



**NDIS Quality
and Safeguards
Commission**

NDIS Provider application to register process guide

Information for NDIS providers
seeking to register

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What is this guide about?

This guide outlines the process for applying to register as an NDIS provider under the requirements of the NDIS Quality and Safeguards Commission (NDIS Commission). The information in this guide is designed to support new applications to be an NDIS provider. Providers who are currently registered with the NDIS Commission should refer to the Registration Renewal Process Guide.

Do I have to register to deliver supports?

Whether you are required to register to deliver supports depends on the types of supports and services that you are delivering as well as how the participant chooses to manage their plan.

- **Agency managed plan:** NDIS providers that are providing NDIS supports and services to NDIS participants that are managed by the NDIA are required to be registered.
- **Self-managed plan:** Participants who choose to self-manage their plan can receive supports from registered and unregistered providers.
- **Registered plan management provider:** Participants who choose to use a registered plan management provider can receive supports from registered and unregistered providers. However, the plan management provider must be registered¹.

In addition, providers must be registered if they are:

- deliver specialist disability accommodation,
- use restrictive practices, or
- develop behaviour support plans.

What are the requirements to register as an NDIS provider?

To register as an NDIS provider you will need to meet relevant parts of the NDIS Practice Standards in relation to the supports and services your organisation delivers, or is intending to deliver.

¹ Section 42(2)(b) of the [National Disability Insurance Scheme Act 2013](#).

The NDIS Commission will also take into account your organisation's suitability to deliver NDIS supports and services when making a decision on your registration application.

The registration process is designed to assess the suitability of providers to deliver NDIS supports and services to NDIS participants, and the providers' compliance with the NDIS Practice Standards.

An important part of assessing that compliance is to consider how a provider operationalises policies and procedures in the course of delivering supports and services. The process of assessing compliance includes inputs from NDIS participants and other stakeholders experiencing the services.

The NDIS Code of Conduct also considers the behaviours and conduct of workers (and the provider) in how it goes about supporting people accessing their services.

Auditors are trained in how to consider the experience of NDIS participants, and the operational practices of an NDIS provider in receiving supports and services.

These are all important inputs the NDIS Commission's consideration of any new registration application, or renewal.

Registered NDIS providers are required to:

- comply with conditions of registration and the NDIS Practice Standards
- as part of their registration application or renewal process, complete a self-assessment against the NDIS Practice Standards and undergo an audit against the NDIS Practice Standards by a certified auditing body approved by the NDIS Commission
- 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 behaviour support requirements (if applicable), including reporting restrictive practices to the NDIS Commission.

The quality indicators that NDIS providers use to demonstrate compliance with the NDIS Practice Standards depend on the type of organisation, and the supports and services to be delivered.

How do I apply to register with the NDIS Commission?

You can apply to register with the NDIS Commission by completing and submitting the application form from the Applications Portal on the NDIS Commission's website. You must be authorised to act on behalf of the organisation applying for registration to submit an application. To be eligible to apply, the organisation must also have an Australian Business Number (ABN).

On the NDIS Provider registration application, you will be required to provide information about your organisation's:

- contact details
- corporate structure
- key personnel (i.e. board and senior management)
- service profile and service coverage areas
- the registration groups you wish to be registered for.

You will also provide some specific detail about the supports and services your organisation delivers, or is intending to deliver. This detail will help determine which modules, or parts of the modules of the NDIS Practice Standards apply to your organisation.

Once this part of the form is finalised you will be able to undertake a self-assessment against the relevant parts of the NDIS Practice Standards, and upload any documents you are submitting as evidence that you self-assess as meeting the relevant NDIS Practice Standards. When this section is complete you are able to submit your application.

The application form, including self-assessment responses, can be saved at any point. You have up sixty (60) days to complete the application.

The steps to undertake a registration application are:

1. Submit your application to the NDIS Commission	2. Undertake audit against the NDIS Practice Standards	3. NDIS Commission assesses suitability	4. NDIS Commission notifies you of outcome	5. Comply with conditions and receive certificate of registration
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Annexure A provides a checklist of the high-level information required for your application. Reviewing this annexure prior to commencing the application will assist you prepare to undertake the application process as efficiently as possible.

How much does it cost?

Submitting a NDIS provider registration application is free. However you will be responsible for the cost of the audit against the applicable NDIS Practice Standards.

