



**NDIS Quality
and Safeguards
Commission**

Senator the Hon Jenny McAllister
Minister for the National Disability Insurance Scheme
jennifer.mcallister@aph.gov.au

Dear Minister

Thank you for your letter of 19 September 2025 attaching your Ministerial Statement of Expectations. I am pleased to provide the NDIS Quality and Safeguards Commission's (NDIS Commission) Statement of Intent, which sets out how the NDIS Commission will meet the expectations you have outlined in relation to the performance of the NDIS Commission's functions in order to fulfil our remit as the national regulator of the National Disability Insurance Scheme (NDIS) market.

Alongside our enduring commitment to our Core Functions outlined in the *National Disability Insurance Scheme Act 2013* (NDIS Act), our purpose is to uphold the rights of NDIS participants, to elevate quality and safety of NDIS supports and enable consumer independence.

Context and Current Challenges

The NDIS Commission regulates the NDIS market. We are committed to ensuring people with disability receive safe, high-quality services. We do this by embedding human rights principles in all our activities and setting clear standards for delivering high-quality outcomes for NDIS participants.

Our priorities and strategic activities have evolved over our short history and reflect our understanding of the needs of the disability community and sector, responding to emerging opportunities and issues, and Government priorities and policies. The NDIS Commission continues to mature as a regulator. We will publish our Commissioners' Strategic Roadmap 2025-27 to operationalise the final two years of the NDIS Commission's Strategic Plan 2022-27.

In carrying out our operations the NDIS Commission will have a focus on:

Safety

We are committed to being a formidable regulator. We will use the full range of our statutory powers to ensure the safety of people with disability through the prevention of harm, enforcing standards, monitoring compliance and responding to incidents of violence, abuse, neglect, and exploitation. We are adopting a risk-proportionate regulatory approach to have a greater impact on quality and safety in the sector.

Quality

We will uphold participant rights in all our regulatory activities and set clear standards for providers to deliver high-quality outcomes. We are promoting continuous improvement and innovation through engagement, education, and the provision of guidance material. We are committed to ensuring that the NDIS delivers fair, high-quality supports, regardless of geography or service type, through a capable market shaped by our regulatory influence and partnerships across the ecosystem.

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Fraud

We will safeguard the integrity and sustainability of the Scheme through our regulatory functions by identifying and responding to the risks and behaviours that undermine participant safety, including fraudulent, exploitative and sharp practices. Through the Fraud Fusion Taskforce and collaboration with other agencies we will use our statutory powers to detect, disrupt and prevent fraud and related misconduct to ensure that NDIS resources are used effectively, and for the purpose they are intended and that there is trust in the NDIS and ensuring unscrupulous or harmful providers do not operate in the sector.

Our Immediate Priorities

We recognise that the NDIS market faces significant challenges, and the NDIS Commission has a legislated market oversight function to monitor and work towards mitigating key and emerging market risks. Over the next two years, we will remain adaptable and responsive to emerging challenges and opportunities in the sector. We will use the full range of our statutory powers, including registration, compliance notices, banning orders, enforceable undertakings and civil penalties, holding NDIS providers and workers accountable for quality and safety. We use data informed market insights and market intelligence activities to make recommendations that inform targeted and systemic regulatory activities. We will take steps to enhance our statutory powers and mature our regulatory craft with a focus on being a formidable regulator, taking a risk-proportionate approach across our regulatory functions. We will continue to view patterns through assessment of market intelligence, interrogation of data holdings and industry research to identify the issues that pose a risk to the safety, rights, or wellbeing of people with disability. At the start of each financial year, the NDIS Commission will set specific [Regulatory Priorities](#) to direct resources and effort to areas of heightened risk. These priorities enable the NDIS Commission to mitigate potential harm to participants and maintain the integrity of the NDIS. Regulatory Priorities enables us to utilise the full range of regulatory tools and levers and activities outlined in our Regulatory Approach and the Compliance and Enforcement Policy.

We will also continue and enhance our focus on safety, quality and fraud as follows.

