



Industry Consultative Committee *Communique – 11 March 2020*

The National Disability Insurance Scheme Quality and Safeguards Commission (NDIS Commission) Industry Consultative Committee (the Committee) met for the second time on 11 March 2020. The meeting continued the discussion between the NDIS Commission and key industry representatives, on national issues, which influence the delivery of quality and safe NDIS supports and services.

Commissioner's Update

Members were briefed by the Chair (Commissioner) of the NDIS Commission's response to the outbreak of the Coronavirus (COVID-19). The NDIS Commission Executive is actively collaborating with agencies of the Social Services portfolio and the Commonwealth Department of Health to keep abreast of the pandemic and to pre-empt and coordinate authoritative responses to issues concerning NDIS participants and providers as they arise.

Since 7 February 2020, [Provider Alerts](#) have been issued to raise provider awareness of COVID-19, and to outline the quality and safeguarding obligations of providers under the NDIS Code of Conduct, NDIS Practice Standards and conditions of registration to keep NDIS participants safe. The NDIS Commission will continue to provide general and targeted information to participants and providers and will be ensuring that its regulatory tools are deployed to ensure that people with disability and providers are properly supported to respond to COVID-19. The Commission will be working with Commonwealth Health to ensure that relevant issues are given proper consideration in the Health response.

The Commissioner discussed the review by Professor Julian Trollor on the *causes and contributors to deaths of people with disability*. Work in a number of areas will commence over the next six months to support the prevention of deaths and serious injuries. The NDIS Commission's detailed [response to the recommendations](#) outlined in the report is available on the NDIS Commission's website.

A discussion was held on the NDIS Commission's [Activity Report](#) for the period 1 July to 31 December 2019.

Other Key Discussion Topics

At the inaugural meeting, members provided their perspectives and areas of focus for discussion at future meetings. This meeting focussed on developing workforce capability and the NDIS Commission's audit program.

Workforce Capability Framework

In the context of wider NDIS workforce issues and associated national reforms, members were given an overview of the NDIS Commission's role and functions relating to the development of the NDIS Workforce Capability Framework and associated workforce capability issues. More detail is available at <https://www.ndiscommission.gov.au/workers/ndis-workforce-capability-framework>

Members provided input on the design and implementation of the NDIS Workforce Capability Framework and insight into key emerging issues and risks. The feedback themes included:

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- the need for provision of foundational training for workers and in innovative formats;
 - the need for a coherent framework across Commonwealth and state and territory governments;
 - workforce capabilities would benefit from being aligned to desired worker behaviours;
 - removing artificial barriers to workers entering the sector;
 - clear career pathways for workers and development of leadership potential;
 - engaging participants in the recruitment of workers; and
 - workforce issues in remote and regional areas coupled with thin markets.

The feedback provided will assist in informing the strategic direction of this aspect of the NDIS Commission's work.

NDIS Commission Audit Scheme

Members were provided with an outline of how the NDIS Commission runs the audit scheme. Members provided observations of the effectiveness of the audit program in the delivery of quality and safe supports and services to NDIS participants, and the types of additional guidance material that could be developed to benefit both auditors and providers.

The Committee will next meet on 1 July 2020.