



**NDIS Quality  
and Safeguards  
Commission**

## **How to register as an NDIS provider**

December 2020

### **How to register with the NDIS Commission**

**Step 1: Apply** – You submit your application to the NDIS Commission

**Step 2: Audit** – You undertake an audit against the NDIS Practice Standards

**Step 3: Assessment** – The NDIS Commission assesses your suitability

**Step 4: Outcome** – The NDIS Commission notifies you of the application outcome

**Step 5: Meet registration requirements** – You comply with registration conditions and receive a Certificate of Registration

The length and specific requirements of the registration process will depend on the size and scale of your organisation, as well as the complexity and range of supports and services you deliver.

#### **STEP 1 — Apply**

**New providers register with the NDIS Commission using the application portal on the NDIS Commission website.**

The application asks for information about:

- your organisation's contact details
- key personnel
- corporate structure
- service profile
- service coverage areas
- registration groups you wish to apply for
- supports and services your organisation delivers.

These questions help determine which components of the NDIS Practice Standards apply to your organisation.

You will be asked to self-assess against the relevant components of the NDIS Practice Standards and upload the required documents.

Once this section is complete, you can submit your application.

You can save the application form at any point. You have up to 60 days to complete the form.

You will receive confirmation of your submission in an email, along with a document called the 'initial scope of audit'. This document will help you to engage an auditor.



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## **STEP 2 — Audit**

**An independent auditor will assess your organisation against the relevant components of the NDIS Practice Standards. This will either be a ‘verification’ or ‘certification’ quality audit.**

Verification audits are a lighter touch desktop audit, while certification audits are a more detailed process. Both types of audit will be proportionate to the size and scale of your organisation and the supports you are seeking to be registered to deliver.

The type of audit that applies to you is based on the classes of support or registration groups you are seeking to be registered to deliver.

Full details about what is a less complex support requiring verification and what is a more complex support requiring certification, are available in the NDIS (Provider Registration and Practice Standards) Rules 2018 on the [NDIS Commission website](#).

The audit must be undertaken by an NDIS Commission approved quality auditor.

## **STEP 3 — Assessment**

**The NDIS Commission will assess your application and make a registration decision.**

This includes an assessment of the suitability of your organisation and its key personnel to deliver supports and services to people with disability.

## **STEP 4 — Outcome**

### ***Successful application***

If your application is successful, you will receive a Certificate of Registration. This includes the classes of supports or services you are registered to provide, the period of registration and conditions on your registration.

You must comply with all conditions of registration, including the NDIS Practice Standards and NDIS Code of Conduct.

Names of NDIS providers will be published on the NDIS Commission’s Provider Register. This register will include details about your registration as well as any relevant compliance action taken in relation to your organisation.

### ***Unsuccessful application***

If your application is unsuccessful, the NDIS Commission will tell you why. You may request a review within three months of the decision. If, following review, your application is determined to be unsuccessful, you may seek a further review from the Administrative Appeals Tribunal.

## **STEP 5 — Meet registration requirements**

**Under the NDIS Commission, registered NDIS providers are required to:**

- comply with the NDIS Practice Standards and any conditions of registration
- comply with the NDIS Code of Conduct and support their workers to meet its requirements



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- have an in-house complaints management and resolution system, and support participants to make a complaint
- have an in-house incident management system and notify the NDIS Commission of reportable incidents
- ensure all workers are screened through a new national worker screening process
- meet new behaviour support requirements (if applicable), including reporting restrictive practices to the NDIS Commission.

The NDIS Commission monitors registered NDIS providers for compliance with the conditions of registration, and has the power to suspend, vary or revoke registration.

Providers wishing to register under the National Disability Insurance Scheme (NDIS) need to apply for registration with the NDIS Quality and Safeguards Commission (NDIS Commission).

To be registered, providers must demonstrate that they meet standards of quality and safety in the services and supports they deliver.

### **Who needs to register**

Providers must be registered to deliver services and supports to NDIS participants who have their plan managed by the NDIA.

NDIS providers that deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans must also be registered.

### **NDIS Commission start dates**

The NDIS Commission started on:

- 1 July 2018 in New South Wales and South Australia
- 1 July 2019 in the Australian Capital Territory, Northern Territory, Queensland, Tasmania and Victoria
- 1 December 2020 in Western Australia.

From these dates, new providers register with the NDIS Commission.

Providers with existing registrations with the NDIA prior to these dates will have their registration automatically transferred to the NDIS Commission. The NDIS Commission will contact these providers about their requirements and when they need to start registration renewal and audit.

### **The NDIS Practice Standards**

The NDIS Practice Standards set out the standard of service delivery you must deliver to become and remain registered as an NDIS provider.

Some parts of the NDIS Practice Standards apply to all registered NDIS providers. Other parts only apply to providers delivering more complex supports. More complex supports include behaviour support, early childhood supports, specialist support coordination, and specialist disability accommodation.



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Each component of the NDIS Practice Standards consists of a series of high level, participant-focused outcomes. Under each outcome are a number of quality indicators that auditors will use to assess your compliance with the NDIS Practice Standards.

Find the NDIS Practice Standards and other information about the registration process at [www.ndiscommission.gov.au/providers/provider-registration](http://www.ndiscommission.gov.au/providers/provider-registration)

### **Proportionate requirements**

Registration requirements under the NDIS Commission and the NDIS Practice Standards are designed to be proportionate. What this means is that a smaller provider with fewer workers and participants is not expected to present the same evidence as a national provider with a larger workforce and many participants. Auditors will ensure that the way an NDIS provider demonstrates they meet each standard is appropriate to their size, scale, and supports they deliver.

### **Contact us**

Email: [registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au)

General enquiries: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Call: 1800 035 544

### **Find out more**

More information about the NDIS Commission, including resources for providers and participants, is available on the [NDIS Commission website](#).