We will fulfil our legislated responsibilities in line with regulatory best practice, and ensure we have published policies, guidelines and procedures in place. Our regulatory approach guides how we uphold the rights of people with disability. We will use data informed insights to drive proactive and reactive levers to improve service quality and reduce risks for NDIS participants. We will foster an environment of accountability and continuous improvement within the NDIS Commission and across the disability sector. This builds public trust in the NDIS Commission as a formidable regulator and an essential safeguarding partner for people with disability.

People with disability have the right to complain about NDIS supports and services they receive. We will continue to strengthen our complaints process to make sure it is accessible, inclusive and responsive. We will consider and use information contained in complaints in a range of actions that help us to regulate the sector. We are continuing the implementation of our Risk-Based Regulation Prioritisation Model (RBRPM). The RBRPM allows us to identify and prioritise areas of risk across all NDIS Commission functions from assessing provider and worker suitability, evaluating complaints, incidents, and enquiries, to prioritising matters in our monitoring and investigation functions. We will prioritise complaints, incidents and enquiries we receive, according to the urgency, seriousness and complexity of the matter, ensuring we focus on those that involve the highest risk to the safety, wellbeing and human rights of people with disability.

We will continue to work on proposed legislative reforms to broaden our statutory powers to empower NDIS Commission staff to address challenges as they arise and take decisive action to hold providers and workers to account using the full range of our regulatory levers and reduce regulatory burden.

We will continue supporting a thriving, diverse NDIS market of providers who provide quality and safe NDIS supports and services. We produce market insights and market intelligence products to provide data informed recommendations to support regulatory actions and prioritisation in relation to identified areas of risk to quality. We will actively find and promote opportunities for innovation, continuous improvement, targeted education, preventative safeguards, and risk-based regulation. We will identify and promote best practices so that providers and workers have increased understanding of what quality and safety means to NDIS participants and understand the rights of people with disability as consumers. We will ensure people with disability know their rights and trust us to support them, their supporters including families and advocates to make complaints and report violence, abuse, neglect, and risk of harm.

We will continue to build participant, provider, and worker capability to uphold human rights of people with disability and enable people with disability to be informed consumers who exercise choice and control over their supports. We will do this through the [Workforce Capability Framework](#), behaviour support training and resources such as [Restrictive Practices and Me](#), as well as programs like the [Support for NDIS Providers Grants Program](#). Through our proactive operational campaigns and community outreach work we will strengthen our stewardship of the NDIS.

The NDIS Commission's role in detecting and preventing fraud committed by providers and workers through the Fraud Fusion Taskforce is crucial to supporting the integrity of the NDIS system, ensuring participant safety and upholding their rights. In collaboration with the National Disability Insurance Agency (NDIA) and other agencies we will use our statutory powers to respond to fraud allegations and sharp practices with decisive disruption activities.

The NDIS Commission is committed to taking a more systemic, risk-responsive regulatory approach that will enable us to have a greater impact on quality and safety in the sector. To achieve this, we are transforming our business operations by progressing initiatives to improve our maturation in resources, capability, and systems. We are connecting our data and disability sector intelligence we hold to get a more detailed insight into the NDIS market and range of services offered. This will allow us to shine a light on the shadows and blind spots systemic issues often hide in. It will empower us to shape a NDIS market that offers more independence and opportunity to people with disability.

The NDIS Commission's Data and Regulatory Transformation (DART) Program will support us to be a more formidable regulator, focussed on human rights and delivering a sustainable future for the NDIS by setting up risk-based regulatory capabilities to meet our existing and future legislative obligations. The DART program will:

- Deliver proactive, risk-based regulatory capabilities so Participants have access to safe, quality Providers, workers and NDIS supports.
- Transform internal systems so staff can confidently make data-informed and evidence-based decisions and work effectively with partner agencies to regulate the sector.
- Uplift sector capability and reduce regulatory burden to reduce non-compliance and incentivise proactive positive conduct by using data to inform continuous improvement.

We will actively contribute to the Government's care and support sector regulatory reform agenda. We will respond to and be accountable for recommendations from external reviews agreed on by the Government, including those from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, the Independent Review of the NDIS, and the NDIS Provider and Worker Registration Taskforce.

