

Quality assurance and safeguards working arrangements for transition to the NDIS in Queensland

As at 3 June 2016

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Acronyms

DCCSDS	Department of Communities, Child Safety and Disability Services
HSQF	Human Service Quality Framework
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme

Legislation

Coroners Act 2003 (Qld)
Disability Services Act 1986 (Cwlth)
Disability Services Act 2006 (Qld)
National Disability Insurance Scheme Act 2013 (Cwlth)
National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013 (Cwlth)
Public Guardian Act 2014 (Qld)
Working with Children (Risk Management and Screening) Act 2000 (Qld)

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References

Preventing and Responding to the Abuse, Neglect and Exploitation of People with Disability (Queensland government policy)	www.communities.qld.gov.au/resources/disability/publication/abuse-neglect-exploitation-policy.pdf
Criminal history screening	www.communities.qld.gov.au/disability/key-projects/criminal-history-screening
Working with Children (Risk Management and Screening) Act	www.communities.qld.gov.au/disability/key-projects/criminal-history-screening

1. Purpose

This document provides the details of quality and safeguard arrangements for Queensland's transition to the NDIS. It is agreed between the National Disability Insurance Agency, the Commonwealth of Australia and the Queensland Government.

The Commonwealth, Queensland and NDIA will jointly monitor the implementation of these working arrangements, including working together with relevant Queensland statutory bodies to manage quality and safeguards issues that arise during the transition to the NDIS in Queensland to ensure the best possible outcomes for participants.

2. Background

The National Disability Insurance Scheme Act Part 3 of Chapter 4 requires a person or entity to apply to be a registered provider of supports in relation to:

- a. managing the funding for supports under plans and
- b. the provision of supports.

The *National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013* (clause 73) may make provision in connection with the approval of persons or entities as registered providers of supports, including by prescribing criteria relating to:

- a. compliance with prescribed safeguards
- b. compliance with prescribed quality assurance standards and procedures.

Existing Commonwealth and state quality and safeguarding systems will apply to NDIS providers of specialist disability services in Queensland during transition.

The following arrangements have been agreed to between the Queensland government and the National Disability Insurance Agency to ensure the existing systems include NDIS providers delivering specialist disability services in Queensland as regulated by the Disability Services Act.

3. Guiding principles

The NDIA is working to ensure high quality services for people with disability in a choice and control environment.

Consistent with the principles of the NDIS, individual, service and system level safeguards aim to achieve a balance between choice and control and to ensure adequate and appropriate safeguards are in place.

The Commonwealth and Queensland governments and the NDIA will ensure that there are appropriate levels of safeguards for individuals, particularly where risk is identified. They will ensure that these safeguards are not overly arduous, but reflect the appropriate standard of safeguards for the individual.

3.1 Individual safeguards

The role of natural safeguards will be recognised through the development of the NDIS participant's plan. This plan will identify the person's goals and aspirations, unique risks and appropriate safeguards for each individual. The plan is based on a presumption of capacity, unless there is evidence to the contrary.

The individual safeguards depend on the person's level of identified risk and need. Through the support needs assessment and planning process, the NDIA planning support coordinators will work with participants to identify their existing risks and safeguards, and to build intentional safeguards into the plan that reflect each participant's needs.

3.2 Service provider quality assurance and safeguards

Queensland's existing quality and safeguard framework is a robust mix of legislative and non-legislative measures. The existing quality assurance and safeguard systems have been extended to include NDIS providers of specialist disability services that operate in Queensland.

3.2.1 Legislative safeguards

Legislative safeguards apply to NDIS providers of specialist disability services.

The Disability Services Act 2006 includes a number of important protections, including mandated criminal history screening, a complaints management system and a restrictive practices framework.

The Public Guardian Act regulates the Adult Community Visitor Program – a rights protection and abuse prevention service for adults with intellectual impairment who live in settings deemed as visitable sites.

The Coroners Act requires every death in care to be reported to the police or coroner, regardless of the circumstances or cause of death. The Act extends to the NDIA.

The Working with Children (Risk Management and Screening) Act requires a person who engages in paid or voluntary child-related work to have a blue card, noting that some people will qualify for an exemption. Further information on qualifying for exemption can be found at <https://www.bluecard.qld.gov.au/>

3.2.2 Non-legislative safeguards

Non-legislative safeguards apply to NDIS providers of specialist disability services.

The Human Service Quality Framework is the Department of Communities, Child Safety and Disability Services' system for assessing and promoting improvement in the quality of human services delivered with department investment.

The framework includes:

- a set of quality standards, known as the Human Services Quality Standards that cover the core elements of human service delivery
- an assessment process to measure the performance of providers against the standards (by certification by an independent third-party, self-assessment or evidence of alternative accreditation/certification)
- a continuous improvement framework, which supports the participation of people in quality improvement.

4. Registration process for providers of specialist disability services in Queensland

Refer to Appendix 1: Provider registration process (for organisations delivering specialist disability services)

4.1 Provider registration application form

Providers registering with the NDIA must complete a Provider Registration Application Form and submit this form to the NDIA.

4.2 Registering for service clusters

As part of the registration process, providers must declare that the people in their organisation are appropriately skilled to deliver the support clusters they are registering to deliver. The Provider

Guide to Suitability describes the expectations for professional qualifications, professional registration and experience.

4.3 Sole practitioners

As part of the registration process, sole practitioners must declare that they have the appropriate qualifications or registration with relevant professional bodies to deliver the type of service or support they are registering to deliver.

Practitioners who seek to register as a consortium must declare that all practitioners have appropriate qualifications or registration with relevant professional bodies.

Practitioners will be required to comply with the ethical standards set by their professional body, as well as all relevant Commonwealth and state legislation.

