

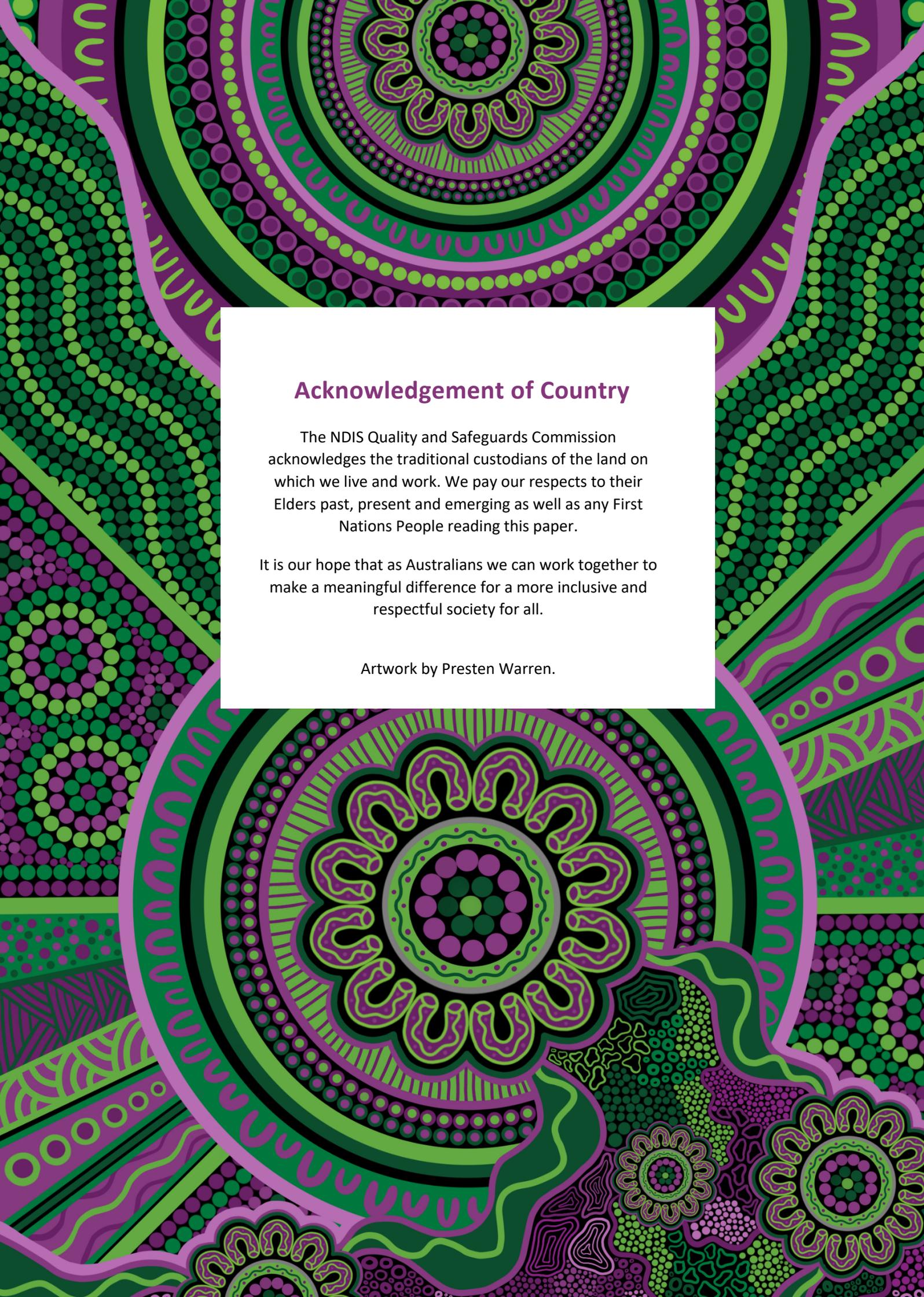


**NDIS Quality
and Safeguards
Commission**

NDIS Practice Standards Review

Discussion Paper

October 2025



Acknowledgement of Country

The NDIS Quality and Safeguards Commission acknowledges the traditional custodians of the land on which we live and work. We pay our respects to their Elders past, present and emerging as well as any First Nations People reading this paper.

