

Information Sheet: Safeguarding

# Purpose of this information sheet

This information sheet provides details about safeguards for people with disability. The following are the main safeguards cited in section 4.1C of the Consultation Paper on Reforming Western Australian (WA) disability legislation.

## 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 registration and regulatory system for NDIS providers. The NDIS Commission sets a consistent approach to quality and safety across Australia.

The NDIS Commission:

* investigates, resolves problems and receives and handles complaints made with respect to registered NDIS service providers
* has a regulatory role with regard unregistered NDIS providers, which is limited to the NDIS Code of Conduct (Code), and
* works with States and Territories to design and implement the nationally consistent NDIS Worker’s Screening Check (Check).

With the introduction of the NDIS Commission:

* the Code has been implemented and applies to all NDIS providers (registered and unregistered providers), and
* the NDIS Practice Standards (Standards) became applicable for all registered NDIS providers. These Standards set out expectations for the quality and safety of the services and supports 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 statutory authority offering an impartial resolution service for

complaints relating to State or Territory-based health, disability and mental health services in Western Australia and the Indian Ocean Territories.

The purpose of HaDSCO includes to educate, train and assist people with disability and service providers to resolve complaints within its jurisdiction.

From 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 occurring 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)**

The Check provides a level of safeguarding for NDIS providers. The Check requires registered NDIS providers to ensure that workers in risk-assessed roles have a Check or an acceptable check under the transitional and special arrangements

The WA NDIS Worker Screening Unit within the Department of Communities administers Checks by assessing applications and making decisions based on relevant information.

For further 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.