4.4 Other Queensland government agencies

Other Queensland government departments (excluding the Department of Communities, Child Safety and Disability Services) registering to deliver specialist disability services under the NDIS will not be required to comply with the safeguards contained in the Disability Services Act or to provide evidence of compliance with the Human Services Quality Framework as part of their registration process. These government providers will remain subject to and regulated by their own quality and safeguard measures.

Where the Department of Communities, Child Safety and Disability Services provides specialist disability services, it will be subject to the safeguards contained in the Disability Services Act and be required to provide evidence of compliance with the Human Services Quality Framework.

4.5 Providing evidence for specialist disability support clusters

In Queensland, NDIS providers of specialist disability services must comply with the Disability Services Act and other relevant Queensland legislation. They must also comply with the Human Services Quality Framework, including demonstrating evidence of policies:

- consistent with the state's [abuse, neglect and exploitation policy](#)
- complying with the state's [criminal history screening](#) legislation
- complying with the state's working with children [legislation](#)
- outlining a complaints management framework
- outlining a risk management framework.

NDIS providers of specialist disability services must submit confirmation of compliance with the Human Services Quality Framework during the NDIS registration process. The evidence required depends on the provider type and is listed in the tables below.

Provider type 1. Existing provider with a service agreement with the Department of Communities, Child Safety and Disability Services to deliver specialist disability services

Registering to deliver	Evidence to be submitted to NDIS	Process
A like service to the one currently contracted to deliver	HSQF certification	<ul style="list-style-type: none"> • Provider uploads certification to NDIA provider portal as supporting evidence of competency to deliver a specialist disability support cluster
A service that is different to the one currently contracted to deliver	HSQF certification and a statement of commitment	<ul style="list-style-type: none"> • Provider uploads: <ol style="list-style-type: none"> a. certification to NDIA provider portal as supporting evidence of competency to deliver a specialist disability support cluster; AND b. statement of commitment* <p>*a statement of commitment is a written statement prepared by the provider that contains an assurance that any new specialist disability services will be included in the scope of the provider's next scheduled audit. The statement must be addressed to the NDIA and signed by the provider's authorising officer and a witness.</p>
	Confirmation of meeting HSQF requirements	<ul style="list-style-type: none"> • Provider submits a request for recognition of alternative accreditation to hsqf@communities.qld.gov.au • The department reviews the request and provides written advice to the provider • Where alternative accreditation is accepted, provider uploads the department's advice to NDIA provider portal • Where alternative accreditation is not accepted, provider must complete a HSQF self-assessment and submit this to hsqf@communities.qld.gov.au • The department reviews the self-assessment and provides advice of completeness to provider • Provider uploads advice of completeness to NDIA provider portal.

Provider type 2. Provider with a service agreement with the Department of Communities, Child Safety and Disability Services to deliver community care services

Registering to deliver	Evidence to be submitted to NDIS	Process
A like service to the one currently contracted to deliver	Confirmation of meeting HSQF requirements	<ul style="list-style-type: none"> • Provider submits a request for recognition of alternative accreditation to hsqf@communities.qld.gov.au • The department reviews the request and provides written advice to the provider • Where alternative accreditation is accepted, provider uploads the department's advice to NDIA provider portal • Where alternative accreditation is not accepted, provider must complete a HSQF self-assessment and submit this to hsqf@communities.qld.gov.au • The department reviews the self-assessment and provides advice of completeness to provider • Provider uploads advice of completeness to NDIA provider portal
	Confirmation of meeting HSQF self-assessment requirements	<ul style="list-style-type: none"> • Provider completes a self-assessment and submits this to the HSQF email • The department reviews the self-assessment and provides advice of completeness to provider • Provider uploads advice of completeness to NDIA provider portal.
A service that is different to the one currently contracted to deliver	Confirmation of meeting HSQF requirements	<ul style="list-style-type: none"> • Provider submits a request for recognition of alternative accreditation to hsqf@communities.qld.gov.au • The department reviews the request and provides written advice to the provider • Where alternative accreditation is accepted, provider uploads the department's advice to NDIA provider portal • Where alternative accreditation is not accepted, provider must complete a HSQF self-assessment and submit this to hsqf@communities.qld.gov.au • The department reviews the self-assessment and provides advice of completeness to provider • Provider uploads advice of completeness to NDIA provider portal

Registering to deliver	Evidence to be submitted to NDIS	Process
	Confirmation of meeting HSQF self-assessment requirements	<ul style="list-style-type: none"> • Provider completes a HSQF self-assessment and submits this to the hsqf@communities.qld.gov.au • The department reviews the self-assessment and provides advice of completeness to provider • Provider uploads advice of completeness to NDIA provider portal.

Provider type 3. Any other provider

(for example mental health providers and new specialist disability service providers without a service agreement with Department of Communities, Child Safety and Disability Services)

Registering to deliver	Evidence to be submitted to NDIS	Process
A specialist disability service cluster	Confirmation of meeting HSQF requirements	<ul style="list-style-type: none">• Provider submits a request for recognition of alternative accreditation to hsqf@communities.qld.gov.au• The department reviews the request and provides written advice to the provider• Where alternative accreditation is accepted, provider uploads the department's advice to NDIA provider portal• Where alternative accreditation is not accepted, provider must complete a HSQF self-assessment and submit this to hsqf@communities.qld.gov.au• The department reviews the self-assessment and provides advice of completeness to provider• Provider uploads advice of completeness to NDIA provider portal
	Confirmation of meeting HSQF self-assessment requirements	<ul style="list-style-type: none">• Provider completes a HSQF self-assessment and submits this to the hsqf@communities.qld.gov.au• The department reviews the self-assessment and provides advice of completeness to provider• Provider uploads advice of completeness to NDIA provider portal.

