



**NDIS Quality  
and Safeguards  
Commission**

For the attention of the:  
Chief Executive Officer / Board Chair / Principal  
TOONWORLD PTY LTD  
Trading as Toonworld Pty Ltd  
563 Victoria Rd  
Ermington NSW 2115

29 June 2018

**NDIS Quality and Safeguards Commission  
Your new certificate of registration as a registered NDIS provider**

Dear Chief Executive Officer / Board Chair / Principal

On 22 June 2018, all registered providers in New South Wales (NSW) and South Australia (SA) received an email to let them know what is happening with the transfer of registration as providers of supports under the National Disability Insurance Scheme (NDIS). This email followed a letter to all such providers in NSW and SA on 22 May 2018, you can find both on the NDIS Commission's website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

The registration of your organisation to provide supports under the NDIS will be transferred from the National Disability Insurance Agency (NDIA) to the NDIS Commission on 1 July 2018 by the operation of the *National Disability Insurance Scheme (Quality and Safeguards Commission and Other Measures) Transitional Rules*. Under those rules, the Commissioner will be taken to have decided to register TOONWORLD PTY LTD (trading as Toonworld Pty Ltd) as a registered NDIS provider under section 73E of the *National Disability Insurance Scheme Act* (the Act).

The Commissioner of the NDIS Commission is now issuing your organisation with its certificate of registration in accordance with 73E(4)(b) of the Act. This certificate is attached and will apply to TOONWORLD PTY LTD (trading as Toonworld Pty Ltd) from 1 July 2018. Attached is an information guide relating to NDIS Provider obligations under the NDIS Commission.

**Your Registration ID is: 4-3LLM-2485**

You will need this Registration ID when contacting the NDIS Commission in relation to your registration and in order to access the NDIS Commission portal located on the website.

**Certificate of registration**

The details of your registration, including registration classes (or groups) and conditions of registration are identified in your organisation's certificate of registration (attached). It is important that you are familiar with the conditions that apply to your organisation's registration and its responsibilities as a registered NDIS provider.

## Registration scope

Given your organisation will be a registered NDIS provider from 1 July 2018, it is important to be registered in relation to all supports and services that your organisation delivers to participants under plans under the NDIS.

The transfer of provider registration is happening first in NSW and SA, and then later in other States and Territories. This is because the NDIS Commission will only have authority, between 1 July 2018 and 30 June 2019, to register NDIS providers operating in NSW and SA.

If your organisation is delivering, or intending to deliver, supports or services to participants who reside outside of NSW or SA, you will need to continue your organisation's registration with the NDIA and meet the quality and safeguard requirements in the State or Territory where the participant's reside. More information about this is available here [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

## Register of NDIS Providers

Under Section 73ZS of the Act, the Commissioner of the NDIS Commission maintains a public register of registered NDIS providers. The register is published on the NDIS Commission's website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

Amendments or updates to the information included on the NDIS Provider register can be requested by contacting the NDIS Commission via email to [registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au) or through the provider portal from the end of July.

## Next steps

You do not have to do anything for your organisation's initial registration to occur on 1 July 2018. You will, however, need to start getting ready for what to do to renew your registration.

To renew its registration, your organisation will need to make an application for registration under the new NDIS Commission arrangements before the end of the period specified in your organisation's Certificate of Registration. This will involve:

1. **Submitting an application for renewal using the NDIS Commission online portal and your Registration ID.** You will confirm key information about your organisation, including the key personnel.
2. You will also:
  - a. undertake a self-assessment of your organisation against the NDIS Practice Standards relevant to the supports and services you provide to participant's residing in NSW and SA.
  - b. Arrange for an assessment against the NDIS Practice Standards. This involves a Commission approved quality auditor assessing your organisation using either a verification or certification method to consider how your organisation meets relevant NDIS Practice Standards. Information about approved quality auditors will be published on the Commission website after 1 July 2018. Your Certificate of Registration attached specifies the timing of quality audits for your organisation.
3. To retain your organisation's registration status, your organisation must **submit** the registration renewal application with the NDIS Commission by: **30/06/2019**. This date is the end of the period of registration that will be stated on your Certificate of Registration. If your

organisation does not start the renewal process by this date your organisation's status as a registered NDIS provider will lapse.

