



NDIS Quality  
and Safeguards  
Commission

# NDIS Commission Compliance and Enforcement priorities 2020–2021

These compliance and enforcement priorities identify our focus areas for 2020–2021.

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## 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

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## Incident management and reporting

Monitoring providers' compliance with obligations to manage, respond to and report serious incidents, with an emphasis on prevention and mitigation of incidents

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## Unauthorised restrictive practices

Monitoring providers' compliance with obligations to take all reasonable steps to facilitate the development of interim and comprehensive behaviour support plans where there is ongoing use of regulated restrictive practices

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## Quality management

Monitoring providers' compliance with obligations to raise and act on concerns that affects the quality of disability supports and, implement quality management systems that promote continuous improvement of support delivery

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## COVID-19 preparedness and response

Educating and 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

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## Assistance to NDIS participants in their homes

Monitoring providers' compliance with obligations to ensure, on a continuing basis, that participants provided with 'Assistance with daily personal activities' in their home can access the supports free from violence, abuse, neglect and exploitation or discrimination.

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