



**NDIS Quality
and Safeguards
Commission**

Dear NDIS Provider

In May 2019, I wrote to all registered providers of supports approved by the National Disability Insurance Agency (NDIA) under the National Disability Insurance Scheme (NDIS) in Tasmania (Tas), Victoria (Vic), the Australian Capital Territory (ACT), Queensland (Qld), and the Northern Territory (NT). You can find a [copy of that communication](#) on the NDIS Commission's website.

In that email, I advised providers that their registration with the NDIA would automatically transfer to the NDIS Quality and Safeguards Commission (NDIS Commission) from 1 July 2019. In your case, this means your existing registration will be amended to include any additional registration groups delivered only in the new incoming jurisdictions.

This further email provides important information about your organisation's status as an existing registered NDIS provider.

Your current NDIA registration will transfer to your existing NDIS Commission record

1. There is nothing your organisation needs to do to be registered with the NDIS Commission from 1 July 2019, to provide supports and services to NDIS participants residing in Tas, Vic, the ACT, Qld and the NT. This will occur automatically.
2. On 1 July 2019, your organisation will be issued with a new Certificate of Registration to reflect any updates to your registration from those jurisdictions. That certificate will explain the conditions of your organisation's registration, the period of registration and the timeframe to renew your registration with the NDIS Commission. It will include your organisation's Registration ID and other information.

If you deliver supports or services under the NDIS to participants living in Western Australia, your registration with the NDIA will continue. The NDIS Commission will commence in Western Australia on 1 July 2020. You can find out more about this on the NDIS Commission website [start dates webpage](#).

Renewing your registration

3. As an existing registered NDIS provider, you may be at different stages of engagement with the NDIS Commission renewal process.
4. If your organisation has already commenced the registration renewal process, additional information for your situation is available on page four of the NDIS Commission's [Registration Renewal fact sheet](#). Importantly these scenarios provide guidance on what is required so that your organisation only undertakes one registration renewal process for all NDIS supports and services in the states and territories covered by the NDIS Commission.
5. If your organisation is yet to commence the registration renewal process, registration groups and any additional outlets from your incoming jurisdictions will be added to your existing NDIS Commission registration. You will then complete a single registration renewal that will include the registration groups of both your existing and incoming records.

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6. If your organisation does not start the renewal process by the date on your Certificate of Registration, your registration will lapse.
7. The NDIS Commission will monitor your progress throughout the process, and provide guidance to you in completing your renewal.

Reportable incidents

8. A requirement of your registration with the NDIS Commission is to report certain incidents (including allegations of incidents) affecting NDIS participants in the course of receiving NDIS supports and services. You are required to advise the NDIS Commission of the incident and, importantly, how you have managed the incident and supported the affected person, and others. Reportable incidents include:
 - the death of an NDIS participant
 - serious injury of an NDIS participant
 - abuse or neglect of an NDIS participant
 - unlawful sexual or physical contact with, or assault of, an NDIS participant
 - sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
 - the unauthorised use of a restrictive practice in relation to an NDIS participant.
9. The requirement to report to the NDIS Commission does not replace existing obligations on your organisation to report to other relevant authorities, including child protection agencies or police.
10. Information about how to report is available on the [NDIS Commission's website](#).

Further information to support providers

On or before 1 July 2019, the NDIS Commission will write to your organisation providing a new Certificate of Registration to reflect your updated registration to reflect the incoming jurisdictions.

The NDIS Commission has produced information, including fact sheets and resources to guide registered providers in meeting their obligations. We are continuing to work with other regulatory bodies and sector representatives to develop additional products and tools that meet your needs. You can find a range of resources on the [NDIS Providers webpage](#). This includes a new [Provider Information Pack](#).

Yours sincerely,



Graeme Head AO

Commissioner

11 June 2019

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