



NDIS Quality
and Safeguards
Commission

Quality Roadmap



Drivers of Quality

Participants' choices, preferences, and feedback shape the NDIS market, driving competition, innovation, and quality improvements.



Features of Quality

As informed consumers, participants have the flexibility to choose and influence the supports they receive to best meet their needs.



Core Regulatory Functions

Registration
Function

Behaviour
Support
Function

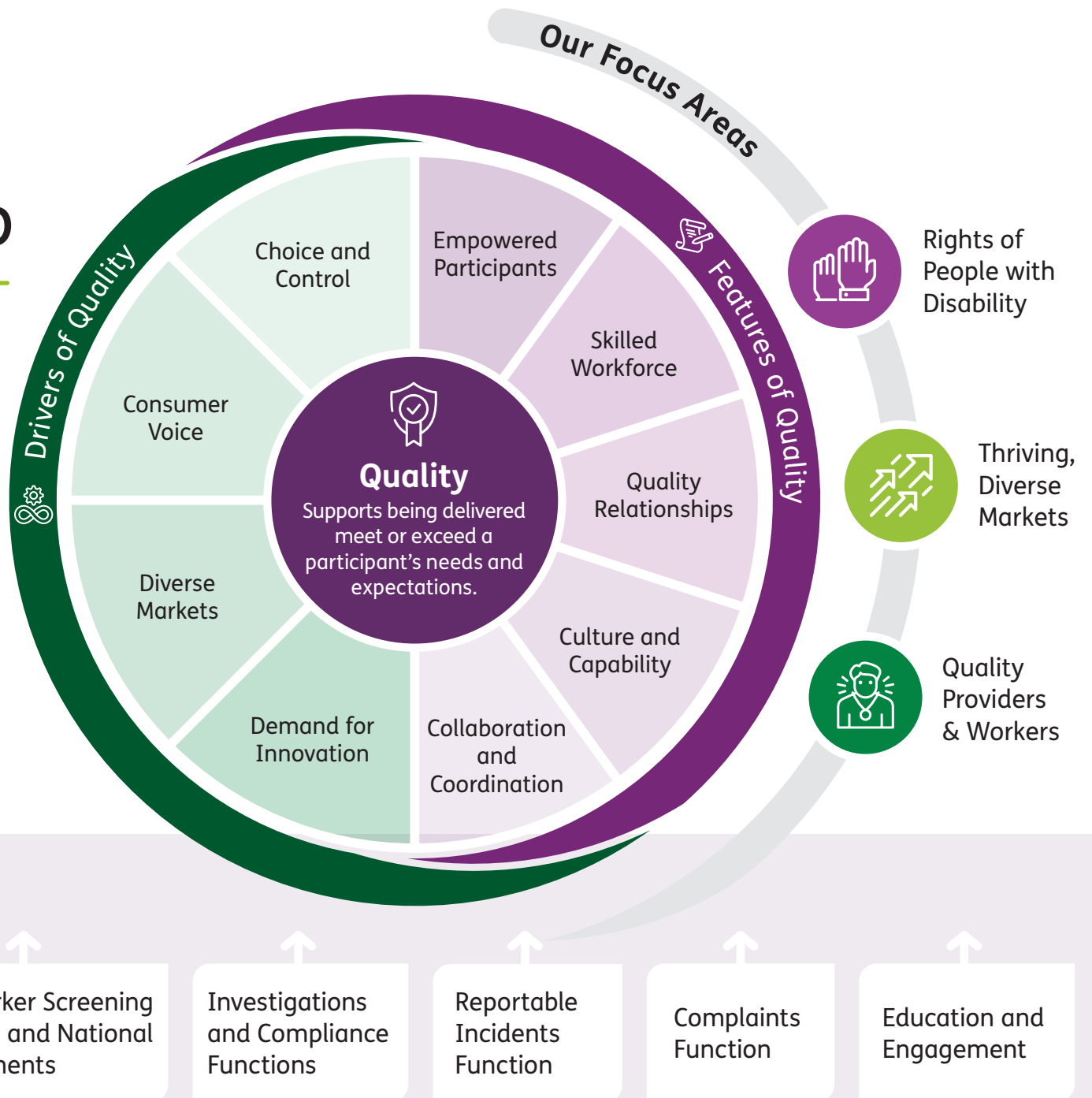
NDIS Worker Screening
Database and National
Arrangements

Investigations
and Compliance
Functions

Reportable
Incidents
Function

Complaints
Function

Education and
Engagement





**NDIS Quality
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Our Focus Areas



Rights of People with Disability

The NDIS Commission amplifies and promotes the rights of people with disability



Thriving, Diverse Markets

The NDIS Commission will enable consumer independence and informed choice for NDIS participants by using regulatory frameworks to promote and remove barriers to quality and safety



Quality Providers & Workers

Every NDIS participant has safeguards in place and access to quality services and supports delivered by skilled workers of their choice

Quality

The provision of quality support is a complex process influenced by multiple interrelated factors, including the individualised participant experience and definition of quality, exercising choice and control, and the right to dignity of risk.



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Drivers of Quality

Participants' choices, preferences, and feedback shape the NDIS market, driving competition, innovation, and quality improvements.



Choice and Control: Participants' individual preferences and needs shape the demand for person-centred, responsive services.



Consumer Voice: Complaints, feedback and other mechanisms to uphold participant rights and self-determination contribute to the overall quality and accountability of the market.



Diverse Markets: Strong, diverse and responsive markets drive tailored high quality and safe supports.



Demand for Innovation: Participants' unique needs and goals drive innovative solutions and expanded service offerings.



Features of Quality

As informed consumers, participants have the flexibility to choose and influence the supports they receive to best meet their needs.



Empowered Participants: Participants have freedom and choice of their service providers, support workers, and the types of services they receive.



Skilled Workforce: Skilled and knowledgeable workforce with appropriate qualifications, training, experience, and attitudes.



Quality Relationships: Quality support is delivered when participant's authentic voice is at the centre of all decisions, creating trusting and safe relationships.



Culture and Capability: Supports are flexible, responsive, rights based and demonstrate a commitment to continuous improvement.



Collaboration and Coordination: Participants, service providers and stakeholders work together to achieve participant goals.