



Policy Guidance: Working within your knowledge, skills, and experience

This document outlines the NDIS Commissioner's expectations of NDIS providers, NDIS behaviour support practitioners, and all NDIS workers to work within their knowledge, skills, and experience; and to engage in continuing professional development. This is sometimes referred to as 'scope of practice' and is essential to ensure the delivery of high quality and safe supports and services.

These expectations are consistent with good practice and the legislated requirements as set out in the [NDIS Act 2013](#) (the Act) and associated Rules including (but not limited to) the NDIS Code of Conduct, and the NDIS Practice Standards. They also align with NDIS Commission policies and guidelines as applicable (e.g., the NDIS Practice Standards Verification Module – Required Documentation). The NDIS Quality and Safeguards Commission will take [strong and decisive regulatory action](#) against those who work outside of their knowledge, skills and experience; and who do not provide supports and services in a safe and competent manner, with care and skill¹.

The following expectations are additional to role specific registration, accreditation, credentialing, or suitability requirements (e.g., as required by NDIS behaviour support practitioners, allied health professionals or for the delivery of high intensity supports in the NDIS).

Expectations

In delivering supports and services, NDIS providers, NDIS behaviour support practitioners and NDIS workers should:

1. Work within the scope of their knowledge, skills, experience, qualifications, and role; and where relevant, within the conditions of any registration to ensure that supports and services are delivered safely and competently, and are lawful and effective.
2. Collaborate with and, where relevant, refer to other suitably qualified practitioners, professionals, and providers. This should ensure the needs of a person with disability are met in a timely and appropriate manner without interruption and that the highest quality of support and outcomes are delivered.
3. Understand the limits of their skills and knowledge and take steps to identify, minimise and manage any risks of harm to people with disability and others. This involves considering any safeguards, supports, skill uplift, and adjustments necessary when seeking to broaden their scope of practice to ensure competency.

¹ The Federal Court of Australia's penalty judgement in *The NDIS Commission v LiveBetter Services Pty Ltd* [2024] FCA 374 demonstrates the consequences for conduct by NDIS providers which is contrary to the objects of the NDIS Act. The failure to ensure that support workers have adequate training/competencies can be fatal to people with disability.

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4. Proactively consider the needs of each person with disability and the capabilities, systems and resources required to meet or exceed the relevant requirements of the Act and associated Rules. This is consistent with a person-centred, human rights, and evidence-informed approach, provider governance and operational management requirements.
 5. Implement quality management systems, inclusive of policies and procedures, that promote a culture of continuous improvement and engage in professional development activities such as further education, training, supervision, and practice reviews.
 6. Periodically review their capabilities, scope of practice and professional development needs using the available capability frameworks and practice resources. For example, see the [NDIS Workforce Capability Framework](#) and [Positive Behaviour Support Capability Framework, Self-Assessment Resource Guide, Practice Alerts](#) and [Guides](#).
 7. Transparently, accurately, and honestly represent their qualifications, knowledge, skills, experience, and capabilities.
 8. Respect each person with disability's human and consumer rights. This involves consulting with the person (and / or their representatives) and supporting them to make informed choices and exercise control in relation to the supports and services provided.

Examples of working within knowledge, skills, and experience

- An NDIS provider ensures all their workers receive competency-based training to provide supports in a safe and competent manner, with care and skill.
- Only registered NDIS providers of specialist behaviour support can undertake behaviour support assessments (including functional behaviour assessments) and develop behaviour support plans.
- Until the NDIS Commissioner has considered a person suitable as an NDIS behaviour support practitioner, they cannot undertake behaviour support assessments (including functional behaviour assessments) or develop behaviour support plans, even under supervision.
- Only suitably qualified medical practitioners can make recommendations regarding the prescription, administration, and cessation of medication.

Resources

- [NDIS Worker Orientation Module](#) – an interactive online course that explains the obligations of NDIS workers under the NDIS Code of Conduct.
- [NDIS Workforce Capability Framework](#) describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It also includes a range of helpful [Tools & Resources](#).
- [Positive Behaviour Support Capability Framework \(PBSCF\)](#) – outlines the knowledge and skills required to deliver contemporary, evidence-informed behaviour support. It is used to consider a practitioner's suitability in accordance with the [NDIS \(NDIS Behaviour Support Practitioner Application\) Guidelines 2020](#).

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- [Self -Assessment Resource Guide](#) for the PBSCF - provides guidance on how behaviour support practitioners can assess their capabilities against the PBSCF.
 - [Evidence-Informed Practice Guide](#) – provides guidance about evidence-informed practice, including the importance of expertise provided by professionals and those working in the implementing or practice contexts.
 - [Deciding With Support](#) – a supported decision-making toolkit designed for behaviour support developed by Flinders University and funded by the NDIS Commission.
 - [NDIS Practice Standards Verification Module – Required Documentation](#) – outlines the requirements of each profession including qualifications and / or experience, continuing professional development, worker screening, insurances, and the completion of the mandatory NDIS worker orientation program.

Legislative linkages

This document supports the Commissioner’s functions as set out in sections 181E, F and H of the [NDIS Act 2013](#), and the requirements as outlined in the [NDIS Code of Conduct](#), [NDIS \(Provider Registration and Practice Standards\) Rules 2018](#), [NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#) and the [NDIS \(NDIS Behaviour Support Practitioner Application\) Guidelines 2020](#).