National Disability Services  
Unpacking the NDIS Emergency and Disaster Management Practice Standard

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# Housekeeping

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# New Emergency and Disaster Management Practice Standard

**Presenter:** Mahashini Krishna; State Director (NSW/ACT), NDIS Quality and Safeguards Commission

**Question Time:** Mahashini Krishna, NDIS Quality & Safeguards, Julie Basso, NDIA

# NDIS Quality and Safeguards Commission

Mahashini Krishna

NSW/ACT State Director

# About the NDIS Commission

* Improve quality and safety of NDIS supports and services
* Registers providers for the NDIS
* Provide national consistency
* Help providers to meet their obligations
* Resolve problems and identify areas for improvement
* Support continuous improvement and quality in the NDIS

# Functions of the NDIS Commission

**NDIS Q and S Framework**

* NDIS Code of Conduct
* Registration and Quality Assurance
* Worker Screening Information
* Development and Capacity Building\*
* Monitoring Investigation and Enforcement
* Behaviour Support
* Reportable Incidents
* Complaint Handling

# Three dimensions of the NDIS quality and safeguards framework

Developmental - Building capability and support systems

* Communication and engagement
* Tools and resources
* Support for NDIS Providers Program
* If you need to speak up, speak to us campaign
* Worker Orientation Module

Preventative – Preventing harm and promoting quality

* Code of Conduct
* Practice Standards
* Behaviour Support
* Provider registration
* Worker screening
* Incident management
* Reportable incidents

Corrective – Responding if things go wrong

* Education, persuasion, compliance
* Registration, audit, investigation
* Compliance notices, infringements, enforceable undertakings and injunctions
* Civil penalties
* Revoke or refuse registration
* Ban

# Provider registration

* Who needs to be registered?
* Providers who deliver one or more of the following:
  + Services and supports to NDIS participants whose plan is managed by the NDIA
  + Specialist disability accommodation
  + Develop behaviour support plans
  + Implement restrictive practices
  + Residential aged care providers supporting NDIS participants (from 1 December 2020).
* Conditions of registration:
  + Compliance with Commonwealth, state and territory laws
  + NDIS Practice Standards
  + NDIS Code of Conduct
  + Complaints management and resolution requirements
  + Incident management and Reportable Incident requirements
  + Behaviour Support requirements (if applicable)
  + Worker screening.

# Practice Standards

* Benchmark for providers to assess performance and demonstrate high quality and safe supports for participants
* Each Practice Standard is build from a high-level participant outcome, supported by quality indicators.

Rights and responsibilities for participants

* Person centred supports
* Individual values and beliefs
* Privacy and Dignity
* Independence and informed choice
* Violence, abuse, neglect and exploitation

Outcome example:

* Each participant accesses supports free form violence, abuse, neglect, exploitation or discrimination

Indicator example:

Allegations and incidents…are acted upon and each participant is supported and assisted

All registered providers must be audited against relevant NDIS Practice Standards

Audits are proportionate to the size and scale of the organisation, risk and complexity of supports & services delivered

# Provider Governance and Operational Management

* Emergency and Disaster Management
* Outcome of this Practice Standard
* Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

# Why an Emergency and Disaster Management Standard?

Key outcomes:

* Plan
* Consult & communication
* Training
* Review
* Continuous improvement

# NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports to:

act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions

respect the privacy of people with disability

provide supports and services in a safe and competent manner with care and skill

act with integrity, honesty, and transparency

promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability

take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability

take all reasonable steps to prevent and respond to sexual misconduct.

# Obligations on providers

* Unregistered providers
  + NDIS Code of Conduct
  + Complaints process
  + Optional worker screening
* Registered providers (lower risk services)
  + NDIS Code of Conduct
  + Complaints process
  + Mandatory worker screening
  + Reportable incident requirements
  + Restrictive practice reporting (if applicable)
  + Practice Standards verification
* Registered providers (higher risk services)
  + NDIS Code of Conduct
  + Complaints process
  + Mandatory worker screening
  + Reportable incident requirements
  + Restrictive practice reporting (if applicable)
  + Practice Standards certification