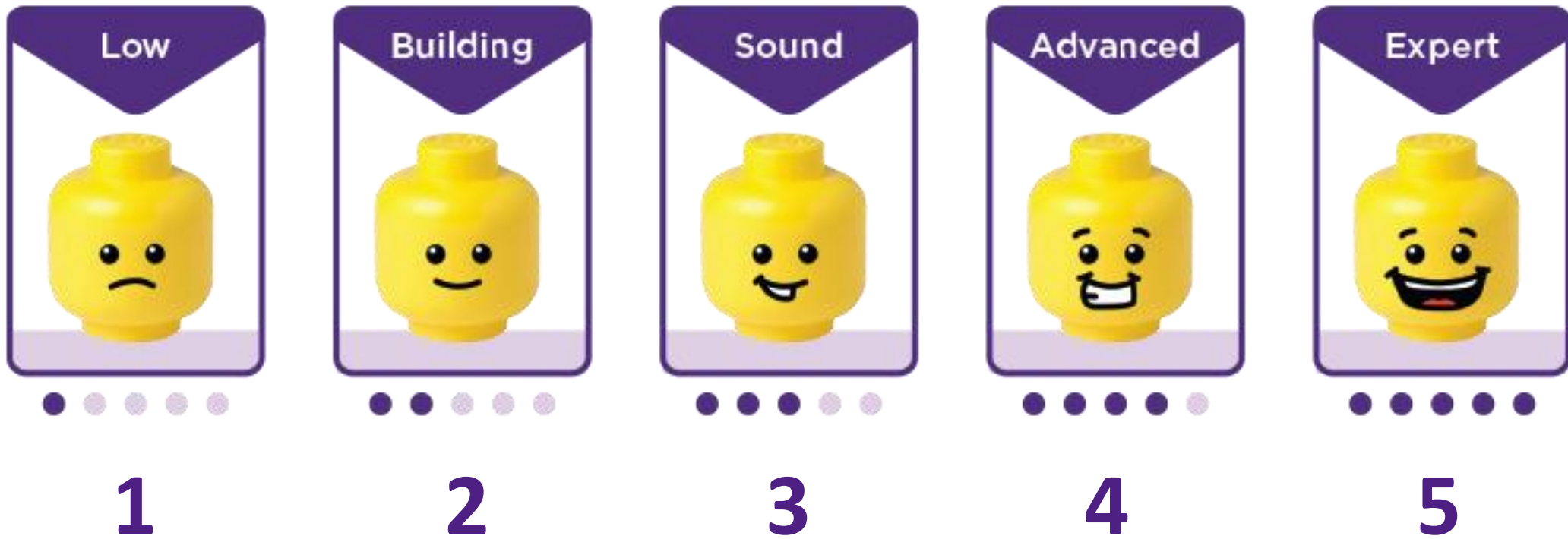


Pain Points and Priorities for Providers of Psychosocial Disability Services

In Applying the NDIS Practice Standards

Introduction Poll

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



Coming up in this webinar

1. Introduce NDIS practice standards and registration requirements;
2. Ask about the pain points and priorities in understanding and working with the new practice standards and registration requirements; and
3. Respond to as many of your questions as possible.

What are the **challenges** and **priority actions** for better understanding and working with the new practice standards and registration requirements?



Then and Now in Quality and Safeguards



Registration Requirements



Code of Conduct



Practice Standards



Complaints Management



Incident Management and Reportable Incidents



Worker Screening



Behaviour Support

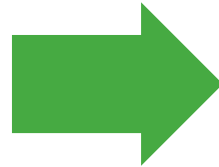


Then and Now in Quality and Safeguards

Registration Requirements

Before NDIS Commission

- Providers registered with NDIA.
- Q&S requirements depended on funding.



Under NDIS Commission

- Providers registered by NDIS Commission.
- Nationally consistent Q&S requirements.



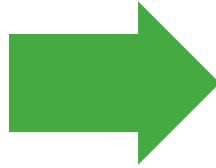
Then and Now in Quality and Safeguards



Code of Conduct

Before NDIS
Commission

- Organisational code of conduct, ethics or service charter.



Under NDIS
Commission

- All providers and workers in the NDIS must meet the NDIS Code of Conduct



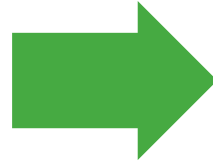
Then and Now in Quality and Safeguards



Practice Standards

Before NDIS
Commission

- Organisational code of conduct, ethics or service charter.



Under NDIS
Commission

- Providers audited for compliance with relevant NDIS Practice Standards



Then and Now in Quality and Safeguards

✓ Complaints Management

Before NDIS Commission

- Complaints about services ⇒ State Ombudsman or relevant government departments.
- Complaints about NDIA & plans ⇒ NDIA or Commonwealth Ombudsman.
- Provider complaint mgt system.



