



## STANDARD MODULE 4 SUPPORT PROVISION ENVIRONMENT

The environment in which supports are to be provided to participants.

- 4.1 Safe Environment:** Each participant accesses supports in a safe environment that is appropriate to their needs.
- 4.2 Participant Money and Property:** Participant money and property is secure, and each participant uses their own money and property as they determine.
- 4.3 Management of Medication:** Each participant requiring medication is confident their provider administers, stores and monitors the effects of their medication and works to prevent errors or incidents.
- 4.4 Management of Waste:** Each participant, each worker, and any other person in the home is protected from harm as a result of exposure to waste, infectious or hazardous substances generated during the delivery of supports.



## SPECIALIST MODULE 3 EARLY CHILDHOOD SUPPORTS

Apply to NDIS providers who are registered to provide early childhood supports to NDIS participants.

- 3.1 The Child:** Each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.
- 3.2 The Family:** Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.
- 3.3 Inclusion:** Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.
- 3.4 Collaboration:** Each participant receives coordinated supports from a collaborative team comprising their family, the provider and other relevant providers, to facilitate their development and address the family's needs and priorities.
- 3.5 Capacity Building:** Each participant receives supports that build the knowledge, skills and abilities of the family and other collaborating providers in order to support the child's learning and development.
- 3.6 Evidence - Informed Practice:** Each participant receives evidence-informed supports from providers with quality standards and validated practice.
- 3.7 Outcome-Based Approach:** Each participant receives supports that are outcome-based and goal-focused.

# NDIS PRACTICE STANDARDS

The NDIS Practice Standards give families a way to review the providers they use or wish to use and help them to be aware of what type of quality service provision they should expect from NDIS providers. The Standards also give providers a benchmark to demonstrate how they provide high quality and safe supports and services to participants.



**SHAPING  
OUTCOMES**

Here to support children  
thrive, connect & belong



## STANDARD MODULE 1 RIGHTS & RESPONSIBILITIES

The rights of participants and the responsibilities of providers that deliver supports and services to them.

- 1.1 Person-Centred Supports:** Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
- 1.2 Individual Values and Beliefs:** Each participant accesses supports that respect their culture, diversity, values and beliefs.
- 1.3 Privacy and Dignity:** Each participant accesses supports that respect and protect their dignity and right to privacy.
- 1.4 Independence and Informed Choice:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.



## STANDARD MODULE 2 PROVIDER GOVERNANCE & OPERATIONAL MANAGEMENT

Governance and operational management responsibilities for NDIS Providers.

- 2.1 Governance and Operational Management:** Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.
- 2.2 Risk Management:** Risks to participants, workers and the provider are identified and managed.
- 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.
- 2.4 Information Management:** Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- 2.5 Feedback and Complaints Management:** Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.
- 2.6 Incident Management:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.

**2.7 Human Resource Management:** Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

**2.8 Continuity of Supports:** Each participant has access to timely and appropriate support without interruption.



## STANDARD MODULE 3 PROVISION OF SUPPORTS

Responsibilities for NDIS Providers when providing supports to participants.

- 3.1 Access to Supports:** Each participant accesses the most appropriate supports that meet their needs, goals and preferences.
- 3.2 Support Planning:** Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.
- 3.3 Service Agreements with Participants:** Each participant has a clear understanding of the supports they have chosen and how they will be provided.
- 3.4 Responsive Support Provision:** Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.
- 3.5 Transitions to or from the Provider:** Each participant experiences a planned and coordinated transition to or from the provider.