



# Regulatory Priorities 2024-25 Summary

The NDIS Quality and Safeguards Commission’s (NDIS Commission) purpose is to uphold the rights of people with disability, to elevate quality and safety and enable consumer independence.

## Our focus

Each financial year, the NDIS Commission sets and communicates our Regulatory Priorities (previously known as Compliance and Enforcement Priorities). This enables us to target our effort and resources towards identified areas of heightened risk.

For 2024-25, we will have a greater focus on quality and safe supports in regional and remote locations, and activity which intersects with other regulators.

We will use a range of proactive and reactive levers, often in combination, to address risk and provide quality and safeguarding support associated with the Regulatory Priorities.



## Our Regulatory Priorities 2024-25

- ◆ We will reduce and eliminate the use of restrictive practices through monitoring the quality and compliance of behaviour support plan development and implementation.
- ◆ We will ensure registered NDIS providers comply with their conditions of registration, especially auditing requirements, effective incident management systems, and reporting obligations.
- ◆ We will ensure supports and services are delivered by registered and unregistered NDIS providers and workers to people with disability in a safe and competent manner, and with care and skill, particularly in supported accommodation settings.
- ◆ We will regulate registered and unregistered NDIS providers' conduct in respect to individual participant rights, independence and choice and control.
- ◆ We will prevent and remove unscrupulous providers and workers from operating in the NDIS, by focusing on pricing, false and misleading conduct, and serious and organised crime.

## Key levers & tools



Our regulatory intent is to support and promote the rights of people with disability to receive safe and good quality NDIS supports and services. When we respond to concerns, we consider key risk factors to prioritise our response to these concerns.

Our Regulatory Priorities reflect the current NDIS legislative framework. As we are an agile, responsive regulator our Regulatory Priorities may shift in response to regulatory reform.



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