

ndiscommission.gov.au

Behaviour support

Anyone delivering positive behaviour support with restrictive practice must be a registered provider. Behaviour support plans including restrictive practice are lodged with NDIS Commission by BS Practitioner. Implementing providers must seek state authorisation for restrictive practices:

- Seclusion
- Chemical restraint
- Mechanical restraint
- Physical restraint
- Environmental restraint

and must report monthly to the NDIS Commission

Reportable Incidents

1. If a person is in danger, call 000
 2. Report to the NDIS Commission **WITHIN 24 HOURS**:
 - Death
 - Serious injury
 - Abuse or neglect
 - Sexual or physical assault
 - Sexual misconduct
- WITHIN 5 DAYS:**
- Unauthorised use of a restrictive practice.

An inhouse incident management system is **MANDATORY** for registered providers and **RECOMMENDED** for unregistered providers

NDIS Quality & Safeguards Commission
1800 035 544

Worker screening

From February 1st 2021, there will be a single, nationally consistent worker screening for all workers in 'risk assessed' roles. This is mandatory for all registered NDIS providers and voluntary transitional arrangements in place in WA www.ndiscommission.gov.au/providers/worker-screening/ interarrangements#wa

From December 1st 2020, there are transitional arrangements in place in WA www.ndiscommission.gov.au/providers/worker-screening/ interarrangements#wa

Complaints

All registered and unregistered NDIS providers are to have a feedback & complaints system in place proportionate to the size of the organisation and the complexity of the supports delivered, and this information is accessible for people using the service

If you can't or don't want to resolve a complaint with your service provider, contact the NDIS Commission on 1800 035 544

Monitoring & Capacity Building

Regulatory functions are applied proportionately to the level of risk and complexity of supports

The NDIS Commission offers guidance, education and assistance to help understand how to meet the requirements

When NDIS providers or workers do not meet their obligations, the NDIS Commission can investigate and enforce corrective action

NDIS providers will meet national, proportionate registration requirements and undertake an audit to ensure compliance with the relevant NDIS Practice Standards, NDIS Code of Conduct and worker screening requirements. 3 year renewal cycle (with mid term audit for Certification pathway). Providers of NDIA managed supports, specialist disability accommodation, specialist behaviour support and implementers of restrictive practice **MUST** be registered

This applies to ALL workers, registered & unregistered NDIS providers and self managers

- Respect individual rights
- Respect self determination
- Respect privacy
- Act with integrity, honesty & transparency
- Deliver services competently
- Ensure quality & safety
- Prevent and respond to violence, neglect, abuse & exploitation

Code of Conduct

NDIS Quality & Safeguards Commission
1800 035 544

Registration

Quality and safety benchmarks for all registered NDIS providers

VERIFICATION pathway for lower risk & less complex support and services

- HR management
- Incident management
- Complaints management
- Risk management

CERTIFICATION pathway for higher risk, more complex supports

- Rights and responsibilities
- Governance & operational management
- Provision of support
- Support provision environment + Supplementary modules as relevant

Practice Standards



Government of Western Australia
Department of Communities

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