

Factsheet

NDIS Quality and Safeguards are changing



The NDIS Quality and Safeguards Commission and NSW Government share responsibility for quality and safeguarding of disability services in NSW.

This factsheet is for people with disability, their families and carers, and people working in disability and mainstream services. It sets out how roles and responsibilities for quality and safeguards are changing.

What are 'Quality and Safeguards'?

Quality and safeguards are the mechanisms put in place to ensure high quality supports and safe environments. In the NDIS, this means that service providers must meet quality standards set by the NDIS Quality & Safeguards Commission to ensure safety for people with disability, their families and carers, and their staff, in the provision of NDIS funded services.

What are the roles and responsibilities of the NDIS Quality and Safeguards Commission and NSW Government?

The NDIS Quality and Safeguards Commission is a new independent Commonwealth body. The NDIS Quality and Safeguards Commission and NSW Government share responsibility for quality and safeguarding of disability services in NSW. This new arrangement began on 1 July 2018, and is set out in the [NDIS Quality and Safeguarding Framework](#).

The NDIS Quality and Safeguards Commission has lead responsibility for most quality and safeguarding functions related to NDIS services purchased using plans. This includes compliance monitoring of NDIS service providers and responding to allegations of abuse and neglect.

NSW Government retains some operational responsibilities relating to Restrictive Practices Authorisation and the NDIS Worker Check for NDIS service providers in NSW.

NSW Government remains responsible for safeguarding people with disability in other situations, including in home or community settings and in services funded by or under the control of NSW Government. Quality and safeguarding arrangements for these settings will not change. The table on the next page sets out how roles and responsibilities for quality and safeguards are changing.



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How roles and responsibilities are changing under the NDIS Quality and Safeguards Framework

Areas of quality & safeguards

Before 1 July 2018

After 1 July 2018

Areas of quality & safeguards	Before 1 July 2018	After 1 July 2018
Complaints about the NDIA	NDIA or Commonwealth Ombudsman	NDIA or Commonwealth Ombudsman
Complaints about a product or service, including those provided by an NDIS provider	NSW Fair Trading	NSW Fair Trading
Complaints about an NDIS service provider, service or support	NSW Ombudsman	NDIS Quality and Safeguards Commission
Reportable Incidents		NSW Ombudsman
Official Community Visitors Scheme		NSW Ombudsman
Policy design and compliance for worker screening	NSW Department of Family and Community Services	NDIS Quality and Safeguards Commission
Policy design and compliance for restrictive practices		NSW Department of Family and Community Services
Authorisation mechanism for restrictive practices		The NSW Worker Screening Unit will undertake the screening of NDIS workers from 1 July 2019. Until then, transitional arrangements apply.
Undertake worker screening	<i>Providers were required to screen workers in line with the Disability Inclusion Act 2014 (NSW)</i>	
Quality and Safeguards responsibilities for people with disability accessing NSW government services	NSW Quality and Safeguarding systems	NSW Quality and Safeguarding systems
Abuse and neglect in community settings	NSW Ombudsman	NSW Ombudsman

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Contact details for relevant organisations

National Disability Insurance Agency

Telephone: 1800 800 110

Mail: National Disability Insurance Agency GPO Box 700 Canberra ACT 260

Website: <https://www.ndis.gov.au/about-us/contact-us.html>

NSW Quality and Safeguards Commission

Telephone: 1800 035 544

Email: feedback@ndiscommission.gov.au

Website: www.ndiscommission.gov.au

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

Fair Trading NSW

Telephone: 13 32 30

Address: 60 Station Street, Parramatta NSW 2150

Website: www.fairtrading.nsw.gov.au

NSW Department of Family and Community Services

Telephone: 02 9377 600 (FACS Head Office)

Website: www.facs.nsw.gov.au/about/contact

For your nearest Community Services Centre:

www.facs.nsw.gov.au/about/contact/csc

Commonwealth Ombudsman

Telephone: 1300 362 072

Address: Suite 2, level 16 580 George St, Sydney NSW 2000

Website: www.ombudsman.gov.au/contact-us