

Queensland's Quality & Safeguards System

Guidance to prospective NDIS-Registered Providers regarding their obligations and considerations around quality and safeguards if they wish to deliver 'prescribed services'

Complaints

Providers are required to have and manage an internal complaint management process. Resolution should be sought as close to the source as possible.

The Department of Communities, Disability Services & Seniors (the department) will respond to complaints regarding NDIS - Registered Providers when made by participants, their family, carers and advocates or concerned citizens, and participants share their plan information.

feedback@communities.qld.gov.au

NDIA will respond to complaints about NDIA staff and processes.

Legislation

The provider is responsible to meet obligations under all relevant legislation, including:

- **Disability Services Act 2006** (amended in April 2016) includes
 - Monitoring and Compliance
 - Complaints and Governance
 - Restrictive Practices and Positive Behaviour Support
 - Criminal History Screening
- **Disability Services Regulation 2017**
- **Public Guardian Regulation 2014 Working with Children [Risk Management and Screening] Act 2000**
- **Coroners Act 2003**
 - All deaths in care must be reported to the coroner, regardless of circumstance

Human Services Quality Framework (HSQF)

Prescribed Services

Prescribed services refer to those listed in the Disability Services Regulation 2017

- Development – Life Skills (0117)
- Assist Personal Activities (0107)
- Personal Activities High (0104)
- Daily Tasks/Shared Living (0115)
- Participate Community (0125)
- Group/Centre Activities (0136)
- Plan Management (0127)
- Life Stage, Transition (0106)
- Behaviour Support (0110)
- Interpret/Translate (0121)
- Early Childhood Supports (0118)
- Support Coordination (0132)
- Therapeutic Supports (0128)

When registering for a prescribed service listed as a professional registration group, relevant pre-requisite professional qualifications and memberships is required (refer to sections 4.5 and 4.8 of the Guide to Suitability).

When registering as a provider it is a requirement to meet state quality standards. A 'pending state approval' letter from the NDIA will be issued until state quality standards are approved. For further information visit <https://www.communities.qld.gov.au/gateway/funding-grants/human-services-quality-framework>

Meeting State Requirements at Registration

Evidence of **ONE** of the following is required to the myplace Provider portal

Application Type	Information
HSQF certification	by a JAS ANZ accredited independent third party certification body (and a statement of commitment where you are registering to provide supports that are different to those covered by your current HSQF certificate)
Recognition of alternative accreditation	(reviewed & approved by HSQF team), if existing accreditation aligns well with HSQF, you can request recognition of alternative accreditation to demonstrate compliance
Self-assessment	(acceptance & completeness approved by HSQF team). Applied to new NDIS providers who need to demonstrate self-assured capacity to meet the Human Services Quality Standards & legislative and non-legislative safeguards for disability services

New providers have 18 months from date of registration approval by the NDIS to achieve certification. Some exceptions apply for new providers with acceptable accreditations or professionals working within their profession to provide supports.

For NDIS Provider information visit <https://ndis.gov.au/providers/qld-registering-provider>