



NDIS Quality  
and Safeguards  
Commission

# Your introduction to **provider registration**

## **Who is this document for?**

- New providers applying for registration with the NDIS Commission
- Existing NDIS providers renewing their registration.

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## **After reading this document, you will understand:**

- the NDIS behaviour support capability framework
- the rules that apply to the use of restrictive practices
- how these affect your organisation
- where to find more information.

## Registration under the NDIS Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) oversees a single, national registration and regulatory system for individuals, partnerships and organisations that provide NDIS services and supports.

This system sets a consistent approach to quality across Australia to ensure that all NDIS participants have access to safe, high-quality supports and services.

**This document will provide you with an overview of the requirements of registration and also step you through the process of applying for or renewing your registration with the NDIS Commission.**



**For further information on the registration process, visit the NDIS Commission website.**

## What are the responsibilities of registered providers?

The NDIS Commission's regulatory framework establishes ongoing obligations for registered NDIS providers.

As a registered NDIS provider, you must:

- comply with the NDIS Practice Standards
- comply with the NDIS Code of Conduct and support 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
- comply with the worker screening requirements
- meet behaviour support requirements (if applicable), including reporting restrictive practices to the NDIS Commission
- comply with any additional conditions imposed by the NDIS Commission at the time of registration.

All workers of registered NDIS providers must complete the 'Quality, Safety and You' worker orientation e-learning module.

## Proportionate requirements

The NDIS Commission will consider a provider's compliance with registration requirements in a proportionate manner.

This means that a smaller provider with fewer workers that provides less complex services is not expected to present the same evidence as a national provider with a large workforce that provides more complex services and supports.

## Who needs to register?

Whether you are required to register depends on the types of supports and services that you deliver, as well as how your participants choose to manage their NDIS plans. You must be registered with the NDIS Commission if you provide one or more of the following:

- Services and supports to NDIS participants who have their plan managed by the NDIA
- Specialist disability accommodation
- Complex supports including specialist behaviour support
- Implement restrictive practices as part of the supports and services to NDIS participants.

## Do participants need to use registered providers?

NDIS participants who self-manage the supports and services in their plan, have someone else to do it for them (a plan nominee), or use a registered plan manager can access services from unregistered providers.

However, these participants will still need to use a registered provider for those supports that require registration with the NDIS Commission, such as specialist behaviour support.

## How much does registration cost?

Submitting an NDIS provider registration application is free. However, you will be responsible for the cost of procuring an audit against the applicable NDIS Practice Standards. The requirements of the audit, including its cost, will be proportionate to your organisation's size and scale, and the complexity of the services and supports you provide.

After submitting your application, you will receive an 'initial scope of audit' document from the NDIS Commission, which summarises the registration requirements that apply to your organisation and describes the form your audit will take.

# How do I register with the NDIS Commission?

- 1 Apply** Submit your application online
- 2 Audit** Undertake an audit against the NDIS Practice Standards
- 3 Assessment** The NDIS Commission assesses your suitability
- 4 Outcome** The NDIS Commission notifies you of the application outcome
- 5 Meet registration requirements** Comply with the conditions on your certificate of registration

Detailed information on each step of the registration process is provided on the following pages.

## Transition information

If you are an existing provider registered with the NDIA, your registration will transition automatically to the NDIS Commission. You will not have to take any immediate action.

The NDIS Commission will contact you directly to inform you when you need to commence your registration renewal.

## STEP 1 Apply

You can apply online through the NDIS Commission's website, or renew through the online portal at [ndiscommission.gov.au/providers/ndis-commission-portal](https://ndiscommission.gov.au/providers/ndis-commission-portal)

**i** *A detailed Quick Reference Guide to accessing the NDIS Commission Portal is available on the NDIS Commission website.*

- 1** Start your application.  
**New providers** – complete the new provider application form on the website. You will need to submit details about your organisation.  
**Renewing providers** – log in using your registration ID and click on the 'my registration' tile.
- 2** Select and submit the services and supports you are applying to deliver.
- 3** The form will show which registration requirements (verification or certification) you will need to satisfy. This will be based on the services and supports you are registering to provide (registration groups) and the legal type of your organisation.

