



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission Communique from Consultative Committee, May 2024

The Consultative Committee met on Thursday 16 May 2024. Chaired by the NDIS Quality and Safeguards Acting Commissioner, Michael Phelan. The quarterly meeting focussed on two key pieces of work by the NDIS Quality and Safeguards Commission (NDIS Commission): Participant Voice in the Audit Process and the development of the 24/25 Corporate Plan.

Acting Commissioner's update

This was Acting Commissioner Michael Phelan's first Consultative Committee meeting. The Acting Commissioner spoke about his career history in law enforcement and intelligence and the expertise he brings to the Commission.

The successful funding in the 24/25 budget for the Digital and Regulatory Transformation will enable the establishment of the IT systems and required capability to support risk-based regulation to meet the Commission's obligations to safeguard participants, ensure market quality and proactively manage compliance.

The Commission over the last year has utilised the 23/24 budget uplift funding received to increase the size of the workforce to meet the demands driven by Scheme growth, reduced the number of aged matters and implement some key ICT systems such as a new telephone system to improve caller experience and response times.

Participant Voice in Audit Scheme

A workshop was recently held to gain valuable insight from the Consultative Committee on key issues, themes and ideas, that relate directly to the audit scheme. The Assistant Commissioner, Market Operations, along with the Director Regulatory Policy and Insight and the A/g Director, Audit and Monitoring, presented the outcomes.

Key themes that were discussed included: accessibility and inclusion, sharing audit outcomes, participants on audit teams, more auditor training, resources and monitoring the auditor performance.

The presentation further explored how to put the Committees' best ideas into action, this included: developing resources for NDIS participants and providers, improving auditor training, reviewing requirements relating to participant engagement in audit processes, sharing audit outcomes and surveying NDIS participants and providers about audit performance.

Corporate Plan

The proposed themes for the NDIS Commission's 2024-25 Corporate Plan were presented to the Consultative Committee. As a federal government agency, the NDIS Commission is required to prepare a Corporate Plan each year and for it to be made publicly available. The NDIS Commission's performance against the proposed themes from each year's Corporate Plan, is then reported on each year, within the Commission's Annual Report.

Valuable feedback was sought from the Consultative Committee on the proposed themes.

The Acting Commissioner thanked all attendees.