



Registration and auditing

You must apply for registration online using the NDIS Commission Portal.

We will conduct an initial suitability check of the Applicant and Key Personnel. If no suitability issues are identified at this stage, your application can progress to Part 2, after which you may engage an Approved Quality Auditor.

The auditor will assess your organisation against the NDIS Practice Standards and send us an audit report. We will use the audit report to inform our suitability assessment of the Applicant and Key Personnel and decide if you can be registered.

If we approve the application to become a registered provider, we will send you a Certificate of Registration that will include conditions that are set out on the certificate.



Reporting an incident

You must tell us if a serious incident happens while you are providing NDIS supports and services to a participant.

A reportable incident is when an NDIS participant is harmed, or might have been harmed, while receiving registered NDIS supports and services.

You can also report serious incidents involving other registered providers.

You can use the third-party report form to tell us about an incident that has occurred with another registered provider.



Managing unauthorised restrictive practices

An unauthorised restrictive practice (URP) is when you use a restrictive practice without a behaviour support plan or without approval.

You must report every time you use a URP.

If you use a URP often, you may need to send us weekly reports.

If you use a URP, you must work to get a behaviour support plan and authorisation from the state or territory.



Behaviour support plan lodgement and authorisation

A behaviour support practitioner will write a behaviour support plan (BSP).

If you are a BSP provider, you must submit the plan to us if it includes restrictive practices.

If you are an implementing provider, you need to check that the plan is correct. You can accept or reject the plan.

If you accept the plan, you must upload proof that the restrictive practice is authorised from the state or territory.



Monthly reporting of restrictive practices

You must check your monthly reporting dashboard online.

Each month, you must tell us if you:

- Used a restrictive practice exactly as written in the plan.
- Used a restrictive practice in a different way.
- Stopped using the restrictive practice.
- Stopped giving support to the participant