

Providers wishing to register under the National Disability Insurance Scheme (NDIS) need to apply for registration with the NDIS Quality and Safeguards Commission (NDIS Commission).

To be registered, providers must demonstrate they meet standards of quality and safety in the services and supports they deliver.

Who needs to register

Providers must be registered to deliver services and supports to NDIS participants who have their plan managed by the NDIA.

NDIS providers that deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans must also be registered.

Where to register

Until the NDIS Commission is operational in your state or territory, you will register as an NDIS provider with the NDIA and meet your state or territory's current quality and safeguards requirements.

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.



From these dates, new providers will register with the NDIS Commission.

Providers with existing registrations with the NDIA prior to these dates will have their registration automatically transferred to the NDIS Commission. The NDIS Commission will contact these providers about their requirements and when they need to start registration renewal and audit.

The NDIS Practice Standards

The NDIS Practice Standards set out the standard of service delivery you must deliver to become and remain, registered as an NDIS provider.

Some parts of the NDIS Practice Standards apply to all registered NDIS providers. Other parts only apply to providers delivering more complex supports. More complex supports include behaviour support, early childhood supports, specialist support coordination, and specialist disability accommodation.

Each component of the NDIS Practice Standards consists of a series of high level, participant-focused outcomes. Under each outcome are a number of quality indicators that auditors will use to assess your compliance with the NDIS Practice Standards.

Find the NDIS Practice Standards and guidelines at www.ndiscommission.gov.au.

Proportionate requirements

Registration requirements under the NDIS Commission and the NDIS Practice Standards are designed to be proportionate. What this means is that a smaller provider with fewer workers and participants is not expected to present the same evidence as a national provider with a large workforce and many participants. Auditors will ensure that the way an NDIS provider demonstrates they meet each standard is appropriate to their size, scale, and supports they deliver.



NDIS Quality
and Safeguards
Commission

How to register as an NDIS provider



Contact us

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

Find out more

More information and resources, including the NDIS Practice Standards and guidelines for the registration process, are available on the NDIS Commission website at www.ndiscommission.gov.au.

How to register with the NDIS Commission



The length and specific requirements of the registration process will depend on the size and scale of your organisation, as well as the complexity and range of supports and services you deliver.

Step 1 Apply

New providers register with the NDIS Commission using the application form on the NDIS Commission website.

The application asks for information about:

- your organisation's contact details
- key personnel
- corporate structure
- service profile
- service coverage areas
- registration groups you wish to apply for
- supports and services your organisation delivers.

These questions help determine which components of the NDIS Practice Standards apply to your organisation.

You will be asked to self-assess against the relevant components of the NDIS Practice Standards and upload the required documents. Once this section is complete, you can submit your application.

You can save the application form at any point. You have up to 60 days to complete the form.

You will receive confirmation of your submission in an email, along with a document called the 'initial scope of audit'. This document will help you to engage an auditor.

Step 2 Audit

An independent auditor will assess your organisation against the relevant components of the NDIS Practice Standards. This will either be a 'verification' or 'certification' quality audit.

Verification audits are a lighter touch desktop audit, while certification audits are a more detailed process. Both types of audit will be proportionate to the size and scale of your organisation and the supports you deliver.

The NDIS Commission will tell you which type of audit applies to you. This is based on the registration group or groups you are registered for, and what legal type of organisation you are (e.g. registered company).

Full details about what is a less complex support requiring verification and what is a more complex support requiring certification, are available in the Registration Rules on the NDIS Commission website at www.ndiscommission.gov.au/providers

The audit must be undertaken by an NDIS Commission approved quality auditor.

Step 3 Assessment

The NDIS Commission will assess your application and make a registration decision.

Step 4 Outcome

Successful application

If your application is successful, you will receive a certificate of registration. This includes the classes of supports or services you are registered to provide, the period of registration and any conditions on your registration.

You must comply with all conditions of registration, including the NDIS Practice Standards and NDIS Code of Conduct.

NDIS providers will be published on the NDIS Commission's provider register. This register will include details about your registration as well as any relevant compliance action taken in relation to your organisation.

Unsuccessful application

If your application is unsuccessful, the NDIS Commission will tell you why. You may request a review within three months of the decision. If following review your application is determined to be unsuccessful, you may seek review by applying to the Administrative Appeals Tribunal.

Step 5 Meet registration requirements

Under the NDIS Commission, registered NDIS providers are required to:

- comply with the NDIS Practice Standards and any conditions of registration
- comply with the NDIS Code of Conduct and support their workers to meet its requirements
- have an in-house complaints management and resolution system, and support participants to make a complaint
- have an in-house incident management system and notify the NDIS Commission of reportable incidents
- ensure all workers are screened through a new national worker screening process
- meet new behaviour support requirements (if applicable), including reporting restrictive practices to the NDIS Commission.

The NDIS Commission monitors registered NDIS providers for compliance with the conditions of registration, and has the power to suspend, vary or revoke registration.