There are two pathways to registration:



### Verification

NDIS providers that deliver lower risk/lower complexity services and supports



### Certification

Body corporates or businesses with a larger size/scope that provide more complex or higher risk supports (including any provider who uses restrictive practices as behaviour support)

- 4 Complete a self-assessment form against the NDIS Practice Standards that are relevant to your registration pathway (verification or certification). These are the same standards that will be covered in your audit.
- 5 Upload the documents to the NDIS Commission website.
- 6 Submit your completed application.

Your application form, including self-assessment responses, can be saved at any point. You have up to 60 days to complete the new application form.

**i** A detailed *Quick Reference Guide to registration renewal* is available on the NDIS Commission website.

## STEP 2 Audit

All providers seeking registration will be required to undertake an audit (at either the verification or certification level). You will need to engage an independent approved quality auditor to assess your organisation against the relevant components of the NDIS Practice Standards.

Only approved quality auditors that are approved by the NDIS Commission can assess whether an NDIS provider complies with the NDIS Practice Standards.

- i** A list of approved quality auditors is available on the NDIS Commission website.
- 7 Receive your 'initial scope of audit' document after submitting your application. This document provides a summary of the Quality Audit requirements that apply to your organisation.
  - 8 Request quotes from an approved quality auditor using the 'initial scope of audit' document and select an auditor.
  - 9 Your approved quality auditor will check the scope and begin their audit. This will either be a 'verification' or 'certification' quality audit. The requirements of each are listed on the next page.



### Verification Audit

**What?**

A desktop audit, including reviewing documentation. This includes considering relevant qualifications, expertise and experience of workers, and processes/policies for managing complaints, incidents and risks

**Practice Standards:**  
Verification module



### Certification Audit

**What?**

Generally, a detailed audit including document reviews, site visits and interviews with workers and participants

**Practice Standards:**  
Core module and supplementary modules depending on the services you provide

- 10 The approved quality auditor will contact you to explain their findings and answer any questions.
- 11 The approved quality auditor will submit the outcome to the NDIS Commission.



**Detailed information about the NDIS Practice Standards and types of evidence required for verification and certification quality audits can be found in:**

- **'Your Guide to NDIS Practice Standards' booklet included in this kit**
- **'Application pack – NDIS Practice Standards and Quality Indicators' document, located in the 'Providers' section of the NDIS Commission website**
- **'National Disability Insurance Scheme (Provider Registration and Practice Standard) Rules 2018'.**

## STEP 3 Assessment

The NDIS Commission will take into account the outcomes of the audit, and conduct a suitability assessment of your organisation and its key personnel. Based on this information, the NDIS Commission will make a determination on your application and contact you to let you know of the decision and its reasons.

### Suitability assessment

The suitability assessment looks at whether the NDIS provider or its key personnel have:

- been previously registered as an NDIS provider
- had a banning order in place
- been convicted of an offence
- been insolvent under administration
- had adverse findings or enforcement action taken by various authorities
- had findings or judgement against them for fraud, misrepresentation or dishonesty
- been disqualified from managing corporations.

## STEP 4 Outcome

There are two possible outcomes for your registration application.

### Successful application

After a successful application, you will receive a certificate of registration that will outline:

- the classes of supports or services you are registered to provide
- the period of registration
- any conditions you must follow to keep your registration.

### Unsuccessful application

If your application is unsuccessful, you will be given the reasons for this decision. You can request a review within three months of the decision. If, following review, your application is still unsuccessful, you may seek a review by the Administrative Appeals Tribunal.

## STEP 5 Meet registration requirements

After your application is approved, you must continue to comply with all conditions of registration, including the NDIS Practice Standards and NDIS Code of Conduct.

### Monitoring

The NDIS Commission will monitor your organisation for compliance with the conditions of registration, and has the power to suspend, vary or revoke registration. The timing of quality audits will be included on your Certificate of Registration.

### Worker training

You must ensure your employees complete a compulsory worker orientation module that will cover human rights, respect and risk, and the roles and responsibilities of NDIS workers. This module is available through the NDIS Commission website.

### Provider register

The details of your registration will be published on the NDIS Commission's provider register. This register will also record any relevant compliance action taken in relation to your organisation, if this occurs.

## How long will registration take?

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

## We are here to help

The NDIS Commission will monitor your progress and provide information, resources and support to help you understand your registration obligations and complete your registration or renewal. For help with your registration, contact our specialist registration team on **1800 035 544**.

**i** *A detailed application information pack is available on the 'Provider registration' page of the NDIS Commission website.*





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