It is our hope that as Australians we can work together to make a meaningful difference for a more inclusive and respectful society for all.

Artwork by Presten Warren.

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Why are we consulting?

The NDIS Quality and Safeguards Commission (NDIS Commission) is undertaking a review of the NDIS Practice Standard (The Review) to guide the delivery of high-quality, safe and participant-centred supports that better realise the human rights of participants.

The Review aims to understand what changes are required to the NDIS Practice Standards (Practice Standards) to ensure workers and providers' obligations are appropriate, focus on the right things, and are supported by good guidance that make it clear how to deliver high-quality, safe and participant-centred supports. The Review will also seek feedback on whether developing a NDIS Quality Framework (Quality Framework) will support these objectives.

The Review builds on previous Government reviews and consultation. This consultation will support an understanding of the direction and scope of potential changes, rather than a new set of Practice Standards to be implemented post consultation.

What are we consulting on?

The Review consultation focuses on three key areas:

1. Focus Area 1: Reviewing and revising the Practice Standards
2. Focus Area 2: A new Quality Framework
3. Focus Area 3: Guidance material

Focus Area 1: Reviewing and revising the Practice Standards

Focus Area 1 is seeking feedback on the current Practice Standards and a revised standards structure. We want to make improvements to standards to ensure they are clear, participant-centred and guide good quality and safe supports.

What are Practice Standards and why are they important

Practice Standards are a statutory tool that create obligations that registered providers must meet to become and remain registered. Provider obligations are important as they require providers to deliver services in a way that ensures participants receive good quality supports that are tailored to their individual needs and respect their rights. They set expectations for providers and workers responsibilities and the need to work with participants to shape how NDIS supports are delivered.

Practice Standards also support participants' awareness of what quality support looks like and what they should expect from providers.

What we heard

The Review builds on previous consultation and evidence which found that Practice Standards should:

- Address gaps, reduce duplication and simplify language to be more accessible and easier to understand.
- Be designed to uphold and protect the rights of people with disability and focus on supporting individual dignity and person-centred support.
- Include practical practices examples to provide greater clarity and consistency of what quality practice looks like.
- Be integrated with assessment process to support alignment between standards and the way they are assessed.

Revising the Practice Standards structure

The Practice Standards have not undergone a comprehensive review since their implementation in 2018. The current Practice Standards include a Verification Module, Core Module and Supplementary Modules which are specific to certain supports and services. The current structure uses:

- **Modules:** focus areas.
- **Outcomes:** high-level participant-focused and service focused outcomes.
- **Quality indicators:** used to demonstrate conformance with each outcome (further information on the current Practice Standards is outlined in the Appendix).

Practice Domains to replace the Core Module

The current Core Module has four focus areas that group standards into themes, these standards are generally referred to as the "Core". As part of the revised approach, four Core Practice Domains have been proposed to replace the Core Module. The proposed Core Practice Domains include:

- **Individual rights** to consider participants right to involvement and engagement, privacy and being free from violence, abuse, neglect, exploitation and discrimination.
- **Provider leadership** to consider organisational culture, governance and management; workforce management; incident management; feedback and complaint management and service agreements, emergency management and provider collaboration.
- **Safe support practice** to consider participant safety and wellbeing; and cultural safety, security and competency.
- **Effective and impactful supports** to consider access to supports; person centred planning and support; support for skills and independence; and continuous practice improvement.

Supplementary Quality Standards to replace the Supplementary Modules

Some supports need additional standards, guidance and information, such as medication management and meal assistance, specialist behaviour support practice and early childhood. It is proposed that these supports would be covered in supplementary quality standards. The supplementary standards would continue to apply only to providers who deliver those supports.

Adjustments to the Verification Module

The Verification Module has a reduced number of standards and only applies to registered providers delivering low risk supports. The Review is considering if the current Verification Module should be updated or be replaced with specific conditions on registration and guidance (a similar approach to Aged Care).

Revised Practice Standards approach

We are considering how the NDIS Standards could be structured in order to uplift the quality of NDIS supports and services. Table 1 outlines a proposed revised structure to improve the way quality standards communicate person-centred high-quality and safe supports.

