



Glossary

- **Agency-Managed Participant:** A participant whose NDIS funding is managed by the NDIA. Participants who choose to be Agency-Managed can only access supports and services from registered NDIS providers.
- **Business Model:** The way in which an organisation or business creates and delivers a service.
- **CALD:** Refers to any person or group of people that are culturally and linguistically diverse.
- **Capacity Building (CB):** Refers to the use of supports to help builds a participant's independence and skills to pursue their goals.
- **Choice and control:** A participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.
- **Complaint:** An issue raised with the NDIS Commission, by any person or organisation, connected with supports or services provided by an NDIS provider.
- **Complaint Category:** Refers to the broad categories under which complaints are grouped based on primary issue type. See: 'Issue Type'.
- **Consumer:** see *"participant"*.
- **Data:** facts and statistics collected together for reference and analysis.
- **Demographic Information:** Data about the features or characteristics that define an individual or group. For the purpose of the Own Motion Inquiry, this includes data such as location, age and disability type.
- **Eligibility to Work:** A worker screening status that identifies whether a worker is eligible to work in certain roles with people with disability.
- **Engagements:** Refers to the number of times an NDIS participants selects (or engages) a support worker to deliver supports or services.
- **Goals:** Things a participant wishes to work towards, with the help of the NDIS.
- **Guardian:** A person in a formal caring role, acting for a person with a disability.
- **Issue Type:** A classification of issues raised in complaints based predominantly on the NDIS Practice Standards and Quality Indicators and the NDIS Code of Conduct.

- **Issue Sub-Type:** A subdivision of complaint issue types. See also: 'Issue type'.
- **Jurisdiction:** A jurisdiction is a state or territory.
- **Level of Function or Functioning:** Functioning is the umbrella term for any or all of: body functions, body structures, activities and participation. Level of function indicates the impact a participant's disability has on how a person is able to perform tasks and actions in a life area, as represented by a 'severity score' 'High functioning' indicates lower service and support requirements with a lower severity score, and 'low functioning' indicates higher service and support requirements with a higher severity score.
- **LGBTQIA+:** Refers to a person's sexual orientation and/or gender identity and is an abbreviation for lesbian, gay, bisexual, transgender, queer (or questioning), intersex, and asexual (or allies), and more.
- **Market:** A collection of providers offering products and services to participants. Also known as **NDIS Market**.
- **National Police Check:** A type of criminal history check used to screen whether a person who works, or seeks to work, with people with disability poses a risk to them.
- **NDIS Code of Conduct:** Applies to all NDIS providers and workers, regardless of whether they are registered. The Code of Conduct helps providers and workers respect and uphold your right to safe and quality supports and services and sets out acceptable, appropriate and ethical conduct for NDIS providers and workers delivering supports or services in the NDIS market.
- **NDIS Practice Standards:** The quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants.
- **NDIS Provider:** NDIS providers are individuals or organisations that deliver NDIS funded supports or services to an NDIS participant. This includes unregistered NDIS Providers.
- **Online platforms:** see "*Platform Providers*".
- **Own Motion Inquiry:** An Inquiry initiated by the NDIS Commissioner about supports or services delivered by NDIS providers.
- **Participant:** A person who meets the NDIS access requirements.
- **Peak Body:** An organisation which represents organisations and members of the community in the disability sector.
- **Person-Centred Support:** Supports which are delivered in a way that centres the need of the person receiving the support
- **Person with a Disability (PWD):** A person who has any or all of the following: impairments, activity limitations (difficulties in carrying out usual age-appropriate activities), and participation restrictions (problems a person may have taking part in community, social and family life).

- **Plan:** A written agreement provided by the NDIA to the participant stating their goals and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan. Also known as **NDIS Plan**.
- **Plan-Managed Participant:** A participant whose NDIS Plan is managed by a provider who is registered with the NDIS Commission to deliver Plan Management. Participants who choose a plan management provider can access supports and services from both registered and non-registered providers for most supports.
- **Plan Management Type:** Refers to the method of management of a participants plan. Participants can be agency-managed, self-managed partly or in full, or plan-managed.
- **Platform Provider:** Platform Providers are online platforms and online subscription services that connect workers with participants. Also known as online platforms, on-demand platforms, digital platforms, or direct reference to the name of the organisation using a platform model.
- **Primary Disability:** Primary disability refers to the disability that has the greatest impact on a participant's daily life.
- **Registered NDIS Provider:** A registered NDIS provider is a person or organisation that is registered with the NDIS Commission in accordance with section 73E of the [*National Disability Insurance Scheme Act 2013*](#). NDIS providers must be registered to deliver some kinds of supports (e.g. implementing regulated restrictive practices in a behaviour support plan). NDIS Providers must be registered to deliver NDIS funded supports and services to participants in the NDIS whose NDIS plan is managed by the National Disability Insurance Agency (NDIA), See *"Agency-Managed Participants"*.
- **Registration Group:** Groups of services and supports that registered NDIS providers can be approved to deliver.
- **Registration Type/Status:** Indicates if an NDIS provider is registered or unregistered. See also: **'Registered NDIS provider'** and **'Unregistered NDIS provider'**.
- **Remoteness:** Defines whether a participant is in a city, rural, remote or very remote area in terms of geographical remoteness and town size.
- **Reportable Incident:** Certain incidents that happen, or are alleged to have happened, in connection with the provision of supports or services by registered NDIS providers that are reportable to the NDIS Commission.
- **Restrictive Practice:** Any authorised practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.
- **Screening Status:** A status that identifies where a worker is in the worker screening process in order to work with people with disabilities.
- **Safeguards:** An appropriate measure or measures taken to protect participants from unnecessary risks or harm.

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- **Sector:** The organisations and companies providing disability support services and the peak bodies that represent them.
 - **Self-Managed Participant:** A participant that manages their own NDIS funding either fully or in part. Participants who choose self-management can access supports and services from both registered and non-registered providers for most supports.
 - **Service Booking:** A booking for a service or support that a participant has agreed to with a service provider.
 - **Service Relationship:** The relationship between the NDIS Provider and the participant receiving support.
 - **Service Types:** Refers to groupings by type of services and supports delivered to participants.
 - **Support Category:** Groupings of various disability supports and services under which participant budgets are allocated.
 - **Support Class:** Refers to the three broad classes a participant's supports and services fall into: core, capital and capacity building.
 - **Unauthorised Restrictive Practice:** Any unauthorised practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.
 - **Unregistered NDIS Provider:** A provider of NDIS supports and services that has not been registered with the NDIS Quality and Safeguards Commission. Also known as a NDIS provider. See "*NDIS Provider*".
 - **Verification Status:** A worker screening status for workers who have requested to be associated with a provider for the purpose of delivering supports and services, but the request has not yet been verified by the provider.
 - **Worker/Support Worker:** An individual who deliver's NDIS funded supports or services to a participant. A worker may be a NDIS Provider or employed or engaged by a NDIS Provider (registered or unregistered).
 - **Worker Screening:** The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them.
 - **Working with Children Check:** Is a screening process of whether a person who works, or seeks to work, with children poses a risk to them.