



NDIS Quality
and Safeguards
Commission

Industry Consultative Committee Communique – 21 July 2021

The second meeting of the NDIS Quality and Safeguards Commission (NDIS Commission) Industry Consultative Committee (Committee) for 2021 was held by video conference on 21 July.

Commissioner's update

The Acting Commissioner Ms Samantha Taylor PSM briefed Committee Members on the departure of inaugural Commissioner Mr Graeme Head AO as at 30 June 2021. Ms Taylor reflected on Mr Head's legacy since his appointment in early 2018 in leading the establishment of the NDIS Commission as a national body, which was largely completed with the roll-out to Western Australia in December 2020.

Ms Taylor also announced the resignation of the Complaints Commissioner Mr Robert Griew. Dr Lynne Coulson Barr OAM will act as Complaints Commissioner while permanent recruitment is undertaken. Dr Coulson Barr is currently the NDIS Commission's Branch Head, South East.

Of note since the last meeting was completion of the national rollout of NDIS worker screening which commenced in the Northern Territory from 1 July 2021.

Also of note was the initiation of the NDIS Commission's first Own Motion Inquiry. This will be an Inquiry into Aspects of Supported Accommodation based on reportable incidents and complaints received by the NDIS Commission. It is designed to identify trends in the issues and incidents that are occurring in these settings, and the factors that might lead to them. Since the Committee met, the [Terms of Reference](#) for the Inquiry have been released.

Complaints and reportable incidents

Members discussed the work being done by the NDIS Commission to implement new approaches to managing reportable incidents and complaints, focused on timely decision-making and prioritisation of safeguarding issues. These new models are being assessed to measure impact as implementation continues.

They considered broad information about origins of the complaints received by the Commission and discussed strategies to further improve the proportion of complaints from people with intellectual disability.

The NDIS Commission undertook to report on the demographics of people making complaints, and also those represented in reportable incident data, to be released as an addendum to its next published Activity report. Data will be further developed, and the Committee particularly requested further discussion, and supporting data on the types of issues and providers who were the subject of complaints received.

Compliance education

Members were briefed on the use of education as part of the NDIS Commission's compliance toolkit. The NDIS Commission utilises a wide array of compliance related education activities with providers,

led by the NDIS Commission's compliance teams in each state and territory. Members were advised to use the NDIS Commission's complaints channel if they wished to alert the NDIS Commission to providers who may benefit from educational support.

Amendments to Practice Standards

Members were briefed on new NDIS Practice Standards and Quality Indicators standards covering Mealtime Management, Severe Dysphagia Management and Emergency and Disaster Management. The Committee supported the new standards. It was noted that an exposure draft of the amendments would be released to state and territory officials as part of formal consultation shortly. Planning is also underway for communication of these changes to the sector.

Regulatory performance

The NDIS Commission has been required to have its regulatory performance reviewed through an annual external validation of its self-assessment against the Commonwealth Regulator Performance Framework. The mechanism for external validation has been via review and validation by the Industry Consultative Committee.

Committee members reviewed and validated the self-assessment report covering 2019/2020 prepared by the NDIS Commission.

The Committee was advised that the Regulatory Performance Framework has ceased to be used as an assessment method from 2020/2021. In future, measures of regulatory performance will be included in the NDIS Commission's broader corporate performance measurement suite.

Behaviour support

The Senior Practitioner informed the Committee about:

- the findings of Behaviour Support Plan (BSP) audits and proposed actions resulting from audit findings; and
- the progress of BSP Capability Building Grants, which are focused on lifting sector capability in key areas and ensuring the views of participants and their families are adequately captured in the development of BSPs.

Workforce Capability Framework

The NDIS Commission provided an update on the NDIS Workforce Capability Framework (Framework) project. The aim of the project in its current phase is to develop tools and resources to help participants, workers, providers and other sector stakeholders implement and embed the Framework in current workforce planning and management practices. The Committee:

- welcomed that the Framework embeds the NDIS values and is based on participants' perspectives as to how workers can best interact with them;
- reflected on how this Framework dovetails with other NDIS workforce attraction and retention activities; and
- undertook to assist in disseminating the Framework through their networks when it is launched later in the year.

Final Note

The Acting NDIS Commissioner expressed her appreciation for Committee member contributions, which continue to guide the NDIS Commission's work.

The Committee will next meet in November 2021.