Table 1: Revised Practice Standard structure (draft)

Element	Description
Practice Domain	Practice Domains that group specific practice themes. Example of other regulators: The Australian Children’s Education & Care Quality Authority (ACECQA) defines six quality areas spanning program and practice, health and safety, physical environment, staffing arrangements, relationships with children and collaborative partnerships.
Practice Domain intent	Outlines how the Practice Domain shapes quality and safe supports.
Quality Standards	Defines the practice requirements in each Practice Domain.
Description	Provides an overview of the specific Quality Standards’ expectation.

Outcome statements	<p>Outlines what matters and how participants, workers and providers work together to support high-quality supports and services specific to the standard.</p> <p>Examples of other regulators: the UK Care Quality Commission (CQC) contains outcome statements for participants and providers (I and We Statements).</p>
Reflective questions	To encourage reflection on what should be considered when implementing a quality standard.
Requirements	<p>Describe the obligations that ensure the Quality Standard is being met. Requirements should be:</p> <ul style="list-style-type: none"> • Clear • Participant-centred • Outcome-focused • Evidence-based • Aligned to the specific quality standard.

Worked Example: Individual rights

<p>Quality standard: Participant engagement and involvement</p> <p>Description: Participant engagement and involvement underpins all the quality standards, to ensure participants are actively involved in shaping their supports and services. It sets expectations for providers to work with participants to determine organisation priorities, training and the way services and supports are tailored to individuals' identity, culture, ability, diversity, beliefs and lived experiences.</p> <p>Outcome statements</p> <p>Participants: I have control over the way my supports are provided and have access to information that I can understand.</p> <p>Workers: I work with participants to understand, plan and review how I deliver supports to respect their choices, preferences and meet their goals.</p> <p>Providers: We work with participants to shape our organisation direction. We value participant involvement and ensure all information is accessible.</p> <p>Reflective questions</p> <ul style="list-style-type: none"> • What processes do we have in place to ensure people are involved and make decisions about how supports are designed, delivered, monitored and reviewed? • How do we ensure supports and services respect individuals' culture, ability, diversity, beliefs and lived experiences?
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- How do we work with participants to help shape service and organisation direction in a way that meets individual accessibility requirements?

Requirements

- The provider supports participants to be actively involved and make decisions about the design, delivery, monitoring and review of how supports are provided.
- The provider implements strategies to identify and support participants':
 - Culture, ability, needs, diversity, beliefs and lived experiences to inform the way supports are delivered.
 - Accessibility requirements and communications preferences including Auslan and language interpretation, to ensure people have information that supports their understanding and decision making.
 - Decision making, including identifying if participants require support with decision making.
 - Autonomy and inclusion.
- The provider works with participants to inform organisational priorities, governance, training and direction.
- The provider communicates and engages openly regarding its performance, including when things go wrong, and actions taken to address issues.
- The provider explains and supports participants' understanding of relevant policies and practices including feedback, raising concerns, making complaints and reporting incidents. Information is provided to participants that reflect their communication styles and preferences.

Worked Example: Provider leadership

Quality standard: Workforce management

Description: This quality standard sets the expectations for building and maintaining a qualified and supported workforce that has the right skills, values and attitudes. It focuses on effective workforce planning, recruitment, capability building and skill development. It also recognises the roles and responsibilities of leaders and managers in guiding a workforce that delivers safe, high-quality supports.

Outcome statements

Participants: I am supported by skilled workers who have the right attitude, knowledge and experience to support me. I have input into who delivers my supports.

Workers: I have the skills, knowledge and training required to undertake my role. Where I manage or lead workers, I understand the importance of my role in developing their skills and capabilities.

Providers: We ensure services are delivered by a skilled and competent workforce, with the required qualifications, expertise, attitudes and/or experience. We have the right systems in place to support workers skills and capabilities.

Reflective Questions

- How do we involve participants in our recruitment and onboarding processes to ensure our workforce matches participants needs and preferences?
- How do we ensure our onboarding processes are accessible and reflect our values?
- How do we monitor and proactively develop our workforce to have the required capability to deliver safe, quality supports to participants?

