



NDIS Quality and Safeguards Commission

When does the NDIS Commission start?

The NDIS Commission starts on:

1 July 2018 in
New South Wales
and South Australia



1 July 2019 in the
Australian Capital Territory,
Northern Territory,
Queensland, Tasmania
and Victoria

1 July 2020 in
Western Australia



Until the NDIS Commission is in place in each state or territory, NDIS participants, providers and workers are covered under their state or territory's existing quality and safeguards systems.

About the NDIS Quality and Safeguards Commission



Contact us

Email: feedback@ndiscommission.gov.au
Call: 1800 035 544

Find out more

More information about the NDIS Commission, including resources for providers and participants, is available on the NDIS Commission website at www.ndiscommission.gov.au

A national approach to quality and safety in the NDIS

The NDIS Quality and Safeguards Commission (the NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants.

At full rollout, the NDIS Commission will deliver a new, nationally consistent approach to quality and safeguards in the NDIS. It will work with providers, people with disability and their carers, families and advocates to achieve this.

What is the NDIS Commission responsible for?

The NDIS Commission:

- registers and regulates NDIS providers and oversees provider quality
- monitors compliance with the NDIS Practice Standards and NDIS Code of Conduct
- responds to concerns, complaints and reportable incidents
- advises providers on in-house complaints management and supporting participants to make a complaint
- advises providers on incident management systems and how to report serious incidents to the NDIS Commission
- works with people with disability, NDIS providers and workers to improve their skills and knowledge
- monitors the use of restrictive practices and educates providers and participants about behaviour support strategies
- works with states and territories to design and implement nationally consistent NDIS worker screening
- provides market oversight by monitoring changes in the market that need attention
- shares information with other regulatory bodies.



What does the NDIS Commission do for participants?



You have the right to feel safe and receive good quality services.

Once the NDIS Commission is fully rolled out, no matter where you live, you will be able to expect quality and safe services.



We make sure providers and workers know and follow the rules for quality and safety.

The **NDIS Code of Conduct** and **NDIS Practice Standards** for providers and workers provide clear and enforceable standards for the quality and safety of services and supports in the NDIS.



We help with complaints if you feel unsafe or unhappy with your services. It's always okay to speak up.

People with disability, or any other person, can make complaints about NDIS services and supports to the NDIS Commission.

All complaints are taken seriously and assessed. The NDIS Commission works with participants, providers and workers to resolve problems and improve the quality and safety of NDIS supports. If you are not sure who to contact, the NDIS Commission will help to connect you with the right organisation.



What does the NDIS Commission do for providers and workers?



We oversee a single regulation and registration system for NDIS providers Australia-wide.

When it is operational in all states and territories, the NDIS Commission will provide a **single, national registration and regulatory system** for NDIS providers that will set a consistent approach to quality and safeguards across Australia.



The NDIS Quality and Safeguards Rules set requirements for quality and safety.

All NDIS providers and workers must abide by the **NDIS Code of Conduct**, which sets out expectations for behaviour, culture and service delivery.

Providers who register with the NDIS Commission must meet the **NDIS Practice Standards**, including requirements for quality and safety of the services and supports they deliver.

The NDIS Commission's quality and safeguards system also includes requirements for **complaints management, incident management, worker screening, behaviour support and use of restrictive practices**. It works with providers and provides education and training to help them understand their obligations.

Where providers or workers don't meet their requirements, the NDIS Commission can take educative, corrective or enforcement action.



We apply regulation proportionately, with the strongest actions taken against the most serious breaches.