Government of **Western Australia**
Mental Health Commission

Fact Sheet F – Safety and Quality Systems for National Disability Insurance Scheme Providers

Quality and safety are high priorities for the National Disability Insurance Scheme, particularly for the NDIS Safety and Quality Commission and the NDIS Practice Standards (NDIS PS) for which it has responsibility. In the **NDIS Practice Standards and Quality Indicators (2020)** it is states that:

> *"The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high **quality** and **safe** supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS PS will assist NDIS participants to be aware of what **quality** service provision they should expect from NDIS providers."*

Thus, safety and quality are themes that are present throughout the NDIS PS and are reflected in much of the evidence used to assess a provider's compliance with the NDIS PS for the purpose of certification/verification.

As well as these general themes of quality and safety, there are parts of the NDIS PS that focus on specific provider safety and quality systems. These are:

Core Module

- **Outcome 2.2 Risk Management** - Risks to participants, workers and the provider are identified and managed.
  - o **Indicator 2.2 3** - Support delivery is linked to a risk management system which includes: Work Health and Safety, Incident Management, Complaints Management and Human Resource Management, Financial Management, Information Management and Governance.
- **Outcome 2.3 Quality Management** - Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.
  - o **Indicator 2.3 1** - A quality management system is maintained that is relevant and proportionate to the size and scale of the provider and the scope and complexity of the supports delivered. The system defines how to meet the requirements of NDIS legislation and standards and is reviewed and updated as required to improve support delivery.
  - o **Indicator 2.3 2** - The provider's quality management system has a documented program of internal audits relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.
  - o **Indicator 2.3 3** - The provider's quality management system supports continuous improvement, using outcomes, risk related data, evidence-informed practice and feedback from participants and workers.

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- **Outcome 4.1 Safe Environment** - Each participant accesses supports in a safe environment that is appropriate to their needs.
  - **Indicator 4.1 1** - Each participant can easily identify workers engaged to provide the agreed supports.
  - **Indicator 4.1 2** - Where supports are provided in the participant's home, work is undertaken with the participant to ensure a safe support delivery environment.
  - **Indicator 4.1 3** - Where relevant, work is undertaken with other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries.

Safety and quality are important themes throughout the NDIS PS. Providers accredited against the NSMHS should already have evidence in place which can be used to meet the NDIS PS certification requirements. In particular:

- **Standard 2 – Safety** - The activities and environment of the organisation are safe for consumers, carers, families, visitors, staff and its community.
- **Standard 8 - Governance, Leadership and Management** – the organisation is governed, led and managed effectively and efficiently to facilitate the delivery of quality and coordinated services.

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.

Examples of evidence for assessing a provider's compliance with the NDIS PS:
- Risk assessments undertaken with NDIA participants before doing home visits could be the same or very similar to those used in current non-government mental health services to safeguard staff and consumers.
- Documented policies and procedures that demonstrate the organisation's systems and practices when monitoring, evaluating and managing organisation level risks (e.g. regular review of risk registers).

Useful resources on safety and quality systems for NDIS Providers are available from the National Disability Services (national peak body for disability services):

NDS Provider Toolkit (free): https://www.nds.org.au/resources/ndis-provider-toolkit

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