Requirements

- The provider develops and implements a strategy to effectively manage their workforce. This strategy includes how the provider:
 - Defines roles, responsibilities and requires skills, experience, qualification, limitations and participant needs and preference for each role.
 - Undertakes required pre-employment checks, and maintains records of worker checks, qualifications and experience
 - Monitors workforce capacity and capability to ensure safe, quality supports for participants.
 - Implements training, development and review activities to ensure workers are delivering evidence-based practice, reflecting requirements within the Effective and Impactful Supports Practice Domain.
 - Ensures managers and leaders are suitably skilled, experienced and have the appropriate oversight to resolve and respond to workforce issues.
 - Ensures continuity of supports for participants, by monitoring the workforce and ensuring there are mechanisms in place to address workforce shortages.
- The provider implements a comprehensive induction program for all new workers, including completion of relevant training and mandatory training required by the NDIS Commission.
- The provider ensures workers receive regular, ongoing, comprehensive supervision and training, in line with their identified role, scope of practice and meets the needs of each participant.
- Management and leadership positions receive regular training and support in relation to providing supervision, training and performance management.

Worked Example: Safe support practice

Quality standard: Participant safety and wellbeing

Description: This quality standard outlines how providers can support participants to direct their safety and wellbeing. It recognises decisions that impact safety and wellbeing are unique to the

individual. Safe support practice requires an understanding of risk, the individual and their specific needs and goals. It upholds the right to make informed choices, including those involving some level of risk as these decisions can be vital to autonomy, self-determination and overall wellbeing.

Outcome statements:

Participants: I make informed decisions about my safety and wellbeing, where relevant I am supported to manage risk.

Workers: I work with participants to understand risk and support informed decision making about their safety and wellbeing.

Providers: We prioritise participant safety and wellbeing while respecting participants right to make decisions that involve risk. We have systems in place to manage risk and work with participants to define what being safe means to them and the best way to achieve it.

Reflective questions

- How do we support participants with their own safety and wellbeing to support informed choice?
- How do we ensure our workers are skilled to support participants in risk identification and mitigation?
- What systems do we have in place to support us to work effectively and collaboratively with individual risk tolerance and preferences?

Requirements

- The provider has systems, policies and systemic ways of working to support risk identification, mitigation, decision making and strategies to manage and review risks.
- The provider reviews the effectiveness of risk management strategies to ensure risks are adequately being addressed and changes are made when required.
- The provider supports participants to make decisions about their safety and wellbeing which includes exercising dignity of risk. Where relevant, participants are supported and provided with information to support informed decision making, risk mitigation and strategies to build skills and confidence to manage risks.
- The provider involves participants in identifying and responding to risks to promote safety and wellbeing. Some participants may need additional support to manage risks, safety and promote wellbeing, including engaging with preventative health services. Where additional support is required, support planning should include practical steps to connect participants to other services and engage in preventative health strategies such as regular health check ups, information to promote wellbeing and connecting to primary and community health care services where relevant.
- The provider ensures workers have the necessary skills and are able to effectively work with participants to identify, assess, mitigate and manage risks.

Worked Example: Effective, impactful supports

Quality standard: Continuous practice improvement

Description: This quality standard embeds continuous improvement into organisational culture and support provision. It recognises that quality practice is always evolving and improvement can be supported by working with participants and supporting worker supervision, education, practice leadership and training. Reflective practice and open conversations between participants and workers provide valuable insight to help inform what works well and where things could be adapted or changed. It outlines that providers must have systems, processes and systemic ways of working to support continuous practice improvements and implement changes.

Outcome statements

Participants: My lived experience and feedback are valued and informs how supports and services are improved to suit my needs.

Workers: I have access to support and training that supports my ongoing development and continuously improve my practice.

Providers: We focus on continuous practice improvement so that our service encourages innovative and evidence-based practice that supports people to achieve their goals.

Reflective questions

- How do we support workers to reflect on and strengthen their practice?
- How do we recognise, value and use lived experience to support continuous improvement?
- How do we monitor the quality of our service and make adjustments to support continuous improvement?

Requirements

- The provider embeds continuous improvement through a quality management system that uses data, feedback, outcomes, risk and evidence to inform and monitor practice changes.
- The provider has systems, processes and systemic ways of working in place to support continuous improvement and learnings if things go wrong. Leaders encourage reflection and collective problem-solving.
- The provider works with participants to support continuous improvement and innovation initiatives that are shaped by lived experience, feedback and insights.
- The provider supports reflective practice that includes:
 - Regular, structured practice supervision that strengthens worker's practice.
 - Current staff development and performance plans.
 - Training provision for the workforce which is planned, monitored and tracked.

