respond to violence, neglect, abuse, and exploitation

All providers must follow the NDIS Code of Conduct which is available at www.ndiscommission.gov.au

What are my obligations for Worker Screening as a registered NDIS provider?

Registered NDIS providers must ensure that particular workers have an appropriate check as a mandatory requirement of NDIS provider registration. This is a way to check that key personnel and workers in roles delivering NDIS supports and services, or with more than incidental contact with people with disability, do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

For more information on worker screening obligations, please visit:

www.ndiscommission.gov.au/providers/provider-responsibilities/worker-screening

The NDIS Worker Screening Check will replace the different arrangements operating in each state or territory, and set a single national standard for all workers.

Some states and territories may still have additional requirements in some circumstances. Until the NDIS Worker Screening Check starts in your state or territory, registered NDIS providers providing supports and services to NDIS participants must ensure their workers in risk-assessed positions meet the acceptable check requirements in the state or territory in which the worker is operating.

What is the NDIS Quality and Safeguards Commission?

The NDIS Commission is a Commonwealth statutory agency that works with NDIS participants, providers, workers and the community to improve the quality and safety of NDIS supports and services.

The NDIS Commission is responsible for monitoring the quality and safeguards of NDIS supports and services to participants across Australia.

What is the Aged Care Quality and Safety Commission?

The role of the Aged Care Quality and Safety Commission is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care services.

The Aged Care Quality and Safety Commission also resolves complaints about these services.

Where can I go for more information?

- Visit the NDIS Commission website: www.ndiscommission.gov.au/
- Information for unregistered providers, including obligations to comply with the Code of Conduct: www.ndiscommission.gov.au/providers/provider-registration/ndis-participants-residential-aged-care
- Call **1800 035 544** Monday to Friday, 9am to 5pm (9am to 4.30pm in the NT), excluding public holidays.
- For people with hearing or speech loss: TTY: 133 6677 or the National Relay Service on <https://internet-relay.nrscall.gov.au/>
- Visit the Aged Care Quality and Safety Commission website: www.agedcarequality.gov.au