We will support the Government's vision for a more integrated, efficient, and person-centred care system and actively seek opportunities to align with broader reform activities through our role in implementing the Disability Reform Ministerial Council's Disability Reform Roadmap and through broader activities such as contributing to the Productivity Commission's inquiry into Delivering quality care more efficiently. We recognise our

partnerships with DHDA, NDIA, states and territories, and the disability sector are critical to our success in progressing meaningful and long-lasting regulatory reform and to help achieve the Government's goals to deliver a sustainable future for the NDIS.

We will provide accurate and timely advice to Government on emerging issues and trends relevant to the NDIS Commission's operations, particularly those that may affect Government priorities or policies. We will deliver quarterly performance reports, including summaries of all compliance and enforcement actions taken, as well as policies and procedures implemented concerning the use of restrictive practices in relation to people with disability.

General Expectations

We will embed the Government's principles of regulatory best practice across all our operations by acting proportionately, transparently and accountably, engaging openly with stakeholders and continuously improving our regulatory approach. Our Regulatory Approach includes our three [human rights duties](#): a positive duty, a participation duty and a duty of candour. These duties guide the way we use our statutory powers and regulatory levers, set and enforce standards, and work with governments to regulate, reduce and eliminate restrictive practices while promoting choice, control and dignity for people with disability.

Our Relationships

As a leader in the care and support economy, we will maintain strong working relationships, open communication, and productive engagement with the Government, DHDA, the NDIA, states and territories and other regulators. Through active engagement in interagency forums, proactive information sharing, coordinated regulatory responses and joint regulatory actions we will reduce duplication, improve accountability and transparency across the service provision market and strengthen consistency to improve outcomes for people with disability. We will demonstrate our market stewardship and sector leadership through active engagement in interagency fora to ensure consistent cross-portfolio collaboration and broader NDIS outcome efficacy.

We will continue to engage people with disability, their supporters including families, providers, advocates, and representative bodies. We will consider the diversity of needs within the community we support to ensure the voices of children and young people, Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, culturally and linguistically diverse populations, and individuals living in rural and remote areas are heard through our consultation, community outreach and proactive campaigns. We will provide people with disability clear, easy-to-understand information to make informed choices and by engaging with them about decisions that affect them.

Our Culture and Capability

We are committed to building and supporting a workforce that is united, capable, and empowered. Our people are our greatest asset and critical to building public trust in the Scheme. We will continue to build on the significant investments we have made in culture, systems, leadership, and staff wellbeing. We will implement the recommendations of the culture review and any specific recommendations Comcare makes about our workforce. We will develop a Culture Roadmap and Action Plan that will set out our goals, agreed actions and metrics for success and be accompanied by a governance framework for assurance.

Our Governance

We will act in accordance with its functions set out in the NDIS Act and Rules and operate in accordance with the governance and performance expectations of the Commonwealth resource management framework and the *Public Governance, Performance and Accountability Act 2013* and Rules, and the performance expectations set out in the Regulator Performance Guide prepared by the Department of Finance. We will actively

monitor and manage enterprise risk according to the NDIS Commission's Risk Management Framework.

We measure achievement of our goals through a suite of performance measures set across a range of key outcomes which are included in our [2025-26 Corporate Plan](#). These measures help us shape more effective operations and contributions to the sector and enable us to assess our performance as a regulator. We are committed to transparency and accountability and will report on our achievements against these measures in our Annual Performance Statement, as part of our Annual Report. We will also publish our compliance and enforcement actions, and quarterly performance reports on our website.

We will publish our Statement of Intent and your Statement of Expectations on the NDIS Commission's website. We will also include these in the 2025-26 Annual Report and the 2026-27 Corporate Plan. Our quarterly reporting as outlined in this Statement of Intent will commence Q2 25/26. This Statement of Intent affirms our determination to meet your expectations by exercising our powers, with a focus on protecting human rights, addressing systemic challenges, and improving outcomes for participants, providers, and workers.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Louise Glanville', with a long horizontal flourish extending to the right.

Louise Glanville Commissioner

16 October 2025