4.6 Commonwealth providers

4.6.1 Commonwealth Quality and Safeguard Arrangements

Existing Commonwealth providers who transition to deliver the same services through the NDIS will continue to be required to meet the Quality and Safeguards terms outlined in their Commonwealth funding agreements in accordance with the Terms of Business for Registered Providers for the NDIA. These include the requirement for providers to:

- engage appropriately qualified staff to deliver the agreed services including meeting relevant Commonwealth arrangements and policies relating to Vulnerable Persons, Police Check and Criminal Offences
- ensure services are delivered in accordance with the National Standards for Disability Services under the Commonwealth Disability Services Act 1986
- meets the relevant national standards and accreditation requirements
- operate in line and comply with the requirements as set out within all state and territory and Commonwealth legislation and regulations
- apply the highest standards of duty of care
- ensure service provision is effective, efficient, and appropriately targeted
- ensure Aboriginal and Torres Strait Islander people have equal and equitable access to services
- have appropriate internal complaints mechanisms in place
- maintain adequate insurance
- report performance against identified performance indicators
- notify the Commonwealth of anything reasonably likely to affect the performance of the Activity or otherwise required under this Agreement
- provide necessary verification that the Grant was spent in accordance with the grant details

These providers will ensure NDIS participants who are accessing their services are aware they can still access the existing Commonwealth safeguard arrangements, when required, including:

- service provider complaints processes
- Department of Social Services complaints processes
- The Commonwealth Ombudsman
- The Australian Human Rights Commission
- Other mainstream law enforcement and legal avenues

4.6.2 Arrangements for existing Commonwealth funded services to expand their support offering

Current Commonwealth funded providers that intend to expand their service offering through the NDIS will need to apply directly to the NDIA for registration of new service clusters.

Providers will be required to attain and maintain certification for the expanded service type under the Human Services Quality Framework for the transition period of until a national quality and safeguard arrangement is agreed to.

How accreditation with National Disability Services Standards is considered comparable to Human Services Quality Standards can be found at:

<https://www.communities.qld.gov.au/resources/funding/human-services-quality-framework/hsqf-standards-comparison-tool.pdf>

4.6.3 Arrangements for Australian Disability Enterprises and employment support services delivered by the Commonwealth

Transitioning Australian Disability Enterprises will be required to continue to meet their obligations against their Funding Agreements while also maintaining certification under JAS-ANZ against the National Standards for Disability Services.

New Australian Disability Enterprises (ADE) and employment support service providers continue to be required to attain and maintain certification under the National Standards for Disability Services for the transition period or until a national quality and safeguard systems is in place.

4.6.4 Commonwealth Continuity of Support Program

During the transition to full scheme, for providers delivering services to older people with disability under the Commonwealth Continuity of Support Program, Queensland and the Commonwealth intend to continue existing or comparable quality and safeguards arrangements using established mechanisms.

Further detail about the quality and safeguards arrangements for the Continuity of Support Programme during transition in Queensland is currently being finalised, and once agreed, will be outlined under the administrative arrangements for continuity of support as referred to in Schedule D of the Bilateral Agreement between the Commonwealth and Queensland for the transition to an NDIS.

5. Quality framework

5.1 Queensland's quality framework

Queensland's Human Services Quality Framework is a system for assessing and improving the quality of human services and for promoting quality outcomes to people who access these services.

The framework was developed in collaboration with the non-government sector to ensure important safeguards are in place, while reducing duplication and red tape. It includes:

- a set of Human Services Quality Standards that cover the core elements of human service delivery
- an assessment process to review the performance of service providers against the standards
- a continuous improvement framework that supports the participation of customers in quality improvement.

There are three methods of assessing and demonstrating compliance with the standards:

1. certification under the framework – recognition that a provider meets the requirements of the standards, determined by an independent third party assessment by an accredited certification body
2. evidence of certification or accreditation against a set of industry standards under an alternative quality framework
3. self-assessment.

Information on the framework is available on the department's website at

www.communities.qld.gov.au/gateway/funding-and-grants/human-services-quality-framework/overview-of-the-framework

5.2 During transition

Refer to Appendix 2: Human Services Quality Framework (roles and responsibilities)

All NDIS providers of specialist disability services must comply with the framework.

5.2.1 Certification

Providers can request the department consider an existing alternative accreditation or certification as evidence of meeting the human services quality standards. Requests will be considered on a case-by-case basis. If accepted, the alternative certification must be maintained for the transition period.

All other providers registering to be an NDIS provider specialist disability services must achieve and maintain certification with the framework **within 18 months of registration**.

Providers will be required to contract an independent, Joint Accreditation System of Australia and New Zealand (JAS-ANZ) accredited certification body to assess their suitability for certification. Certification is issued when a provider has been assessed by a certification body as meeting the quality standards.

NDIS providers of specialist disability services with existing certification under the framework must maintain their certification for the transition period.

5.2.2 Preliminary notification

The state will notify the NDIA when an NDIS provider presents with a notifiable issue identified during an audit process or a major non-conformity identified in an audit report.

The state will provide a copy of the Notifiable Issue Referral Form or the details of the non-conformity to the NDIA at Q&S@ndis.gov.au.

5.2.3 Major non-conformity

The state will notify the NDIA when an NDIS provider of specialist disability services has a major non-conformity and has not achieved certification after due process has been followed.

If an audit highlights a major non-conformity, a provider will have time to put into place actions to address any recommendations. A follow-up audit activity is undertaken and, if a major non-conformity still exists, the state will recommend the NDIA initiates action.

