



NDIS Quality
and Safeguards
Commission

Your guide to **the NDIS** **Practice** **Standards**

Who is this document for?

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

After reading this document, you will understand:

- what the NDIS Practice Standards are
- how the NDIS Practice Standards relate to the registration process
- how to find out which Practice Standards apply to your organisation.

What are the NDIS Practice Standards?

The NDIS Practice Standards are a series of requirements that set out the standard of service you must deliver to become and remain registered as an NDIS provider. The NDIS Practice Standards create an important benchmark for providers to assess performance and to demonstrate that you provide high-quality and safe supports and services for NDIS participants.

Each NDIS Practice Standard is built from a high-level participant outcome, supported by quality indicators. For example:

Practice standard: Individual values and beliefs

Outcome: Each participant accesses supports that respect their culture, diversity, values and beliefs. To achieve this outcome, the following indicators should be demonstrated:

- at the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to
- Each participant's right to practise their culture, values and beliefs while accessing supports is supported.

As part of the registration process, your approved quality auditor will use these quality indicators to assess your compliance with each Practice Standard that is relevant to your organisation. They will talk with participants about their experience with your services.

Which Practice Standards will my organisation need to meet?

To help providers easily understand which Practice Standards you must satisfy to complete your registration, the NDIS Quality and Safeguards Commission (NDIS Commission) has grouped them into modules. The modules that your organisation will need to satisfy depend on the complexity of the supports you deliver.

Verification

Who? NDIS providers who deliver lower risk/lower complexity supports and services

Verification module
Supported by Verification Guidelines

Practice Standards:

- Complaints management
- Incident management
- Risk management
- Human resource management.

Certification

Who? NDIS providers engaged in more complex, higher-risk supports and services.

Core module

All providers must complete except providers who are only registered for Specialist Disability Accommodation

Practice Standards:

- Rights and responsibility for participants
- Governance and operational management
- The provision of supports
- The support provision environment.

Supplementary module(s)

Apply where relevant

Practice Standards:


- High-intensity daily personal activities
- Specialist behaviour support
- Early childhood supports
- Specialised support co-ordination
- Specialist disability accommodation.

 The 'NDIS Practice Standards and Quality Indicators' document is available on the NDIS Commission website.

Additionally, a full list of evidence required by profession/registration group is detailed in the 'Verification Module - Required Documentation,' which is also available on the website.

What standard of evidence is required?

To demonstrate that your organisation satisfies the NDIS Practice Standards, you will need to present supporting documentation as part of your quality audit. The amount of evidence you must provide will be proportionate. This means that a smaller provider providing less complex supports is not expected to present the same level of evidence and documentation as a larger corporate provider. Participants will also be asked about their experience with you.

 Details on registration requirements, including the type of registration your organisation will require, is included in the 'Your Introduction to Provider Registration' booklet, included in this pack.

We are here to help

If you have any questions about the NDIS Practice Standards, please contact the registration team through the Contact Centre on **1800 035 544**.



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