

Information Sheet: Safeguarding

# Plain English Version

# Purpose of this information sheet

This information sheet is about safeguards for people with disability. The Consultation Paper on Reforming Western Australian (WA) disability legislation section 4.1C includes the following main safeguards.

## National Disability Insurance Scheme (NDIS) service provider regulation, registration, and standards

**NDIS Quality & Safeguards Commission (NDIS Commission)**

The NDIS Commission is an independent body that works to improve the quality and safety of NDIS services and supports. It provides a single, national system for the registration and regulation of NDIS providers. The NDIS Commission has a consistent approach to quality and safety across Australia.

The NDIS Commission:

* investigates and resolves problems, and receives and handles complaints about registered NDIS service providers,
* has a regulatory role with unregistered NDIS providers. This is limited to the NDIS Code of Conduct, and
* works with States and Territories to design and implement the NDIS Worker’s Screening Check so that it is nationally consistent.

Since the introduction of the NDIS Commission:

* the Code of Conduct has been implemented and applies to all NDIS providers (registered and unregistered),
* the NDIS Practice Standards (Standards) apply to all registered NDIS providers. These Standards set out expectations for the quality and safety of the services and supports that providers deliver.

For further information:

* see https://www.ndiscommission.gov.au/resources/fact-sheets-and-guides/fact-sheets-and-process-guides
* visit <https://www.ndiscommission.gov.au>; <https://www.wa.gov.au/organisation/department-of-communities/ndis-check-screening-process-and-outcomes> and / or <https://www.ndiscommission.gov.au/about/who-we-are>
* email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au), or
* phone 1800 035 544

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## Complaints mechanism – Western Australia

**Health and Disability Services Complaints Office (HaDSCO)**

HaDSCO is an independent Western Australian statutory authority. It offers an impartial service to resolve complaints about health, disability and mental health services based in Western Australia and the Indian Ocean Territories.

HaDSCO also provides education, training, and assistance for people with disability and service providers to help them resolve complaints.

Since 1 December 2020, HaDSCO has continued to receive and resolve complaints about:

* non-NDIS funded disability services in Western Australia, and
* any complaints about NDIS funded services that happened before 1 December 2020.

For further information:

* visit <https://www.hadsco.wa.gov.au/> and/or <https://www.hadsco.wa.gov.au/Complaints/Disability-Services>
* email [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au), or
* phone 1800 813 583

**Screening checks for workers employed to support people (including children) with disability**

**NDIS Worker Screening Check (Check)**

Registered NDIS providers must ensure that workers in risk-assessed roles have a Check.

The Check helps providers to know that people applying for or working in certain NDIS roles do not pose an unacceptable risk of harm to people with disability.

The Check is a national screening process. There are currently some transitional and special arrangements. During this time, providers in WA can also accept other listed acceptable checks.

In WA, the WA NDIS Worker Screening Unit within the Department of Communities administers Checks. They assess applications and make decisions based on relevant information.

For more information:

* visit <https://www.ndiscommission.gov.au/workers/worker-screening/ndis-worker-screening-check>; <https://www.wa.gov.au/organisation/department-of-communities/ndis-worker-screening-check>; and/or <https://www.wa.gov.au/organisation/department-of-communities/ndis-check-screening-process-and-outcomes>
* email [NDISCheck@communities.wa.gov.au](mailto:NDISCheck@communities.wa.gov.au), or
* phone 1800 225 588

**Working with Children Check (WWC Check)**

A person must have a WWC Check if they do certain paid or unpaid work with children. The *Working with Children (Criminal Record Checking) Act 2004* describes this as ‘child-related work’. The WWC Check assesses the person’s criminal records and other relevant information to see if they have charges, convictions and behaviours that show they may harm a child.

For more information:

* visit [https://workingwithchildren.wa.gov.au/](https://workingwithchildren.wa.gov.au/about/categories-of-child-related-work)
* email [checkquery@communities.wa.gov.au](mailto:checkquery@communities.wa.gov.au), or
* phone 1800 883 979

**Further information**

To find out more about safeguards for people with disability, contact the Reform Project Team at [disabilitylegislationteam@communities.wa.gov.au](mailto:disabilitylegislationteam@communities.wa.gov.au) .

This information was last updated on 7 April 2023.