See Section 8: Monitoring and compliance

5.2.4 Contact points – quality assurance

Contact point	By whom	To whom	Contact details
Submit HSQF self-assessment	Provider	State	hsqf@communities.qld.gov.au
Auditor identifies a notifiable issue	State	NDIA	Quality.safeguards@ndis.gov.au
Audit report initially identifies a major non-conformity	State	NDIA	Quality.safeguards@ndis.gov.au
Advice of a major non-conformity after due process	State	NDIA	Quality.safeguards@ndis.gov.au
Other	NDIA	State	Quality.safeguards@ndis.gov.au

6. Criminal history screening

6.1 Queensland's criminal history screening

All providers of specialist disability services must comply with the Disability Services Act regarding criminal history screening.

Any person working at a specialist disability service outlet must undergo a criminal history check and be issued with a positive notice and yellow card.

A paid employee may start employment at a provider outlet once an application for criminal history screening has been made. Volunteers must await the outcome of their screening application and a yellow card must be issued prior to commencing work within a service outlet.

Under the Act, all workers and volunteers must undergo criminal history screening every three years.

A monitoring system with Queensland Police is in place whereby the department is notified if a yellow card holder is charged with an offence during the screening period. A yellow cardholder charged with a serious offence of a sexual nature will have their yellow card suspended. Other yellow cardholders with a change in criminal history must undergo a reassessment process.

6.2 During transition

Refer to Appendix 3: Criminal History Screening Unit yellow card (roles and responsibilities)

All NDIS providers of specialist disability services must comply with Disability Services Act regarding criminal history screening.

The department's Criminal History Screening Unit processes applications from all employees and volunteers of an NDIS provider delivering specialist disability services in Queensland. Once it determines eligibility to hold a yellow card, it notifies the provider and applicant.

Screening applications must be accompanied by the application fee.

6.2.1 Non-compliance

If an NDIS provider of specialist disability services fails to comply with the criminal history screening requirements, the department will report this failure to the NDIA. See Section 8. Monitoring and compliance

7. Complaints

7.1 Commonwealth complaints systems during transition

Any person who is not satisfied with their service provider's internal complaints and disputes mechanisms can contact the Complaints Resolution and Referral Service. Find more information about the service at www.crrs.net.au/

The National Disability Abuse and Neglect Hotline is a telephone service for reporting cases of abuse and neglect of people with disability in the community. If a caller reports abuse or neglect in any situation, the Hotline will refer the report to an agency able to investigate or otherwise address the report, such as an ombudsman or complaints-handling body. The Hotline provides support to callers on how a complaint about abuse and neglect might be raised and resolved at the local level. Find more information about the Hotline at www.disabilityhotline.net.au/general/contact-us/

The Complaints Resolution and Referral Service and the National Disability Abuse and Neglect Hotline will operate through NDIS transition.

The Commonwealth Ombudsman can investigate complaints about the actions and decisions of Australian Government agency actions and decisions to see if they are wrong, unjust, unlawful, discriminatory or unfair. The Ombudsman also seeks remedies for people affected by administrative deficiencies and acts to improve public administration.

The Ombudsman has strong investigatory powers. If required, officers working in government agencies must produce documents and answer questions under oath during Ombudsman investigations.

7.2 Queensland's complaints systems

The Human Services Quality Framework requires all NDIS providers of specialist disability services to establish and operate a clear and accessible complaints system to receive and resolve complaints about the services they provide. The service provider's complaints system should include a mechanism to advise their service users of their right to complain to the state authority if they are not satisfied with the outcome of their complaint.

7.3 During transition

Refer to Appendix 4: Complaints (roles and responsibilities)

7.3.1 Complaints managed by NDIA

During NDIS transition, the NDIA will operate a complaints management system for complaints in relation to:

- agency staff
- agency processes
- complaints about market capacity and availability of service provision.

Complaints about these matters can be made to the NDIA at feedback@ndis.gov.au. Find more information about this process at www.ndis.gov.au/about-us/contact-us/feedback-complaints.

7.3.2 Complaints managed by the state

The Department of Communities, Child Safety and Disability Services will continue to have a role in managing complaints lodged in relation to:

- the department’s disability funded providers
- the department’s directly delivered disability services.

The department will also manage complaints about NDIS providers of specialist disability services, when made by participants, their family, carers or advocates.

Noting that information about the participants plan is essential for Queensland complaints unit to respond to the complaint, and if the plan information is not made available, the department will refer the request for participant information back to the NDIA at feedback@ndis.gov.au.

The department will refer all complaints that are out of its scope to NDIA.

For more information regarding the department’s complaints management system go to www.communities.qld.gov.au/gateway/about-us/compliments-and-complaints-feedback

The complaints process will reflect a ‘no wrong door’ approach ensuring effective access to complaints resolution for all participants, their family, carers, providers and advocates interacting with the NDIS.

7.3.3 Contact points – complaints

Contact point	By whom	To whom	Contact details
Referral of complaints	State	NDIA	feedback@ndis.gov.au
Referral of complaints	NDIA	State	feedback@communities.qld.gov.au

8. Restrictive practices

8.1 Queensland's restrictive practices

To safeguard people with disability and reduce and eliminate the use of restrictive practices, the Disability Services Act requires that evidence based positive behaviour supports are implemented when a person exhibits risk behaviour.

Positive behaviour support is recognised as the best evidence based approach to reducing behaviour that is challenging. On occasions and to manage risk, it may be necessary to use restrictive practices to prevent a person's behaviour from causing harm to themselves or others.

Restrictive practices include chemical and mechanical restraint, physical restraint, restricted access to objects, containment and seclusion.

Restrictive practices must be used in a way that has regard for the person's human rights, is the least restrictive way of ensuring the safety of the person or others, maximises the opportunity for positive outcomes and complies with the person's positive behaviour support plan.