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- The provider monitors the effectiveness of support practice and adjusts practice to improve participant outcomes.

Discussion Questions

1. What are your views on the four proposed core Practice Domains and whether they will sufficiently guide high quality and safe practice?
2. What are your views on the inclusion of supplementary quality standards (which need additional guidance and information) to replace the current Supplementary Modules?
3. What are your views on introducing specific conditions of registration for lower risk support providers replacing the current Verification Module?
4. What are your views on the proposed Practice Standards structure (outcome statements, reflective questions, requirements)? Do you think it will provide greater clarity and support higher quality services?
5. Are there quality standards or practice areas that are missing that need to be added or given more emphasis? If so, what are they?
6. Is there any other feedback you would like to share in relation to the revised Practice Standards approach being considered?

Focus Area 2: A new quality framework

The Review is exploring how the Practice Standards can be improved and if a framework needs to be introduced to strengthen the way standards are used. The discussion paper explores the components of a Quality Framework that could be suitable for the NDIS.

The term Quality Framework is used as a placeholder below to describe the purpose of what the proposed new framework is trying to achieve. Terminology is important, in other sectors these kinds of frameworks are called different names such as Assessment Framework, The National Quality Framework or Education Inspection Framework.

What is a quality framework?

A quality framework is a structured approach that can integrate multiple components together into one unified approach that defines:

- The quality and safety requirements that providers must meet.
- Approach to assessing and measuring quality and safety.
- How quality and safety is monitored and communicated to respond to poor quality supports, uplift good quality supports and promote continuous improvement.

Quality frameworks are used in Australia and internationally across various human services sectors.

What we heard

The Review builds on previous consultation and evidence reviews which found that:

- Quality frameworks explain what makes services high quality, how to measure quality, and what kind of evidence is used to determine a provider's quality.
- Most frameworks measured quality by having clear evidence categories to guide what information is reviewed.
- Many of these frameworks offered tools, like self-assessment checklists, to help providers apply support requirements.
- Frameworks can provide information on a provider's performance and better reporting.

Potential components of a proposed new Quality Framework

Focus Area 2 is seeking feedback on a proposed Quality Framework and suggested components to improve the way standards are communicated and assessed. The Quality Framework components could include:

- Guiding principles
- Standards and provider obligations
- Quality assessment approach
- Evidence categories
- Transparent provider performance information

Guiding principles

A review of other quality and performance frameworks found that guiding principles are often included to underpin the application and focus of the framework and help to bring the framework to life. Guiding principles can be used to ensure the purpose of the Quality Framework is applied in a way that upholds quality, safety and the rights of participants. The proposed guiding principles seek to ensure that the Quality Framework:

- Is participant-led
- Ensures responsive, quality supports
- Ensures safe, appropriate and inclusive supports
- Supports provider development and continuous improvement
- Drives transparency (see Appendix for additional information on principles).

Quality assessment processes

Quality assessment processes are used in some quality frameworks to create a more transparent approach to how performance is measured against the requirements. The Quality Framework could benefit from using a range of assessment and monitoring processes such as:

- **Quality assessment:** Assessors assess providers against relevant Practice Domains and Quality Standards. For example, quality assessments would be undertaken at point of registration and then every 3 years.
- **Self-reflection:** Providers self-identify improvement areas, strengths and/or emerging and innovative practice. These would be undertaken annually and the areas for self-reflection would be identified by the provider.
- **Targeted assessments:** Regulators conduct responsive assessment of providers on particular Practice Domains or Quality Standards to address risks or challenges through regulatory intelligence.
- **Trend analysis:** Regulators examine individual and sector regulatory data and intelligence to identify emerging patterns, risks, improvement opportunities (see Appendix for additional information).

In addition to the proposed assessment approaches, there is an opportunity to consider how the assessment approaches can be used to support a risk proportional approach and better recognition of providers who deliver high quality supports. Overtime assessment approaches could be adjusted to be more responsive, such as reducing what Domains or Quality Standards are assessed, refocusing the information that is reviewed or how the assessment is conducted.

