



NDIS Commission Compliance and Enforcement priorities 2021–2022

These compliance and enforcement priorities identify our focus areas for 2021–2022.

Prevention of harm

Targeting compliance and enforcement action on providers and workers alleged to have caused harm to NDIS participants, including violence, neglect, abuse, exploitation and sexual misconduct, and preventing further potential harm.

Incident management and response

Monitoring providers' compliance with obligations to report and effectively respond to incidents, with an emphasis on provider engagement with participants in the prevention and mitigation of incidents, and targeting compliance and enforcement action where providers are identified as non-compliant.

Unauthorised restrictive practices

Targeting compliance and enforcement action where providers are identified as not complying with obligations to take all reasonable steps to facilitate the development of interim and comprehensive behaviour support plans and to obtain state or territory authorisation (where required) where there is, or is likely to be, ongoing use of regulated restricted practices.

Safeguards for NDIS participants receiving assistance in their homes

Targeted compliance and enforcement action where providers are identified as not complying with obligations under their conditions of registration to ensure, on a continuing basis, that participants provided with 'assistance with daily personal activities' in their home can access these supports free from violence, abuse, neglect and exploitation or discrimination.

COVID-19 preparedness and response

Targeted compliance and enforcement action where providers are identified as not complying with obligations to manage risk, ensure continuity of supports, and mitigate impacts on the health and wellbeing of NDIS participants as a result of the COVID-19 pandemic.

Quality and safety in mealtime supports

Educating providers about their obligations to identify and manage risks to participants, with a focus on the risks associated with choking and a lack of appropriate mealtime management plans, and taking compliance and enforcement action where providers are identified as not complying with obligations.

Management of conflicts of interest

Targeted compliance and enforcement action where registered providers of specialised support coordination, specialised disability accommodation and/or assistance with daily life tasks in a group or shared living arrangement, are identified as not complying with their obligations to ensure each participant receives transparent, factual advice about their support options that promote choice and control.

The NDIS Commission retains the discretion to pursue other matters, in accordance with our Compliance and Enforcement policy.