Queensland's restrictive practices framework applies to people with disability who:

- are 18 years or over
- have an intellectual or cognitive disability
- exhibit behaviour that either causes harm to the themselves or others, represents a serious risk of physical harm to the person or involves damage to property involving a serious risk of physical harm to the person.

Where appropriate, restrictive practices can apply to an adult with an acquired brain injury.

8.2 During transition

Refer to Appendix 5: Restrictive practices

NDIS providers of specialist disability services must act in accordance with the Disability Services Act requirements for the use of restrictive practices.

Providers must notify the department of approval or termination of approval, concerning the use of restrictive practices, as well as all instances of use of restrictive practices – even unplanned, unapproved and one-off use.

8.2.1 Major non-conformity

The department will notify the NDIA of any non-compliance with the Disability Services Act. See Section 8: Monitoring and compliance.

9. Monitoring and compliance

9.1 Queensland's monitoring and compliance systems

The department's authorised officers will investigate any alleged non-compliance of the Disability Services Act by NDIS providers of specialist disability services operating in Queensland.

The powers of authorised officers include, where appropriate, the use of search warrants and coercive powers to undertake investigations to determine whether a contravention of the Act has occurred and what appropriate action, if any, is required.

9.2 During transition

Refer to Appendix 6: Compliance

The department's authorised officers will investigate alleged non-compliance with the Disability Services Act including:

- abuse, neglect or harm of a participant, or risk of, abuse, neglect or harm
- significant service delivery failure by an NDIS provider of specialist disability services.

9.2.1 Preliminary notification

At the start of an investigation, the department will notify the NDIA at Q&S@ndis.gov.au of any NDIS provider of specialist disability services that does not comply with the Act.

Initiation action (under section 72 of the NDIS Act 2013)

Where the department's investigation identifies any outcome that results in a major non-compliance, it will advise the NDIA by email at Q&S@ndis.gov.au. That advice will include the investigation report.

The NDIA will use the investigation report to initiate action with that NDIS provider.

If the provider responds to the NDIA's action, the NDIA will seek any further relevant information from the department's investigation. The NDIA will request this information from the department at compliance@communities.qld.gov.au

[The transmission of information will be sent through a secure transmission.](#)

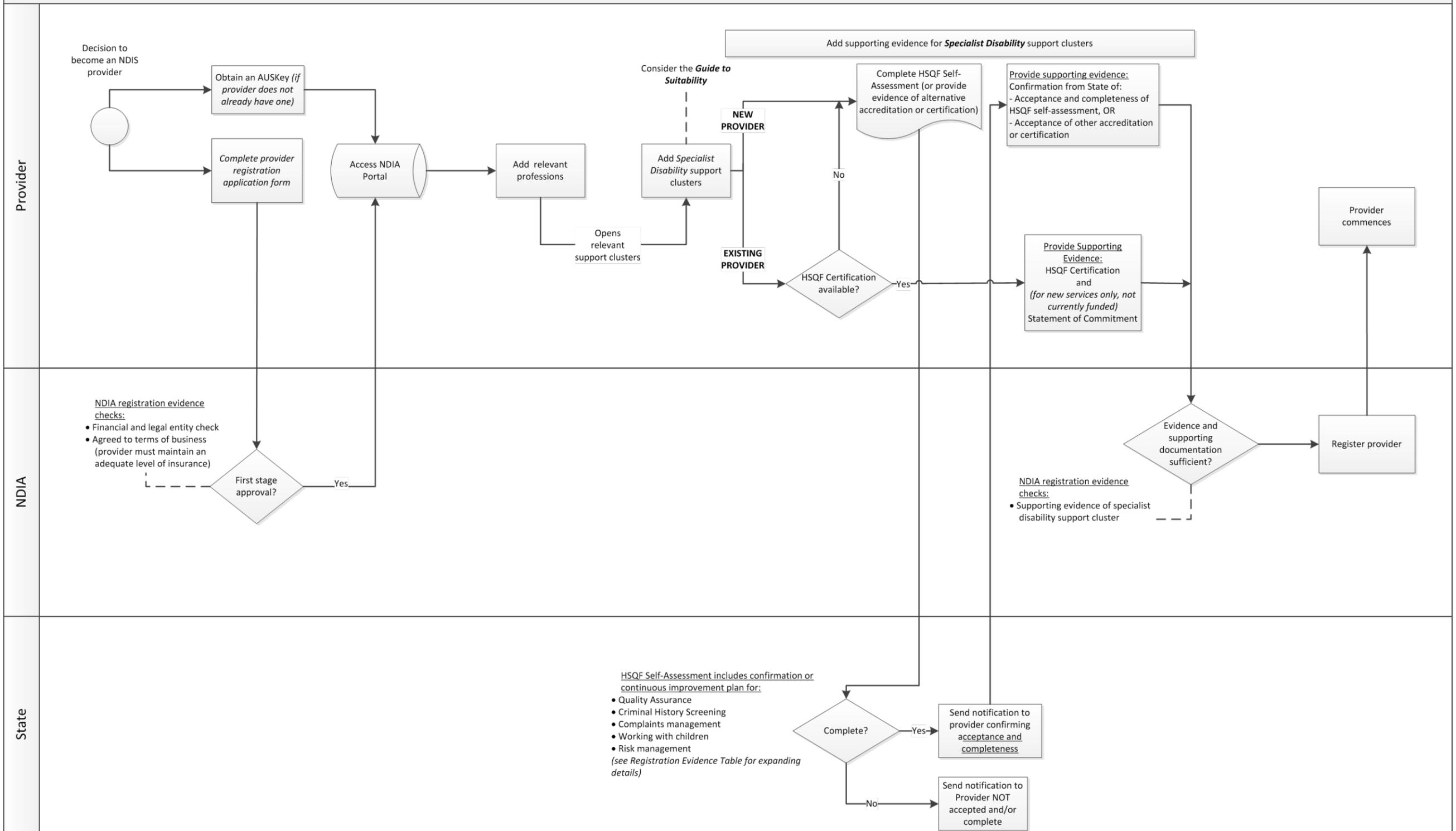
Where the NDIA revokes a provider's NDIS registration, it will advise the department by email at compliance@communities.qld.gov.au. The NDIA will also change the status of the provider in the NDIA registered provider report provided to the state.