Under NDIS Commission

- Complaints about services ⇒ NDIS Commission.
- Complaints about NDIA & plans – No change.
- Provider complaint mgt system that is effective, proportionate and fair.



Then and Now in Quality and Safeguards

⚠ Incident Management and Reportable Incidents

Before NDIS Commission

- State schemes.
- Accommodation & centre-based respite and day programs.
- Providers would notify Ombudsman of reportable incidents.



Under NDIS Commission

- Registered providers are required to have effective incident management systems in place.
- Providers notify NDIS Commission of reportable incidents.



Then and Now in Quality and Safeguards

Worker Screening

Before NDIS Commission

- Registered providers would conduct referee checks and criminal record checks of workers before they were employed.



Under NDIS Commission

- Transition to a nationally consistent Worker Screening Check for employees of registered providers who have more than incidental contact with people with disability.



Then and Now in Quality and Safeguards



Behaviour Support

Before NDIS Commission

- State-based guidelines for behaviour support and restrictive practices.



Under NDIS Commission

- BSP lodged, use notified.
- Supplementary modules 2, 2a apply to audits.
- BS Practitioner Competency Framework.



Then and Now in Quality and Safeguards



Registration Requirements



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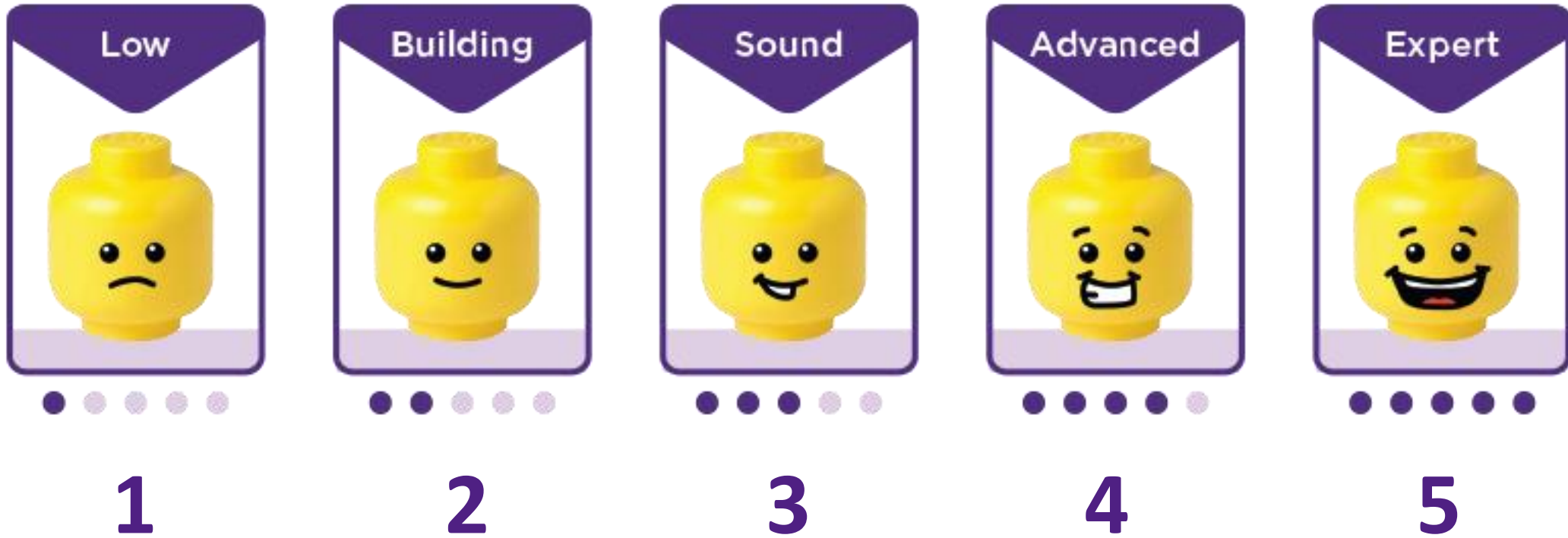
What Next?

- **Resources:** resources tab.
- **Further information:** about NDIS access, planning, plan reviews for psychosocial disability: <https://reimagine.today/>
- **The next webinar:** 28 November 2019.
- **Co-Design process to develop specialist psychosocial service resources** to assist providers.
- If you, or a colleague you may know, could **contribute positively to the co-design of these resources**, please email karen.h@mhcc.org.au



Review Poll

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



THANK YOU FOR JOINING US TODAY

Future webinar registration | Access emerging resources | Project updates

<http://www.mhcc.org.au/our-work/projects/>

Let's chat:

karen.h@mhcc.org.au

