



National Disability Insurance Scheme (NDIS) Hearing Equipment and Services: **Provider information**



From 1 July 2020, the way hearing services will be made available to NDIS participants is changing.

Only providers that are registered with the NDIS Quality and Safeguards Commission (NDIS Commission) will be able to deliver hearing services and equipment to eligible NDIS participants whose plans are managed by the National Disability Insurance Agency (NDIA).

NDIS participants who are self-managing and have hearing supports and services included in their NDIS support plan will be able to use any provider, including those that are not registered with the NDIS Commission.

What is changing?

From 1 July 2020, NDIS participants who are deaf or hard of hearing can receive hearing services and supports through the NDIS, where included in their NDIS support plan.

The Commonwealth Government's Hearing Services Program (HSP) will also continue to provide hearing services to eligible people throughout the Australian community.

Why should a provider register with the NDIS Commission?

NDIS participants whose plans are managed by the NDIA must use registered NDIS providers.

This includes obtaining hearing services and equipment included in their NDIS support plans. If you want to provide these hearing services and equipment to NDIA-managed participants, you must be registered with the NDIS Commission.

To become a registered NDIS provider, apply on the [NDIS Commission website](#).

Registered NDIS providers can deliver services to all NDIS participants, regardless of the way their NDIS plan is managed.

What are the registration requirements for providers?

Registered NDIS providers must be able to demonstrate compliance with all the **conditions of registration** stated in their certificate of registration. This includes:

- complying with the [NDIS Code of Conduct](#) and supporting workers to meet its requirements
- complying with the relevant [NDIS Practice Standards](#) for their registration groups
- meeting the requirements concerning worker screening
- having an in-house:
 - complaints management and resolution system and
 - incident management system.

What does the registration process involve?

When you apply to be a registered NDIS provider, you must demonstrate that you meet the NDIS Practice Standards that apply for your registration group(s). This is done through an independent assessment undertaken by an approved quality auditor.

The types of NDIS-funded supports and services you deliver will determine your registration groups, which then determine the NDIS Practice Standards that you must meet, and the type of audit you are required to undergo.

To be registered to deliver only **lower-risk, less complex supports and services**, (including hearing equipment, hearing services and specialised hearing services registration groups), providers undergo a **verification** audit. You will need to provide evidence of relevant qualifications, expertise and experience, incident management processes/policies, complaints management processes/policies and risk management processes/policies.

Evidence of the following will assist:

For **audiologists**:

- current certification as an Accredited Audiologist with Audiology Australia
- current full membership as an audiologist with the Australian College of Audiology.

For **audiometrists**:

- current full membership of Hearing Aid Audiology Society of Australia or
- current registration as an audiometrist with the Australian College of Audiology.

To be registered to deliver **higher risk, more complex supports and services**, providers undergo a **certification** assessment against the NDIS Practice Standards core module and any relevant supplementary module. This is a more comprehensive process that includes a desktop assessment of documentary evidence and an on-site component.

As part of the registration process, we also assess your suitability and that of your key personnel to deliver NDIS supports and services to people with disability.

For further information on the NDIS Practice Standards that apply for each registration group, and how to comply, refer to:

[NDIS Practice Standards and Quality Indicators](#)

[NDIS Practice Standards: Verification Module – required documentation](#)

What is the NDIS Commission and where does it operate?

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

We are currently responsible for monitoring the quality and safety of NDIS supports and services provided to participants in the Australian Capital Territory, New South Wales, Northern Territory, South Australia, Queensland, Tasmania, and Victoria.

From 1 December 2020, we will also have this responsibility in Western Australia (WA). New providers in WA can register with us from 1 December 2020.

Where can I get more information?

- Visit the [NDIS Commission website](#)
- Information for [Registered Providers](#)
- For registration obligations, see the [NDIS Commission Provider Information Pack](#)
- For information on hearing services and equipment for NDIS participants, [contact the NDIA](#).

Contact us

Call **1800 035 544** Monday to Friday
9:00am to 5:00pm in the ACT, NSW, QLD, SA, TAS and
VIC 9:00am to 4:30pm in the NT

For people with hearing or speech loss: TTY: 133 677 or
National Relay Service: nrschat.nrscall.gov.au