Outcome: National Disability Insurance Agency   **Question No:** NDIA SQ16-000049

Topic: Providers

Hansard Page: Written

Senator Siewert, asked:

How do NDIS providers determine the questions they ask before entering someone's home?
a) Has there been an occasion where someone has been asked 'are you violent'?
b) How do they manage OH&S obligations while being sensitive to disability needs?

Answer:

In transition, states and territories maintain responsibility for Quality and Safeguards as outlined in the Bilateral Agreements. The National Disability Insurance Agency (the Agency) has no formal functions or powers with respect to systems of quality assurance and safeguards.

Registered providers of supports are required to comply with the legislative, policy and practice requirements of the jurisdiction in which supports are provided, including OH&S procedures, workforce checks and other risk assessments. Complaints about provider behaviour are handled by the relevant jurisdiction, within these requirements. The Agency is unable to advise whether there has been an occasion where someone has been asked 'are you violent' as it does not hold accessible reporting detail at this level.

Most providers providing in home care are accustomed to offering services under previous system arrangements and have a clear understanding of the expected practices and any specific jurisdictional requirements.

The Agency actively directs providers to the requirements for registration (and resources to help them) via its Guide to Suitability.

More broadly, the choice and control conferred on participants by National Disability Insurance Scheme provides consumer choice over providers of services. As funding follows the participant, provider service quality will be demand led by customer satisfaction, as well as imposed by regulatory protection.