



Quality and Safeguards Provider Checklist

Ensure your Business is on top of NDIS Quality and Safeguards

This Fact Sheet can be used by Registered NDIS Providers to help them meet their mandatory compliance obligations. The Fact Sheet can also be used by Unregistered NDIS Providers to support best practice, quality and safe service delivery.

For more detail on the items below, see the NDIS Quality and Safeguards and their Importance for NDIS Providers Fact Sheet.

The business' Management Team and Governing Body (if relevant) have reviewed the NDIS Quality and Safeguarding Framework.

The business' Management Team and Governing Body (if relevant) have reviewed the NDIS Practice Standards.

Service delivery staff have received relevant training in the Framework, the Standards and delivering services to people with disability.

The business' Management Team and Governing Body (if relevant) have reviewed and understand the NDIS Code of Conduct.

The business' Management Team and Governing Body (if relevant) have read and understand the NDIS Commission's [NDIS Code of Conduct - Guidance for Service Providers](#).

Service delivery staff have reviewed and received training in the NDIS Code of Conduct.

Service delivery staff have read and understand the NDIS Commission's [NDIS Code of Conduct Guidance for Workers](#).

Service delivery staff have completed the NDIS Code of Conduct Worksheet



Provider Checklist Continued...

The business' Management Team and Governing Body (if relevant) have completed the NDIS Quality and Safeguards Commission's [Worker Orientation Module](#).

Service delivery staff have completed the NDIS Worker Orientation Module.

The business has an Incident Management System to record and manage incidents.

The business has a Complaints Management and Resolution System to record and manage complaints.

Service delivery staff have received training in:

- supporting the rights of people with disability, including the business' privacy and information management processes
- the business' complaints management system
- the business' incident management system

The business has reviewed, met and trained its personnel in any additional requirements it is subject to under the NDIS Quality and Safeguarding Framework (such as behaviour support requirements).

All Management Team members, Governing Body members (if relevant) and staff have been reviewed to determine whether they need to undergo an [NDIS Worker Screening Check](#).

All personnel requiring a Worker Screening Check have met the necessary interim screening requirements in the business' state or territory.

The business has processes in place to regularly review and assess its performance against the NDIS Quality and Safeguarding Framework.