What are the NDIS Practice Standards?

NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards will assist NDIS participants to be aware of what quality service provision they should expect from NDIS providers.

The NDIS Practice Standards set out some of the requirements that applicants must comply with to be registered as an NDIS provider. The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services NDIS providers deliver.

The **Core module** covers:

- rights and responsibility for participants
- governance and operational management
- the provision of supports, and
- the support provision environment

The **supplementary modules** cover:

- High intensity daily personal activities
- Specialist behaviour support, including implementing behaviour support plans
- Early childhood supports
- Specialised support co-ordination
- Specialist disability accommodation, and
- Verification.

Each module of the NDIS Practice Standards consists of a series of high level, participant focused, outcomes. Each outcome is associated to a number of quality indicators.

Assessing against the NDIS Practice Standards

All providers seeking registration will be required to undertake an audit against the applicable NDIS Practice Standards as part of the NDIS Commission's registration requirements.

There are two ways to assess whether your organisation meets the relevant NDIS Practice Standards:

1. Verification

Verification is for all providers (excluding government entities) delivering lower risk, lower complexity supports and services only. When registering through verification, NDIS providers supply documentation against the four standards and each outcome within the verification module of the NDIS Practice Standards. The following guidance outlines the required documentation. The documentation is in relation to their identity, professional qualifications, experience, ongoing professional development, criminal and character checks, insurances and completion of the NDIS mandatory worker orientation program. Evidence of systems and processes to manage work health and safety, incidents and complaints is also required, proportionate to the size of the organisation.

These documents are checked through a desktop audit undertaken by an approved quality auditor.

2. Certification

Certification is for all providers delivering higher risk, more complex supports and services.

A certification audit is required to examine governance and operational management processes of the provider and their ability to deliver quality services.

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 make sure that the way the NDIS provider demonstrates the meeting of each standard is appropriate to their size, scale and the supports they deliver.

The NDIS Commission has overall responsibility for ensuring that the assessment methods used are proportionate and focus on a provider's capability and capacity to manage quality within their organisation, focusing on the outcomes for NDIS participants.

What happens after I submit my registration application?

Once you have submitted your registration application with the NDIS Commission, you will receive confirmation of your submission in an email. The NDIS Commission's system will also generate an 'initial scope of audit' document based on the information provided on the registration application. This document will assist you to engage an approved quality auditor to assess your organisation against the relevant modules, or parts of the modules of the NDIS Practice Standards. Once the audit is complete, your auditor will report the audit outcomes to the NDIS Commission.

Audit

You will undertake either a verification audit or certification audit with an approved quality auditor. The NDIS Commission Audit Process Guide will assist you in understanding how the audit will be undertaken.

Suitability assessment

The NDIS Commission will assess your application with respect to the suitability of your organisation and the suitability of your organisation's key personnel. Key personnel are the individuals who hold key executive, management or operational positions in your organisation, such as directors, managers, board members, chief executive officer or chairperson. You must include all key personnel on your application.

The NDIS Commission Suitability Assessment Guide will assist you in understanding how the audit will be undertaken.

Decision and notification

The NDIS Commission will consider the audit report and suitability assessment to make a registration decision. The NDIS Commission will contact you with the decision and reasons. The timeframe for the application process will depend on a number of factors, including the size and scale of your organisation as well as the complexity and range of the supports and services you deliver.

Successful application

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

You are obliged to comply with all conditions of registration, including the NDIS Practice Standards, from registration.

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 inform you of the reasons why. You may request a review within three months of the decision.

Can I change my application after it is submitted?

Once you have submitted your application you will not be able to make any changes to the information provided. The quote(s) provided by an approved quality auditor will be based on the information which you provides as part of your registration application. You are not able to update this information prior to selecting an approved quality auditor, and, once you have selected one, requesting them to change this information may impact on the quote provided, the timing or the duration of the audit. It is important that the information you enter in the registration application is as complete and accurate as possible. You can discuss the required changes with your approved quality auditor once they are associated with your registration record on the NDIS Commission's system.

Who can I contact about the status of my application?

The NDIS Commission will not be able to make a determination on the registration application until after the approved quality auditor has provided the audit outcomes to the NDIS Commission.

To find out about the status of your registration renewal application after your audit has been finalised an the auditor has provided the audit outcomes to the NDIS Commission contact the Provider Registration team by email to: registration@ndiscommission.gov.au.

