

Quality Roadmap



Drivers of Quality

Participants' choices, preferences, and feedback shape the NDIS market, driving competition, innovation, and quality improvements.

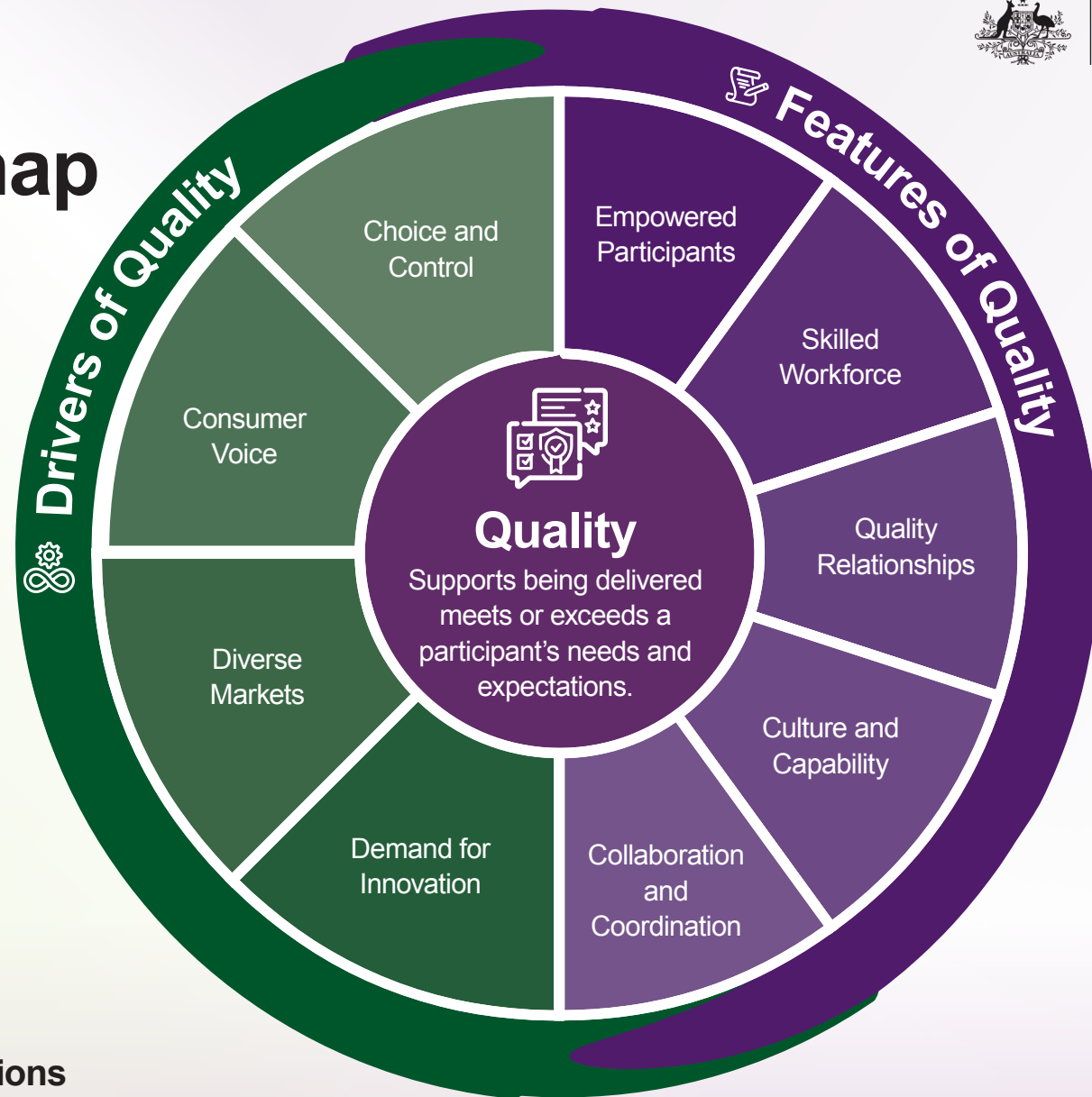
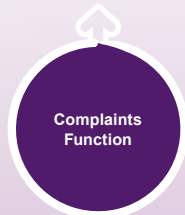
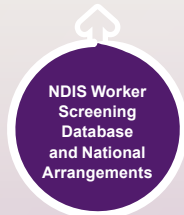
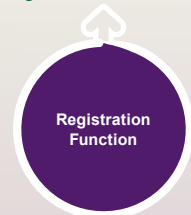


