



REGISTRATION GUIDELINES

FOR NDIS QUALITY AND SAFEGUARDS COMMISSION



Keypoints

- From **1 December 2020** the NDIS Quality and Safeguards Commission (NDIS Commission) will commence in WA.
- NDIS providers already registered with the WA Department of Communities will automatically transfer to the NDIS Commission on this date.
- New providers will be able to register directly with the NDIS Commission through their online portal from 1 December 2020.
- All providers will be required to undertake an independent audit against the NDIS Practice Standards.

For New and Renewing NDIS providers:

- Registered providers will receive a **Certificate of Registration** including a renewal date from the NDIS Commission on or after 1 December 2020.
- New providers will receive a **Scope of Audit** after completing their online self-assessment.
- There are 2 Audit pathways, verification and certification, determined by the size, scope and the registration groups selected by the provider.
- Providers and all workers must adhere to the NDIS Code of Conduct.
- Providers must maintain a continuous quality improvement process including but not limited to:
 - Feedback and complaints management
 - Incident management and reporting
 - Worker screening requirements
 - Internal-auditing processes

How to get ready for the online self-assessment:

- Understand and embed the NDIS Code of Conduct into your organisation.
- Develop a shared understanding of what the implementation of the NDIS Practice Standards means across your organisation.
- Review existing policies and procedures and ensure policy is reflected in practice.
- Identify areas of strength and areas for development for each of the NDIS Practice Standards.
- Keep records of organisational development activities as evidence for your audit. For example, updates to your training register.



For links to resources see the WAAMH Sector Readiness Project Webpage

<https://waamh.org.au/sector-development-and-training/ndis-quality-and-safeguards-commission-sector-readiness-project/ndis-qsc-sector-readiness-project-resources-and-events>

Supported by



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PSYCHOSOCIAL SERVICE PROVIDERS

APPLICATION PROCESS

FOR NDIS QUALITY AND SAFEGUARDS COMMISSION



Beginning the Registration Process

New providers can commence the **online application** whenever they are ready. Renewing providers can commence the online renewal application up to 6 months before their renewal date. The online application requires details on the provider, their registration groups, self-assessment against the relevant practice standards and suitability for registration. Once commenced online, there are 60 days to complete the application.



Receive Scope of Audit Letter

The **Initial Scope of Audit Letter** from the NDIS Commission will be emailed to your organisational contact **24-48 hours** after your online renewal submission. This will state the registration pathway and modules you will be audited against.



Engage an Approved Quality Auditor

Once you have the Initial Scope of Audit, quotes can be requested from **Approved Quality Auditors (AQA)**. Considerations when selecting an AQA may include: costs associated with multiple sites, travel and remote audits, availability for intended audit dates, psychosocial disability service experience and alignment with your organisational values.



Undergo an Audit

The Verification pathway is usually a desktop audit. **The Certification** pathway involves 2 stages including both a desktop and onsite audit. Stage 1 and 2 must be completed within 3 months of each other. There are 9 months post registration renewal date to complete the entire process (audit and to address any non-conformities identified in Stage 1 or 2). Where there are minor or major non-conformities, the provider must submit a **Corrective Action Plan** to the AQA within 7 days. At the end of the audit, the AQA will give an audit overview, summary of findings and list any non-compliances identified.



Audit Report Submission

The AQA will submit the **Audit Report** and recommendations via the NDIS Commission online portal within **14 days** for the verification audit and **28 days** for a Certification audit. Recommendations for registration may be made when practice standards are fully met or there are limited minor non-conformities addressed via a corrective action plan. Major non-conformities must be addressed prior to a recommendation for registration being made.



Outcome

NDIS Commission will then assess the registration application and make a final decision based on the Audit Report. Successful applicants receive a **Certificate of Registration** from the NDIS Commission outlining services and supports they are registered to provide, the period of registration and any conditions required to maintain registration. Providers have 3 months to appeal any decisions made by the NDIS Commission.