Evidence categories

Evidence categories are often used to collect information against standards. Structuring evidence categories can help triangulate different forms of information, so assessments don't review only one type of information. Evidence categories could include:

- **Observation:** for example, observing practice, how workers interact with participants and how providers inform their practice.
- **Feedback and experience:** for example, participants, families, support networks, workers', leaders' and other providers/stakeholders feedback through discussions, interviews or surveys.
- **Documentation:** for example, supporting participant goals, innovative or good practice processes, internal incident and complaint data, policies and procedures.
- **NDIS Commission regulation information:** for example, regulatory intelligence, provider incidents, behaviour support plans, participant outcomes and complaints.
- **Cross regulation information:** example, information from Australian Health Practitioner Regulation Agency (AHPRA), other Government regulators, International Organisation for Standardisation (ISO) or other audits.

Transparent provider performance information

Some quality frameworks provide performance information. The information can support an improved understanding of a provider's performance and is generally based on an assessment process. In the NDIS, providers are currently assigned a conformance rating from 0-3 based on their

compliance with the Practice Standards in an audit. Other regulators have changed the way they present and provide quality and safety information to improve the way it is communicated (see Appendix for additional information).

Discussion Questions

1. What are your views on the proposed components of the Quality Framework (e.g. guiding principles, quality assessment processes, evidence categories and provider performance information)? Are these focus areas the most appropriate for a Quality Framework?
2. What are your views on the proposed guiding principles and whether they reflect what is most important for ensuring the delivery of person-centred, high-quality, safe supports?
3. What are your views on the proposed assessment approaches? Do you think the assessment process will adequately capture how providers use the standards in practice to support quality and safe supports?
4. Is there any other feedback you would like to share that could support the development of new Quality Framework?

Focus Area 3: Guidance material

Guidance materials can provide practical detail to support practices to improve the quality and safety of supports. This can include best practice guidance or tools to support implementation.

Focus Area 3 seeks to understand what additional guidance material the sector needs to support good quality and safe supports.

What we heard

The Review builds on previous consultation and evidence reviews which found that:

- Existing guidance materials can be unclear and can use overly complex language. Where complex terms may be required, clear information and definitions should explain the terminology.
- Guidance materials should include detailed, evidence-informed content to effectively support practice.
- Guidance material should translate the Practice Standards into examples of action in day-to-day practice. This could be supported by guidance in a range of formats that is tailored for different stakeholders and NDIS supports.
- Guidance materials should support providers to prepare for and auditors to undertake assessment.

Proposed guidance

Guidance can support workers and providers to understand and meet their obligations, integrate good practice resources, and support participants' understanding of what good practice can look

like. Guidance can also lift good practice examples, innovative supports and participants perspectives on how quality supports are delivered. To support discussions, guidance recommendations have been prepared which include:

- Practice Guidance to support the practical implementation of the Practice Standards.
 - Examples include guidance for participants and workers, leaders, and providers to interpret how standards can be applied. This could occur through self-reflection tools, case studies, general guidance (e.g. guidance to support specific practice domain), specific guidance for practice concepts (e.g. cultural safety and trauma informed practices), and specific supports (e.g. home and living supports). Guidance should link to best practice frameworks and information where available.
- Assessment methodology guidance.
 - Examples include guidance on scope of assessment, how to prepare, information collection and post assessment activity.
- Guidance to support providers prepare for assessment.

Examples include guidance to prepare providers for the assessment process, tools and resources to effectively reflect on practice.

- A knowledge repository such as a centralised platform to store all the information, resources, and tools that support the delivery of high-quality supports (see Appendix for additional information).

Consultations are seeking your feedback on what guidance materials would be useful to improve the quality and safety of NDIS supports.

Discussion Questions

1. What are your views on the proposed guidance materials?
2. Would the proposed guidance materials include the right kinds of information to support participants, workers, providers and assessors to understand and implement the Practice Standards and assessment processes?
3. What specific practice areas require more guidance (e.g. implementing privacy considerations into support practices and improving participant outcomes in practice)?
4. How should guidance be developed with participants and the sector to ensure it is practical, accessible and supports good quality and safe NDIS supports?
5. How do you think we should inform and share good practice examples that are shaped by participant perspectives?

Next steps

If you would like to submit a response to the discussion paper, there are several ways to give feedback, specifically:

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- You can provide a written response to the questions in this paper, along with other feedback on the focus areas. Your response can be submitted to consultation@ndiscommission.gov.au.
 - You can provide a video or audio response, such as a recording of you speaking. To do this, please email consultation@ndiscommission.gov.au, who will provide you with a link to upload your response.

