

NDIS Quality and Safeguarding Arrangements

Information for schools - August 2020

This fact sheet helps schools to understand the NDIS quality and safeguarding arrangements that apply to NDIS-funded providers in NSW.

The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission ('the NDIS Commission') is a Commonwealth statutory agency, set up to improve the quality and safety of NDIS supports and services.

The NDIS Commission registers and regulates NDIS providers, and investigates allegations of abuse and neglect involving NDIS providers.

The NDIS Commission is independent of the National Disability Insurance Agency (NDIA), which delivers the NDIS through individual supports plans for people with disability.

More information can be found on the [NDIS Commission's website](http://www.ndiscommission.gov.au/) (www.ndiscommission.gov.au/).

Conditions of registration as an NDIS provider

NDIS providers seeking registration will need to meet the NDIS Commission's suitability criteria for delivering services to people with disability. They also need to meet NDIS Practice Standards to demonstrate a capacity to provide high quality and safe supports and services, and comply with the NDIS Code of Conduct.

Registered NDIS providers must have in-house complaints management and incident management systems, and must ensure that all workers meet the appropriate checks under the new national worker screening system.

Further information on the registration process is available in the [NDIS Commission's website](http://www.ndiscommission.gov.au/providers/provider-responsibilities/registered-provider-requirements) (www.ndiscommission.gov.au/providers/provider-responsibilities/registered-provider-requirements).

Not all NDIS providers need to be registered with the NDIS Commission

NDIS participants with plans managed by the NDIA can only engage NDIS registered providers. NDIS participants who self-manage their plans can engage providers not registered with the NDIS Commission. Participants using a plan management provider can engage non-registered providers but the plan management provider must be registered with the NDIS Commission.

Some providers must be registered with the NDIS Commission in order to deliver services to an NDIS participant. These include providers of specialist behaviour support services and providers likely to need to use a regulated restrictive practice when providing a service.

The NDIS Code of Conduct

All NDIS providers, including non-registered providers, must adhere to the NDIS Code of Conduct. This requires providers to respect the decision-making and privacy rights of NDIS participants, provide services in a safe and competent manner, and protect participants from violence, exploitation, neglect and abuse.

The NDIS Commission's functions will have limited impact on schools

Schools are not required to check the NDIS registration status of a provider delivering services at a school.

NDIS Commission staff may visit a school as part of an investigation into a complaint relating to an NDIS provider. The NDIS Commission may also disclose information to "child welfare agencies" (which may include a school or the department) where this is necessary for the agency to contact a parent, guardian or relative of a child, or for the agency to carry out its responsibilities in relation to the safety, welfare or wellbeing of a child.

Schools will still need to ensure providers have NSW Working With Children Check clearances

When NSW moves to the national Worker Screening system employees of registered NDIS providers will need to meet new requirements to deliver NDIS-funded services. These requirements are in addition to the NSW Working With Children Checks, which will continue to be managed by the Office of the Children's Guardian.

The NDIS Commission will manage national worker screening policy and design and ensure that registered NDIS providers comply with worker screening requirements. The Office of the Children's Guardian will conduct the NDIS worker screenings in NSW.

Schools will not be required to check a provider's NDIS worker screening status.

Families can make a complaint to the NDIS Commission about an NDIS-funded service

The NDIS Commission can investigate complaints relating to registered and non-registered NDIS providers. The NDIS Commission can be contacted as follows:

- **Phone:** 1800 035 544
- **Text Telephone:** TTY 133 677
- **Translating and Interpreting Service:** 131 450
- **National Relay Service:** internet-relay.nrscall.gov.au/ and ask for
- 1800 035 544
- **Online complaint form:** www.ndiscommission.gov.au/participants/complaints
- **Mail:** PO Box 210, Penrith NSW 2750

If they feel comfortable, families and carers who are unhappy with an NDIS service provider should first speak to the service provider. If they are still unhappy after speaking with the service provider, they can contact the NDIS Commission. They can also contact the NDIS Commission in the first instance.

Families can also contact the following organisations if they have concerns about services delivered by an NDIS provider:

NSW Ombudsman

- **Telephone:** 02 9286 1000 or 1800 451 524 (outside Sydney metro)
- **Email:** nswombo@ombo.nsw.gov.au
- **Address:** HSBC Centre, 24/580 George St, Sydney NSW 2000
- **Website:** www.ombo.nsw.gov.au/contact-us

Fair Trading NSW

- **Telephone:** 13 32 30
- **Address:** 60 Station Street, Parramatta NSW 2150
- **Website:** www.fairtrading.nsw.gov.au/contact-us

Commonwealth Ombudsman

- **Telephone:** 1300 362 072
- **Address:** Suite 2, Level 16, 580 George St, Sydney NSW 2000
- **Website:** www.ombudsman.gov.au/contact



Families with questions or concerns about NDIS eligibility or individual NDIS plans can contact the NDIA by telephone on 1800 800 110, or via the website on www.ndis.gov.au/contact.

Schools should raise quality and safety concerns about an NDIS providers with parents and carers

Where a school continues to have concerns about the quality and safety of an NDIS-funded support delivered at the school, the principal can withdraw provider access to the school. Schools can also raise their concerns with their local [NDIS Coordinator for NSW Public Schools](#), who may refer the matter to the NDIS Commission. Schools should not directly refer matters to the Commission.

NSW mandatory reporting obligations still apply to school staff who suspect an NDIS-funded provider of abuse or neglect of a child or young person.

More information

NDIS

1800 800 110
ndis.gov.au

NDIS Quality and Safeguards Commission

1800 035 544
<https://www.ndiscommission.gov.au>

Disability, Learning & Support (state office)

Email: disability.support@det.nsw.edu.au
NDIS webpage: <https://tinyurl.com/ndis>

NDIS Coordinators for NSW Public Schools

Susanne Andrews - Campbelltown Education Office
Wendy English - Dubbo Education Office
Angela Hay - Warilla Education Office
Rachel Pregnell - Coffs Harbour Education Office
Fran Tinley - Nirimba Education Office