More information

For more information about NDIS provider registration please visit the [NDIS Commission website](#).

Annexure A – Checklist for registration

Below is a high-level checklist of the information to be included as part of your NDIS Provider registration application. Note that this list is not exhaustive and is intended to be used as a guide only.

Before starting the application, please ensure that:

- The primary contact is authorised to act on behalf of the organisation in relation to the application for registration.
- The organisation has an Australian Business Number (ABN).

Information type	High-level detail
Contact details	<ul style="list-style-type: none"> • The primary contact person and contact details • The registered business' contact details • The applicant's postal address • Whether services are delivered from the contact address provided
Business registration details	<ul style="list-style-type: none"> • Your Australian Business Number (ABN), Australian Company Number (ACN) or Australian Registered Body Number (ARBN) • The entity type • The parent entity's ABN, ACN and ARBN (if applicable) • The email address to which you would like to receive information about payments once registered.
Organisation structure and governance	<ul style="list-style-type: none"> • Details of all key personnel, including contact number, email address and date of birth. • If the key personnel is a shareholder, the percentage share will also be required.

Information type	High-level detail
Suitability	<p>Details relating to the suitability of the applicant and its key personnel, including:</p> <ul style="list-style-type: none"> • If the applicant has ever been in receivership, subject to a winding up order and / or under administration. • If any of the applicant’s key personnel have ever been convicted of an indictable offence. • If the applicant, or any of the applicant’s key personnel, insolvent under administration, or been insolvent under administration (or equivalent in home jurisdiction). • If the applicant, or any of the applicant’s key personnel commenced bankruptcy proceedings. • If any of the key personnel have been disqualified as a director of a company, and/ or disqualified from managing corporations. • If the applicant or any of the applicant’s key personnel have been the subject of any investigation, adverse findings or enforcement by any regulator, including authorities responsible for the quality or regulation of services for people with disability. • If any of the applicant’s key personnel, or the applicant overall, have been the subject of any findings or judgement in relation to fraud, misrepresentation or dishonesty.
Registration Groups	The registration groups which you deliver or are preparing to deliver services in.
Service Delivery Questions	Questions relating to the delivery of services, including the management of medications, disposal of waste and use of restrictive practices. These questions help determine your scope of practice.
Self-Assessment against the applicable	Based on your organisation profile, the registration groups you select and your responses to the service delivery requirements,

Information type	High-level detail
<p>NDIS Practice Standards</p>	<p>the system will identify the NDIS Practice Standards relevant to your application.</p> <p>You will be asked to demonstrate how you meet the requirements of the relevant modules. You will have a limit of 300 words, 2,000 characters to address each outcome. Supporting documentation against your claims is also required.</p> <p>You can also upload up to 7 attachments, no larger than 2MB each.</p> <p>Note – additional documentation can be supplied to the approved quality auditor once you have one associated with your application. The approved quality auditor can upload this information to your registration record.</p>
<p>Service Profile</p>	<ul style="list-style-type: none"> • The number of NDIS participants to which you deliver, or intend to deliver, services to. • The number of workers (including employees, volunteers and contractors) delivering NDIS supports. • The participant groups to which you deliver or intend to deliver services to: <ul style="list-style-type: none"> ○ Acquired brain injury ○ Aged care ○ Autism ○ Dementia ○ Intellectual disability ○ Mental health ○ Physical disability including sensory disability ○ Spinal injury ○ Ventilator dependent • The age groups which you deliver, or intend to deliver to: <ul style="list-style-type: none"> ○ 0 – 6 years ○ 7 – 16 years ○ 17 – 65 years ○ Over 65 years

Information type	High-level detail
Service Coverage Areas	The state or local government area and the coverage area of the sites where you deliver or intend to deliver services.
Outlets	The details of each outlet, including information such as the address, opening hours and registration group of supports delivered at the outlet.
Worker Screening	<p>Registered NDIS providers must ensure that workers engaged in risk-assessed roles have gone through a worker screening check and hold an appropriate clearance.</p> <p>Risk assessed roles are:</p> <ul style="list-style-type: none"> ○ key personnel roles ○ roles for which the normal duties include the direct delivery of specified supports or specified services to a person with disability ○ roles for which the normal duties are likely to require more than incidental contact with people with disability. <p>Information on the worker screening requirements and when they apply can be found on the NDIS Commission website.</p>