Please note, not all discussion questions may be relevant to you. You do not have to submit a response to answer every question within your submission.

The last day to submit submissions will be Friday 14 November 2025.

For more information, you can go to the [NDIS practice standards reform webpage](#) to register your interest to attend a consultation session or email NDISPSReview@kpmg.com.au.

Appendix: Further information on revised Practice Standards and Quality Framework

Focus Area 1: Reviewing and revising the Practice Standards

The current Practice Standards

The NDIS Commission introduced Practice Standards in 2018 and are grouped into modules that include:

- Core modules that apply to all registered providers delivering higher-risk supports and services.
- Supplementary modules that apply to registered providers delivering certain supports and services.
- A verification module that applies to registered providers delivering low-risk supports and services.

Each module has:

- **outcomes:** high-level statement.
- **quality indicators:** indicates how providers can show compliance with the Practice Standards.

A Link to the Practice Standards can be found here: [NDIS Practice Standards | NDIS Quality and Safeguards Commission](#).

How we use the Practice Standards

Approved Quality Auditors assess a registered NDIS provider's conformance against the Practice Standards. It is a critical process that contributes to the oversight of registered NDIS providers and can support participants' ability to access support and services that are safe and respect and uphold their human rights.

Focus Area 2: A new quality framework

As outlined in the discussion paper there are different components to a quality framework. This section will explain these different components in more detail.

Guiding principles

Guiding principles underpin how the framework is applied to ensure all NDIS supports are delivered in a way that upholds quality, safety and the rights of participants. The proposed guiding principles are:

- **Participant-led:** Participants are central to defining quality supports and are actively involved in shaping practices, providing feedback, and contributing to the assessment processes of providers.

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- Responsive, quality supports: High-quality supports are delivered consistently regardless of the type of support, the environment in which it is provided, or the provider delivering it. While supports are tailored to meet individual needs, they consistently adhere to high standards of quality and reliability across all contexts.
 - Safe, appropriate and inclusive supports: Supports are delivered in a way that prioritises the safety and wellbeing of participants, while respecting their culture, gender, sexuality, and community. Safety is balanced with participants' rights to choice, autonomy, and the dignity of risk, ensuring supports aid self-determination while safeguarding wellbeing.
 - Provider development and continuous improvement: The Framework supports providers to continuously improve, build their capabilities, and refine their practices to promote participant outcomes and higher standards of support.
 - Transparency: Clear and accessible information is provided to participants, providers, regulators, and the wider community to ensure understanding of provider performance. This includes actions taken to deliver quality supports and drive continuous improvement across the NDIS.

Assessment approach

An assessment approach outlines how a registered provider's performance is assessed against the standards. Three interconnected types of assessments have been developed for consideration. The proposed assessment approach combines periodic, reflective, and responsive mechanisms to ensure services are safe, high-quality, and continuously improving. The proposed multi-layered approach aims to provide an approach for improving service quality, encouraging accountability and innovation, and driving continuous improvement across the sector. The proposed layers include:

- **Quality assessment**: required for new provider registrations and reoccurs every three years. Independent Quality Assessors assess providers against relevant Practice Domains, standards and conditions of registration. Quality assessment would be proportional to a providers' support context. Information gathered through the quality assessment could be summated into a report which would be shared with providers and the NDIS Commission.
- **Self-reflection**: up to three standards are selected by the provider or directed by the NDIS Commission annually. As part of this assessment, providers would undertake a reflective process which aims to support providers to identify improvement areas, strengths and emerging and innovative practice that can be leverage to highlight innovative practice.
- **Targeted assessments**: used in response to specific incidents, issues, or trends identified through monitoring activities. These assessments focus on particular Practice Domains or standards and address risks or challenges as they arise, supporting timely interventions and improvement actions. Information gathered from targeted assessments could be summated into a report which would be shared with providers and used by the NDIS Commission as part of ongoing monitoring activities.
- **Trend analysis** will be undertaken by the Commission and examine individual and sector data to identify emerging patterns, risks, improvement opportunities and examples of good and innovative provider practices. Insights inform targeted assessments, self rection, quality assessment and refine future priorities.

