



NDIS Quality and Safeguarding Framework

Information for participants

What is this factsheet about?

This factsheet outlines some key information for participants about the National Disability Insurance Scheme (NDIS) Quality and Safeguarding Framework (the Framework). The Framework is designed to ensure NDIS participants have access to high quality supports and safe environments.

What is a safeguard?

Safeguards include **natural safeguards** such as personal relationships and connections with the community, and **formal safeguards** such as standards, regulations and quality assurance systems that apply to individuals and organisations providing supports.

Safeguards under the Framework are designed to help people with disability exercise choice and control. They aim to minimise the likelihood of harm to people with disability and ensure high quality supports are provided through the NDIS.

Why a new Framework?

The NDIS represents a fundamental change to how services for people with disability are funded and delivered across Australia.

The Framework is designed to ensure that all people with disability have the same protection, regardless of where they live in Australia.

The Framework has been developed following intensive consultation and collaboration between all governments, people with disability, carers, service providers and other stakeholders.

An overview of the Framework is available on the Quality and Safeguards website.

What will the new Framework provide for me?

The Framework contains natural and formal safeguards for individuals, the workforce and providers in the NDIS including:

- A new **NDIS complaints system** where anyone can make a complaint about a provider of NDIS purchased supports. Universal complaints processes, such as Fair Trading, professional and industry bodies, will still be available to participants.
- A new **NDIS registrar** to make sure NDIS providers have the right attitudes, knowledge and skills to deliver services to people with disability. The registrar will do this through regulating provider registration and quality assurance.
- Mandatory orientation for providers and workers delivering NDIS supports to make sure they are familiar with the principles underpinning the NDIS and their obligations in providing supports to NDIS participants.
- A new **senior practitioner function** which will provide leadership in reducing and eliminating restrictive practices. Restrictive practices are to be used only as a last resort, be the least restrictive option available, be in proportion to the risk posed by the behaviour and follow best practice. Positive behaviour support practitioners will have to meet additional registration requirements to develop plans to support people who may require the use of a restrictive practice.
- Screening workers to reduce the risk of people who may be seeking to do harm from working with NDIS participants.
- More information online about registered providers so participants can understand their support options, make informed choices and connect with providers who can help them to achieve their goals.

Advocacy is also a type of safeguard. All people with disability have access to advocacy, regardless of whether they are an NDIS participant or not. Advocacy services will be funded outside of the NDIS through government funded programs such as the National Disability Advocacy Program.

What happens during the transition period?

Until the NDIS is at full scheme, states and territories remain responsible for quality and safeguarding arrangements, including registering providers, managing complaints and feedback, along with the National Disability Insurance Agency (NDIA).

If you are unsure of who to turn to during this time, you can call the NDIA on 1800 800 110 and they will direct you. There is no wrong door.

Do I need to do anything?

No. The current quality and safeguards arrangements remain in place until the Framework is implemented. More information will be provided closer to when the Framework comes into force.

There are still opportunities to contribute to the implementation of the Framework. Consultation rounds will be advertised during 2017. You can also check the Department of Social Service's engage website to see and contribute to current consultations.

More information

The Framework is available in full on the DSS website at www.dss.gov.au/ndisqualitysafeguards

For current consultations visit <https://engage.dss.gov.au>

For information on provider support and regulation refer to the Provider Factsheet.

For more information on the NDIS Quality and Safeguarding Framework you can email ndisqualitysafeguards@dss.gov.au

For more information about the NDIS visit www.ndis.gov.au