Features of Quality

As informed consumers, participants have the flexibility to choose and influence the supports they receive to best meet their needs.



Core Regulatory Functions





Quality Roadmap



Drivers of Quality

Participants' choices, preferences, and feedback shape the NDIS market, driving competition, innovation, and quality improvements.

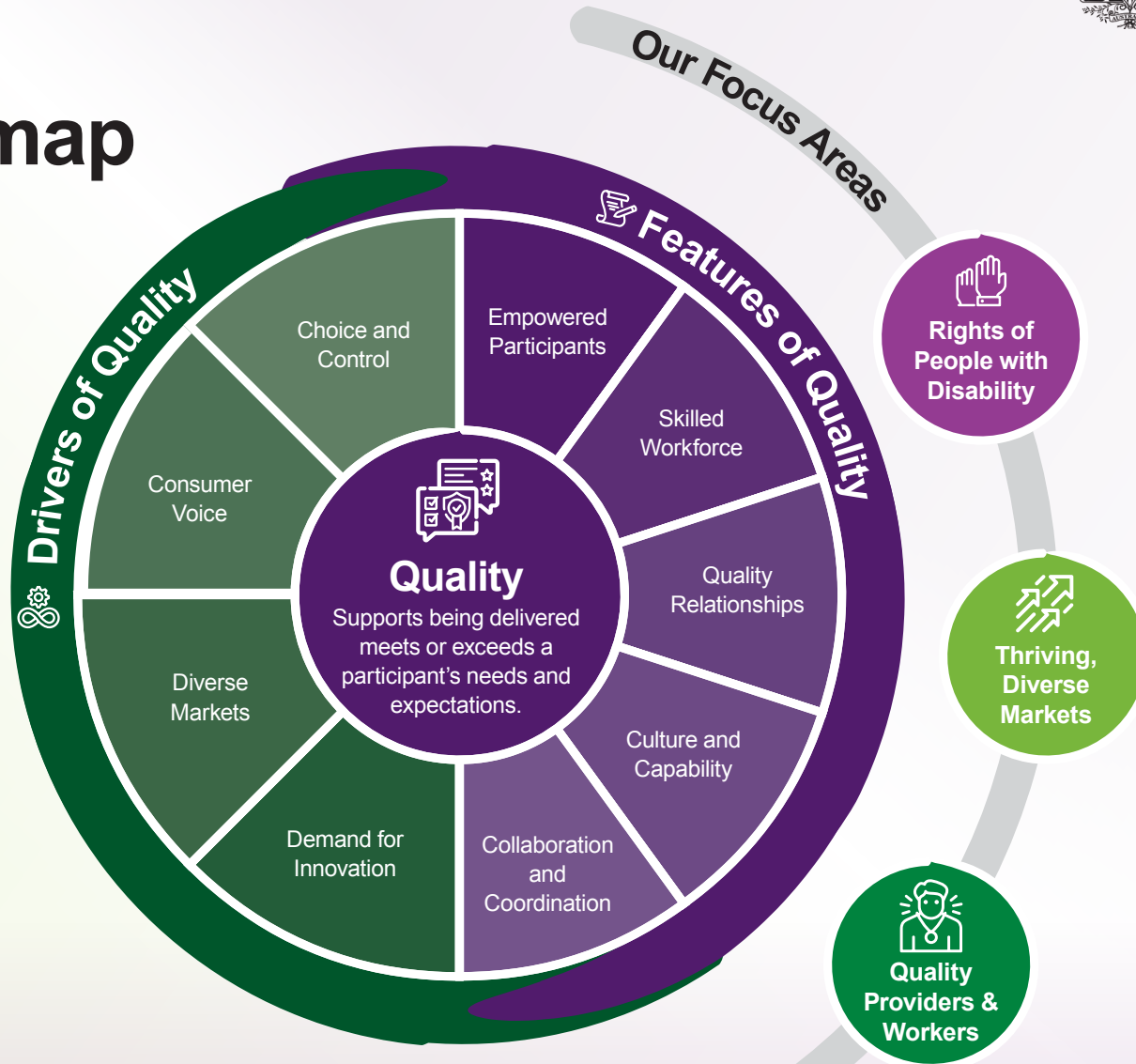


Features of Quality

As informed consumers, participants have the flexibility to choose and influence the supports they receive to best meet their needs.



Core Regulatory Functions



Our Focus Areas



The NDIS Commission amplifies and promotes the rights of people with disability



The NDIS Commission will enable consumer independence and informed choice for NDIS participants by using regulatory frameworks to promote and remove barriers to quality and safety



Every NDIS participant has safeguards in place and access to quality services and supports delivered by skilled workers of their choice



Quality

The provision of quality support is a complex process influenced by multiple interrelated factors, including the individualised participant experience and definition of quality, exercising choice and control, and the right to dignity of risk.



Drivers of Quality

Participants' choices, preferences, and feedback shape the NDIS market, driving diversity, innovation, and quality improvements.



- **Choice and Control:** Participants' individual preferences and needs shape the demand for person-centred, responsive services.



- **Consumer Voice:** Complaints, feedback and other mechanisms to uphold participant rights and self-determination contribute to the overall quality and accountability of the market.



- **Diverse Markets:** Strong, diverse and responsive markets drive tailored high quality and safe supports.



- **Demand for Innovation:** Participants' unique needs and goals drive innovative solutions and expanded service offerings.



Features of Quality

As informed consumers, participants have the flexibility to choose and influence the supports they receive to best meet their needs.



