

# 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' during transition to the NDIS in Queensland to 1 July 2019.

## Please note:

In preparation for the transition to the NDIS Quality and Safeguards Commission on 1 July 2019, the department will cease accepting new applications for HSQF assessment from **1 April 2019**.

## 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](mailto: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 and 5 of the NDIS Provider Registration 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

For NDIS [ndis.gov.au/providers/qld-registering-provider](https://www.ndis.gov.au/providers/qld-registering-provider)

NDIS Quality and Safeguards Commission commences in Queensland from 1 July 2019 for more information visit [www.ndiscommission.gov.au/](https://www.ndiscommission.gov.au/)