9.2.2 Contact points – monitoring and compliance

Contact point	By whom	To whom	Contact details
Investigation that results in non-compliance with	State	NDIA	Quality.safeguards@ndis.gov.au

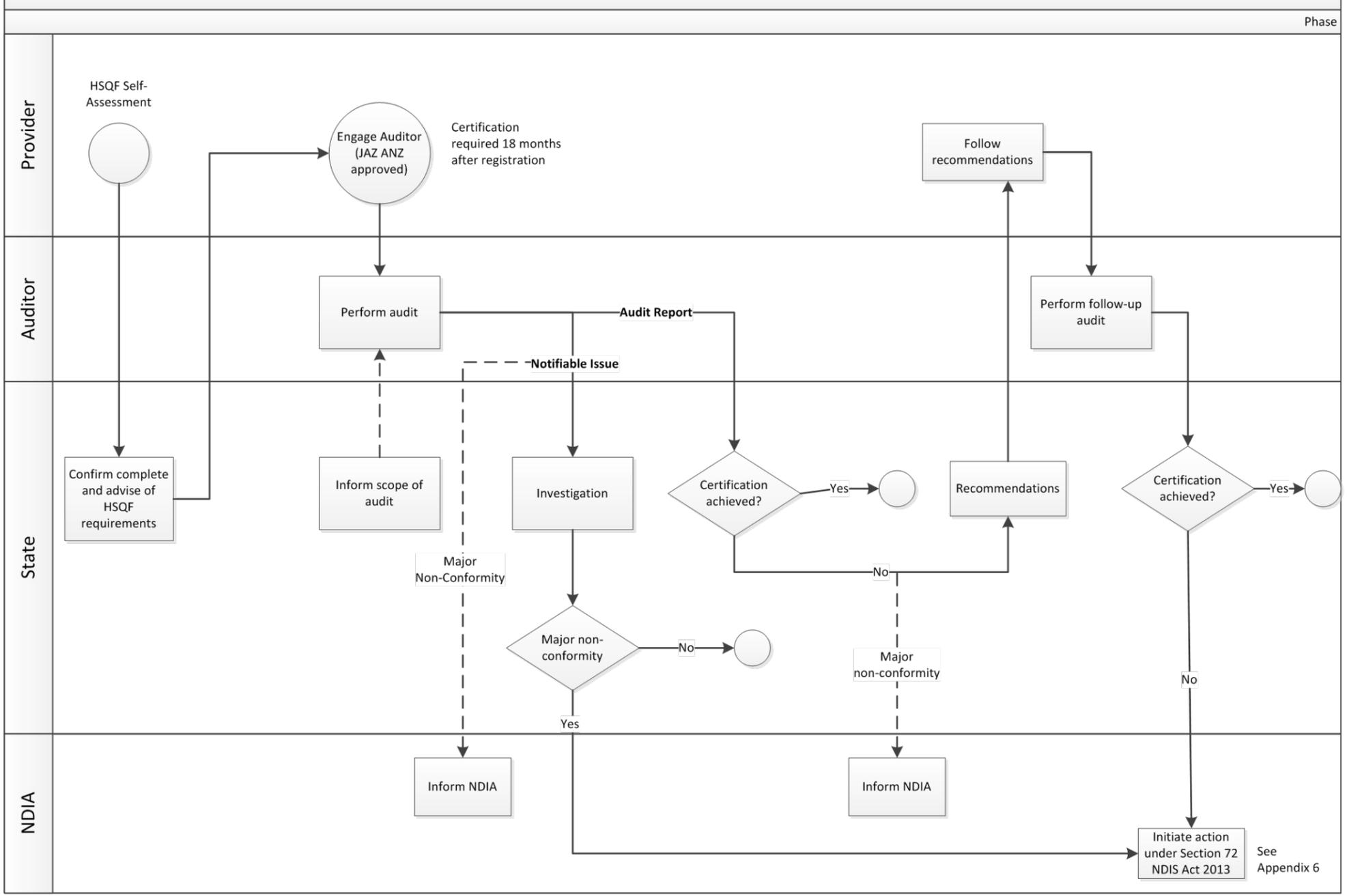
the Disability Services Act or other quality and safeguard requirements			
Request for advice of a provider's response to an action	NDIA	State	compliance@communities.qld.gov.au

Appendix 1 – Provider Registration Process (for organisations delivering specialist disability services)