- **Empowered Participants:** Participants are empowered to grow and to make informed decisions. Participants have freedom and choice of their service providers, support workers, and the types of services they receive.



- **Skilled Workforce:** Skilled and knowledgeable workforce with appropriate qualifications, training, experience, and attitudes.



- **Quality Relationships:** Quality support is delivered when participant's authentic voice is at the centre of all decisions, creating trusting and safe relationships.



- **Culture and Capability:** Supports are flexible, responsive, rights based and demonstrate a commitment to continuous improvement.



- **Collaboration and Coordination:** Participants, service providers and stakeholders work together to achieve participant goals.



Core Regulatory Functions

The NDIS Commission's regulatory intent is to proactively use all our levers and tools to uphold the rights of NDIS participants, ensuring high quality and safe services and supports, and enabling consumer independence and choice.



- **Registration Function**

Manages the registration processes and maintain compliance with quality and safeguarding requirements.



- **Behaviour Support Function**

Safeguards the rights, dignity and quality of life of people with disability who require specialist behaviour support services.



- **NDIS Worker Screening Database and National Arrangements**

Management of the NDIS Worker Screening Check to check the people who are working with people with disability are safe.



- **Investigations and Compliance Functions**

High quality investigations and monitoring and enforcement actions.



- **Reportable Incidents Function**

Monitors and responds to mandatory reportable incident notifications to prevent and respond to abuse and neglect.



- **Complaints Function**

Receives, assess and facilitates complaints about providers. They undertake education activities and remedial actions in addition to providing support to providers to improve.



- **Education and Engagement**

Provides extensive practice guidance, education and resources developed to enable participants to understand their rights, and for providers to meet their obligations.