4. Your organisation will be required to use the NDIS Commission's portal to undertake the registration renewal. The NDIS Commission's portal will be available from the end of July 2018. We will advise your organisation when the portal is available.
5. All users linked to your organisation in the NDIA's Myplace portal will also have access to your organisation's details in the NDIS Commission portal.

Please be aware that any registration classes (or groups) your organisation is currently registered to provide to participants residing in NSW or SA will transfer to the NDIS Commission on the 1 July 2018. As part of the registration renewal process there will be the opportunity to add or remove registration classes (or groups) where your organisation intends providing changed supports or services.

Please find following your organisation's Certificate of Registration with conditions of registration attached.

**NDIS Provider Registration**  
**NDIS Quality and Safeguards Commission**

[NDISCommission.gov.au](http://NDISCommission.gov.au)

[registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au)

PO Box 210

PENRITH NSW 2750





NDIS Quality  
and Safeguards  
Commission

## Certificate of Registration

Issued pursuant to subsection 73E(4) of the *National Disability Insurance Scheme Act 2013*  
(the Act)

As of 1 July 2018, TOONWORLD PTY LTD (30602718918) of 563 Victoria Rd Ermington NSW 2115 is a  
**registered NDIS provider**

Registration ID:	4-3LLM-2485
Legal name:	TOONWORLD PTY LTD
Business/trading name:	Toonworld Pty Ltd
ABN:	30602718918
ACN:	Not specified
Primary address / head office:	563 Victoria Rd Ermington NSW 2115
Registered provider in relation to:	The provision of supports under plans
Registration Classes (or Groups):	Innovative community participation
Period for which the registration is in force:	From 1 July 2018 until 30/06/2019

Note: If your organisation submits an application for renewal of its registration before the date identified above as the end of the period for which registration is in force, then by operation of section 73K of the Act, the registration will continue in force until the Commission makes a decision on the application under subsection 73E(1) of the Act.

### Conditions of registration

The registration of your organisation as a registered NDIS provider is subject to the conditions set out at the attachment to this Certificate of Registration.

Graeme Head

NDIS Quality and Safeguards Commissioner

[NDISCommission.gov.au](http://NDISCommission.gov.au)

[registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au)

PO Box 210

PENRITH NSW 2750

**Conditions of registration under subsection 73F of the *National Disability Insurance Act 2013***

The registration of your organisation as a registered NDIS provider is subject to the following conditions:

**Standard conditions of registration – section 73F(2) of the Act**

There are standard conditions which apply to all registered NDIS providers under section 73F(2) of the Act. These are:

- a. a condition to comply with all applicable requirements imposed by a law of the Commonwealth or a law of the State or Territory in which the person or entity operates as a registered NDIS provider;
- b. a condition to comply with all applicable requirements of the NDIS Code of Conduct;
- c. a condition to comply with all applicable standards and other requirements of the NDIS Practice Standards;
- d. a condition to comply with all applicable requirements relating to record keeping prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Q;
- e. a condition to implement and maintain the applicable complaints management and resolution system in accordance with section 73W;
- f. a condition to comply with all applicable requirements relating to complaints prescribed by the National Disability Insurance Scheme rules for the purposes of section 73X;
- g. a condition to implement and maintain the applicable incident management system in accordance with section 73Y;
- h. a condition to comply with all applicable requirements relating to reportable incidents prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Z;
- i. a condition to give to the NDIS Commissioner, on request, information specified in the request within the period specified in the request (which must not be less than 14 days).

**Conditions imposed under section 73G of the Act**

Subsection 73G(2) of the *National Disability Insurance Scheme Act 2013* enables the Commissioner to impose additional conditions on the registration of a particular registered NDIS provider. The Commissioner has imposed the following additional conditions on your organisation, in the event that the period of registration for your organisation is subject to the operation of subsection 73K(2) of the Act:

1. Within 9 months after the date identified above as the end of the period for which the registration is in force, your organisation must take all action necessary for the approved quality auditor to submit the completed quality audit of your organisation to the Commission.

Note: If your organisation submits an application for renewal of its registration before the date identified above as the end of the period for which registration is in force, then by operation of section 73K of the Act, the registration will continue in force until the Commission makes a decision on the application under subsection 73E(1) of the Act.

