

NDIS service providers under DHHS control

The Commonwealth and Victorian Governments have agreed that quality and safeguards are important to effectively support the phasing of service providers to the National Disability Insurance Scheme (NDIS). NDIS participants in Victoria and the community need to be confident that NDIS registered providers are capable of delivering services that are high quality and safe.

LISA Inc. Note: DHHS are demanding NGOs comply with department care policies, standards and values. Yet, the department's direct care services totally fail to comply with these standards as a direct result of their management failing to properly manage their services. And, consistent avoidance and denial of their failure.

All governments and the National Disability Insurance Agency (NDIA) are working on the design of a nationally consistent quality and safeguarding framework. Existing Victorian and Commonwealth quality and safeguarding arrangements will apply until the new framework, including agreed roles and responsibilities, is implemented.

Quality and safeguards:

In Victoria, a pre-requisite for NDIS registration is achieving and maintaining status as a Victorian approved NDIS provider. To gain status as a Victorian approved NDIS provider, organisations must comply with Victoria's quality and safeguarding requirements. This includes registration under the Disability Act 2006 (Act) for NDIS providers:

- delivering NDIS registration groups in scope of registration under the Act and
- considered a disability service provider within the definition of the Act, that is providing services only to people with a disability.

For a list of NDIS registration groups in scope of registration under the Act, refer to the Department of Health and Human Services' Policy, Procedures and Forms for the Registration of Disability Service Providers registered/registering with National Disability Insurance Agency.

Compliance requirements:

NDIS providers registered under the Act are required to comply with the Victorian Quality and Safeguards Working Arrangements for Transition (Agreed between the Victorian Government, Commonwealth Government and the National Disability Insurance Agency, June 2016).

Human Services Standards:

At the time of application for initial registration under the Act, NDIS providers are required to submit a completed Self-assessment report and quality improvement plan, along with the File audit tools, to demonstrate capacity to meet the Human Services Standards (Standards) (gazetted as **Department of Health and Human Services**

Standards). These form part of the Approved forms for the application process. See link to document at the bottom of the page. At its discretion, the department may request from the NDIS provider additional evidence for the purpose of registration.

Where an NDIS provider does not demonstrate capacity to comply with the Standards, the department may refuse the initial application for registration. Refusal by the department will result in notification to NDIA and loss of status as a Victorian approved NDIS provider for NDIS registration groups in scope of the Act.

LISA Inc. Note: This is the department retaining its power over everything and everybody. The department has a longstanding reputation for intimidating non-government service providers. And, for consistently failing to implement its own care policies, standards and values within its own direct care services. Whereas, it has handed itself the power which the Productivity Commission determined it used to stuff up traditional state bases disability support services!

A newly registered disability service provider will be required to undertake an independent review against the Standards within 12 months of its registration, unless accreditation against the Standards has already been achieved.

An NDIS provider not delivering services at the time an independent review is due will be unable to meet the Standards, which may result in revocation of registration under the Act and loss of status as a Victorian approved NDIS provider for NDIS registration groups in scope of the Act.

The Staff, volunteer and carer file audit tool and Client file audit tool are available to download:

[Staff, volunteer and carer file audit tool and client file audit tool - updated July 2016](#)

Download documents

[Policy, procedures and forms for registration of disability service providers registered/registering with National Disability Insurance Agency - updated July 2016 \(doc 269.0 KB\)](#)

[Human Services Standards self-assessment report and quality improvement plan for service providers operating under National Disability Insurance Agency - updated July 2016 \(doc 495.0 KB\)](#)

[Self-assessment hints and tips - updated March 2015 \(doc 149.5 KB\)](#)

Contact information

Standards and Regulation Helpdesk
Telephone: (03) 9096 2745

Email: hsstandards@dhhs.vic.gov.au