Transparent provider performance information

Provider performance information is generally based on an assessment of the information collected as part of an assessment process. In the NDIS, Approved Quality Auditors assess NDIS provider conformance with the Practice Standards and rate it from 0-3. To better communicate quality and safety information a Quality Framework could use a four scale rating approach such as:

- **Improvement required:** Required practice is not consistently implemented. Provider is meeting some requirements across some Quality Standards and Practice Domains.
- **Progressing:** Required practice is evident but not embedded. Provider is meeting some requirements across some Quality Standards and Practice Domains.
- **Established:** Required practice is well established and consistently implemented. Provider is meeting most requirements across most Quality Standards and Practice Domains.
- **Leading:** Required practice is deeply embedded. Provider is meeting all requirements across all Quality Standards and Practice Domains.

Focus Area 3: Guidance material

Proposed recommended guidance materials

The Review builds on previous consultation and evidence which identified potential guidance materials that could support the Practice Standards and a Quality Framework. A variety of guidance materials will need to be developed to ensure it is suitable to a range of stakeholders. See below for a range of guidance materials that have been recommended.

Practice guidance to support the practical implementation of the Practice Standards

This recommendation will support how Practice Standards can be applied through self-reflection tools, case studies, and general and support specific guidance. Guidance can be stakeholder specific and comprise of:

1. Specific guidance: Guidance could be developed specific to the role workers have in implementing the Practice Standards. For each Practice Standards, requirement guidance can be provided at three levels:
 - a. Frontline worker level: Practical, participant-focused actions workers can take to meet the requirements.
 - b. Manager/leader level: Practical worker-focused actions that provide for supervision, support, and monitoring, to enable effective implementation of the Practice Standards.
 - c. Provider leadership level: Actions providers must take to support good quality and safe supports.
2. Case studies: Practical examples could be developed to demonstrate how providers can apply the Practice Standards in diverse and complex scenarios. These case studies will offer practical insight and could be provided in relation to each standard.

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3. Concept specific guidance: Providers have expressed a need for additional resources in specific such as supporting trauma informed practice, culturally safe practice, dignity of risk, privacy, improving participant outcomes and innovative home and living practice.
 4. Self-reflection tool: The tool could include specific prompts to support self-reflection and could include a rating scale for providers to self-rate their performance. The tool could also include practical tools to support practice.
 5. Focused resources: Participant focused resources that support people to be informed on what they can expect and identify good quality support. Guidance should be shaped and informed by participants.

Assessment methodology guidance for quality assessors

This recommendation focuses on the development of a clear and transparent assessment methodology to guide quality assessors. Guidance could comprise of information on:

1. The scope of assessment types and how to prepare: Guidance could clearly define the objectives and scope of the different types of assessments and outline key preparatory steps for assessors. This could include ways to engage appropriately with participants, developing an individualised assessment plan, reviewing provider documentation and data (if relevant) and setting the timing and structure of a visit (if relevant).
2. Evidence collection, expected practice, and assessment: Guidance could establish a framework for collecting information across different assessment activities.
3. Post-assessment activities: Guidance could set out transparent steps for assessors to follow after completing an assessment, including processes for summarising key findings, risks identified, and recommendations for improvement.

Guidance to support providers to prepare for assessments

This recommendation focuses on enhancing a provider's ability to engage meaningfully in assessments. Guidance could comprise of information on:

1. Pre-assessment preparation: Guidance could include practical resources designed to streamline assessment preparation to make sure information is available to support the assessment.
2. Participation in assessment and workforce preparedness: Guidance could explain the interaction points that occur between providers and assessors, detailing the steps assessors will undertake and the types of activities involved.
3. Post-assessment actions: Guidance could outline the process assessors follow to assess findings and measure performance, offering insights into how various evidence inputs are organised and analysed.

A knowledge repository

This recommendation involves the development of a resource hub that better links guidance material to support the delivery of high-quality supports. The knowledge repository could include:

1. A resource library: A categorised, searchable tool that holds a variety of resources, such as case studies, research articles, templates, guidelines, toolkits, and multimedia content.

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2. Evidence-based practice page: highlights innovative programs and links to evidence based practice approaches and frameworks.
 3. Regular updates and alerts: practice alerts to maintain relevance and support continuous improvement across the NDIS.
 4. Stronger linkages: to newly developed training materials, sessions, or resources across the sector.