**Conditions imposed by NDIS rules made under sections 73H and 209 of the Act**

Part 2 of the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018* imposes conditions on all registered NDIS providers who use restrictive practices in the course of delivering NDIS supports. Links to and information about these conditions are available at [ndiscommission.gov.au](http://ndiscommission.gov.au).







**About the NDIS Commission**  
The NDIS Commission works with providers to improve the quality and safety of NDIS services and supports.

- The NDIS Commission oversees:
- Registration and regulation of providers
  - Compliance with the Practice Standards and Code of Conduct
  - Complaints about NDIS services and supports
  - Reportable incidents, including abuse and neglect of a participant
  - Use of restrictive practices
  - Nationally consistent NDIS worker screening

The NDIS Commission is independent of the National Disability Insurance Agency (NDIA). Both play a part in ensuring the principles of the National Disability Insurance Scheme (NDIS) are delivered.

The NDIA's focus is on monitoring:

- plans
- payments, and
- pricing for participants.

The NDIA will also detect and investigate allegations of fraud.

The NDIS Commission does not regulate the NDIA. Complaints about the NDIA should be made directly to the Agency.

**More information**

The NDIS Commission can provide information, resources and support to providers about how to meet their obligations.

Contact the NDIS Commission:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

# NDIS Quality and Safeguards Commission: what does this mean for providers?

## NDIS Code of Conduct

The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.

- Respect individual rights
- Respect self-determination
- Respect privacy
- Act with integrity, honesty and transparency
- Deliver services competently
- Ensure quality and safety
- Prevent and respond to violence, neglect, abuse, and exploitation

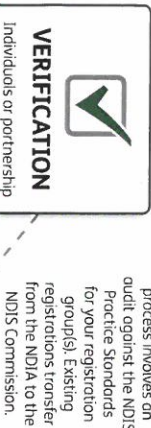
All providers must follow the NDIS Code of Conduct which is available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.

## Provider registration

Providers must be registered to deliver services and supports to NDIS participants who have their plan managed by the NDIA. NDIS providers that deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans must also be registered. The registration process depends on providers size and scope as well as service delivery risk.

There are two pathways for registration:



### Practice Standards describe good practice for providing supports and services

The core module applies to all providers, and supplementary modules apply to providers of specialised supports.

The NDIS Commission will advise you of the **Practice Standards** you need to meet, and can support you in understanding what is required to demonstrate compliance.

The core module includes things like:

- risk management
- expected qualifications and competencies for employees
- complaints systems, and
- effective and inclusive governance.

Supplementary modules for more complex supports:

- High intensity daily personal activities
- Specialist behaviour support
- Implementing behaviour support plans
- Early childhood supports
- Specialised support coordination
- Specialised disability accommodation

## Complaints process

NDIS participants have the right to complain or provide feedback about the safety and quality of NDIS supports and services.

NDIS providers need to have a way to record and manage complaints they receive and make it easy for the NDIS participants they support to complain. Providers must apply procedural fairness to people when managing a complaint. The NDIS Commission takes complaints where the person is unable to resolve issues with their NDIS provider or does not feel empowered to make a complaint directly.

Every NDIS provider must have effective complaints management and resolution arrangements.

Complaints and feedback are an opportunity for providers to improve service delivery.

## Reportable incidents

Providers must notify, investigate and respond to reportable incidents. The following incidents must be reported to the NDIS Commission:

- Death
- Sexual or physical assault
- Serious injury
- Sexual misconduct, and
- Abuse and neglect
- Unauthorised use of restrictive practices.

Reporting the incident to the NDIS Commission does not replace notifying any appropriate authorities, such as the police.

## Behaviour Support arrangements

Restrictive practices can only be used as part of a behaviour support plan developed by a registered Specialist Behaviour Support provider. The use of restrictive practices must be authorised by states and territories, and behaviour support plans lodged with the NDIS Commission.

Providers registered to deliver Specialist Behaviour Support Services must engage Behaviour Support Practitioners who are approved by the NDIS Commission.

## Worker screening

Providers have a responsibility to ensure paid and volunteer workers who have more than incidental contact with participants have been screened.

Registered providers need to assess which roles in their organisation require a clearance and maintain records for all workers. It is the responsibility of the worker to re-apply for clearance.

The states and territories will conduct the screening using nationally consistent criteria, which means workers with a valid clearance can work anywhere in Australia.

