



NATIONAL DISABILITY INSURANCE SCHEME FORUM

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Brisbane 15th February 2018

This is a summary of the information presented at an NDIS forum held in Brisbane on the 15th February 2018.

A presentation by Andrew Whitecross of the Department of Social Services detailed the NDIS Quality and Safeguards Commission, that will be put into place in Queensland in 2019.

<https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework>

The key points follow which I noted from the presentation:

Registration of Providers – The NDIS registrar will be responsible for registration of providers classifying the providers into high risk and low risk categories depending on the role of provider.

- The NDIS practice standards will be used to assess providers, through regular third party audits. Currently state-based standards and audits are being used to register providers.
- Compulsory orientation modules regarding the framework will be put in place for all employers and employees.
- In 2019 in Queensland existing providers will be automatically transferred across from the NDIA to the commission.
- Periodically you will have to renew your registration, which will involve a self-assessment against practice standards followed by an individual external audit.

Complaints – Providers will be required to have internal policies and processes to respond to complaints, according to the practice standards and the NDIS code of conduct.

- If a complaint is made to the complaints Commissioner, some will lead to facilitated mediation or some will require further investigation. Some of these complaints may be referred to police, other regulatory bodies, the Commission's Senior Practitioner or consumer affairs agencies.

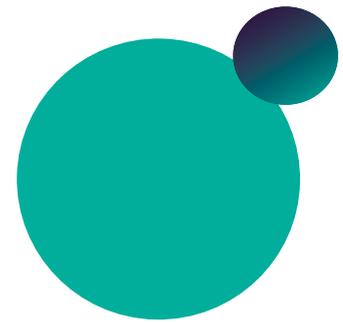
- Reportable incidents include: physical and sexual assault, abuse and neglect, serious injury, death, sexual misconduct, unauthorised use of restrictive practices.
- Complaints about the NDIA plans will be handled internally by the NDIA.

Behaviour Support – The Senior Practitioner provides clinical leadership for the Positive Behaviour Supports and reduction and elimination of restrictive practices.

- A competency framework will be established for Positive Behaviour Support plans.
- Currently state and territories are responsible for authorising restrictive practices in their jurisdiction.

Worker screening – will be in place by July 2019 in Queensland. Earlier in other jurisdictions. There will be a national database in place by that time. They are still working through how this will transition from current systems to a national system.

NDIS Code of Conduct – applies to all providers and workers and will exist alongside existing professional code of conducts and any organisational code of conduct requirements.



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Key Points

- The NDIS registrar will be responsible for registration of providers classifying the providers into high risk and low risk categories depending on the role of provider
- Providers will be required to have internal policies and processes to respond to complaints, according to the practice standards and the NDIS code of conduct
- The Senior Practitioner provides clinical leadership for the Positive Behaviour Supports and reduction and elimination of restrictive practices.
- Worker screening will become a national system.
- NDIS Code of Conduct