



NDIS Quality
and Safeguards
Commission

NDIS Commission Compliance and Enforcement priorities 2019–20

These compliance and enforcement priorities identify our focus areas for 2019–20.

Education

Educating and informing participants, providers and others about their respective rights and responsibilities under the NDIS Act and associated Rules

Incident management and reporting

Monitoring providers' compliance with obligations to prevent, manage and report serious incidents

Suitability

Using the registration process to ensure that all registered providers meet suitability criteria and that the findings of provider audits against the NDIS Practice Standards are driving continuous improvement

Regulatory intelligence

Targeting action on providers that have been the subject of adverse findings, such as fraud, including using trends in complaints and reportable incidents, or enforcement action by other authorities to inform compliance and monitoring activities

Deploying compliance tools

Moving to full use of the array of regulatory tools available to the NDIS Commission

COVID-19 preparedness and response

Monitoring providers' compliance 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

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