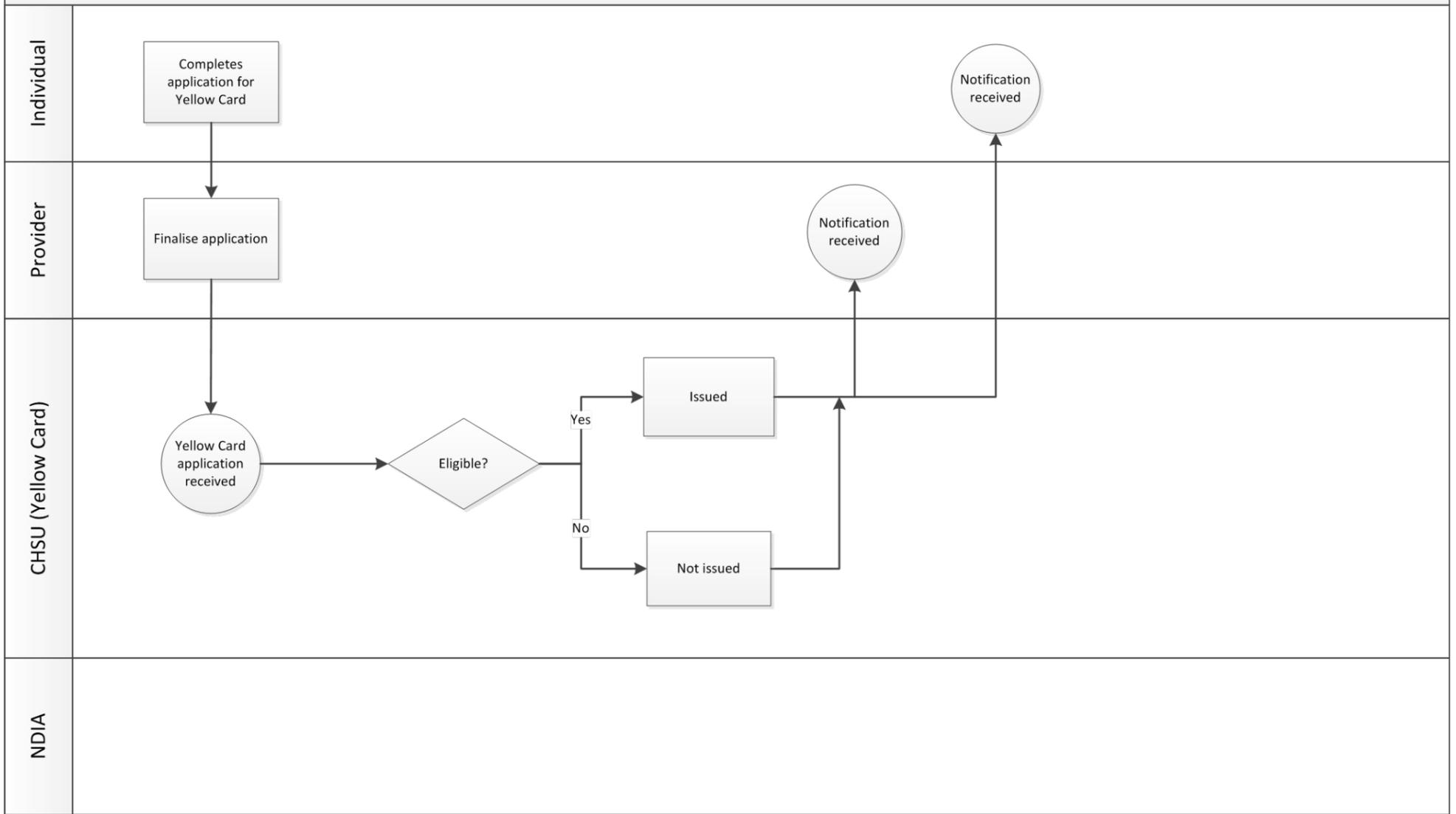


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Appendix 2 - Human Services Quality Framework (roles and responsibilities)

