



Fact Sheet E – Business Management for National Disability Insurance Scheme providers

The National Disability Insurance Scheme (NDIS) Practice Standards (NDIS PS) Core Module Division 2 set out the Governance and Operational Management responsibilities for NDIS Providers. Areas covered are:

- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports

As the NDIS places a high priority and primary focus on ensuring participants are able to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports, it is not surprising that certification against the NDIS PS for Governance and Operational Management is framed from the perspective of the participant experience. In the evidence that providers will need to provide for certification, demonstrating their consideration of, and their engagement with participants features strongly (for more information refer to the **Fact Sheet D: Consumer & Carer Engagement**).

As well as the Governance and Operational Management requirements for certification that are specified in the NDIS PS, providers should look for any additional requirements for certification that appear in the NDIS Quality and Safety Commission Legislation, Rules, Guidelines and Policies. For example, both the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018* and *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018* have requirements that are required to be met for certification. For more information on guidelines and policies, visit: www.ndiscommission.gov.au/about/legislation-rules-policies

There will be a number of organisations that have either registered or are considering registering as NDIS providers, that are accredited against the NSMHS in which Standard 8 addresses Governance, Leadership and Management to ensure that organisations are governed, led and managed effectively and efficiently to facilitate the delivery of quality and coordinated services. Most of the areas covered in the NDIS PS for Governance and Operational Management are also covered in NSMHS Standard 8. Those not referenced are covered elsewhere, such as Continuity and Coordination of Care in Standard 9 and Feedback and Complaints in Standards 1 and 3. As with the NDIS PS, the NSMHS places a high priority on how governance, leadership and management affect the experience of consumers/participants (and carers), when accessing services.

Accordingly, providers seeking to meet the certification requirements of the NDIS PS should be able to use much of what they have in place for the accreditation requirements of the NSMHS. There may need to be some modifications to NSMHS-specific evidence for it to meet the requirements of the NDIS PS however, overall the fit should be well aligned, particularly if the focus of NDIS providers is participants with psychosocial disability.

For more information on Business management, the following useful resources are available from the NDIS and National Disability Services (national peak body for disability services):

- **NDIS Information for Providers:** www.ndis.gov.au/providers
- **NDIS Myplace Resources:** www.ndis.gov.au/providers/working-provider/myplace-provider-portal-and-resources
- **NDS Quality Portal:** www.nds.org.au/resources/nds-quality-portal (requires subscription fees)
- **NDS NDIS Business Process Guide:** www.nds.org.au/resources/all-resources/ndis-business-process-guide
- **NDIS Provider Toolkit:** <https://www.nds.org.au/resources/ndis-provider-toolkit>
- **Not-for-profits and the NDIS: Toolkit for Directors:** www.nds.org.au/resources/all-resources/ndis-toolkit-for-directors