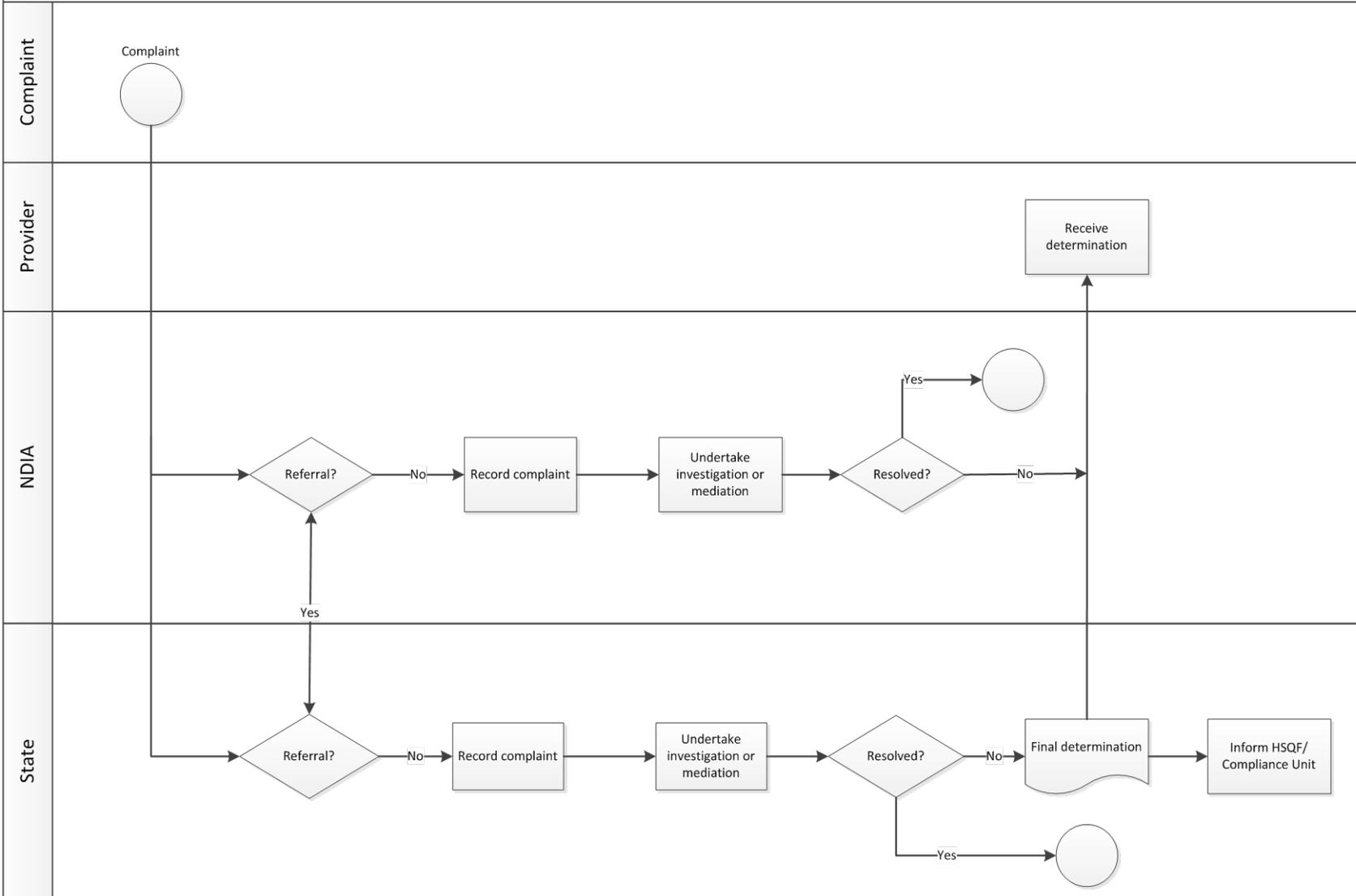


Appendix 3 – Criminal History Screening Unit (Yellow Card) (Roles and Responsibilities)

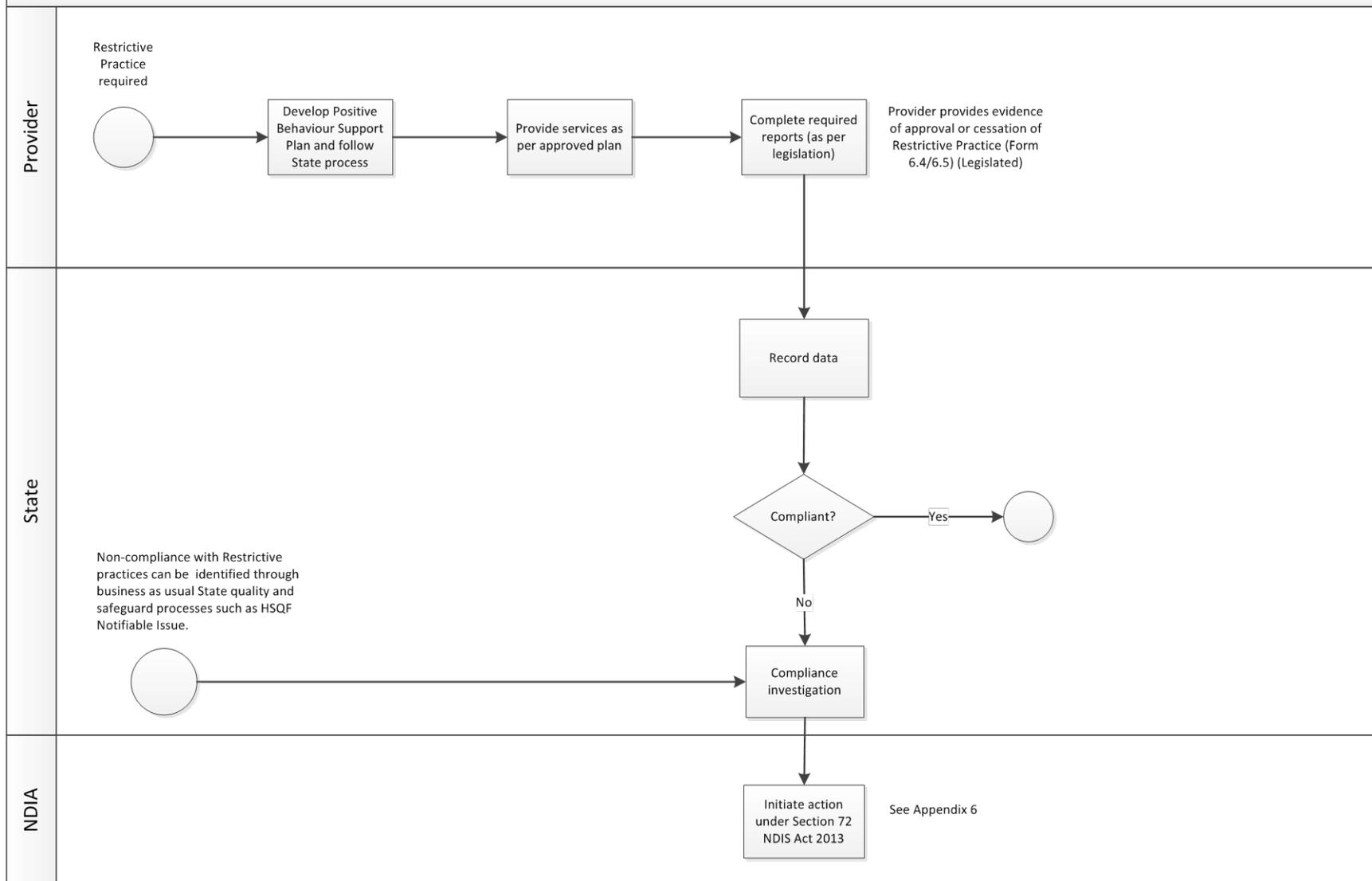


Appendix 4 - Complaints (Roles and Responsibilities)

Phase



Appendix 5 – Restrictive Practices (Roles and responsibilities)



Appendix 6 - Compliance (roles and responsibilities)

