



NDIS Quality
and Safeguards
Commission

Registration ID: 4-3LLK-421

7 June 2021

CARE GOONDIWINDI ASSOCIATION INC
Trading as CARE GOONDIWINDI LTD
PO Box 687
GOONDIWINDI QLD 4390

Attention: Ms Tanya Lowe
Email: tanya.lowe@caregoondiwindi.org.au

Registration as a registered NDIS provider

Dear Tanya Lowe,

Thank you for your application to be registered as a National Disability Insurance Scheme (NDIS) provider. I am pleased to advise that I have decided to register CARE GOONDIWINDI ASSOCIATION INC (trading as: CARE GOONDIWINDI LTD) as a registered NDIS provider under section 73E of the *National Disability Insurance Scheme Act 2013* (NDIS Act).

Your Registration ID: 4-3LLK-421

You will need this Registration ID when contacting the NDIS Commission in relation to your registration.

Registration Scope

CARE GOONDIWINDI ASSOCIATION INC is registered to provide throughout Australia the supports and services for which it is approved as a registered NDIS provider. If CARE GOONDIWINDI ASSOCIATION INC wish to provide additional supports or services, an application to vary registration must be made to the NDIS Commission.

Certificate of registration

The details of CARE GOONDIWINDI ASSOCIATION INC registration, including the classes of supports or services that you are registered to provide and the conditions which apply to CARE GOONDIWINDI ASSOCIATION INC registration, are specified on the Certificate of Registration. The Certificate of Registration is attached and will apply from 17 May 2021.

It is important that you are familiar with the conditions of your registration and your responsibilities as a registered NDIS provider, including the requirement to notify the NDIS Commission of certain changes or events. Guidance is available on the NDIS Commission website at [NDIScommission.gov.au/notify-change-event](https://www.ndiscommission.gov.au/notify-change-event).

Key Personnel

Under sections 13 and 13A of the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 you must notify the Commissioner of certain matters and events, including certain significant changes in your organisation or your governance arrangements. The Commissioner considers that the following to be examples of significant changes of this nature: a change in the membership of key personnel, including a change to the partners of a partnership, the directors of a corporation and changes to senior managers, such as Chief Executive Officers, who are responsible for your executive decisions. The National Disability Insurance Scheme (Registered NDIS Provider Notice of Changes and Events) Guidelines 2019 provide additional examples of changes which the Commissioner considers are significant.

Additional Condition of Registration

Additional conditions have been imposed on CARE GOONDIWINDI ASSOCIATION INC registration under section 73G of the NDIS Act. The additional conditions of registration are set out in your Certificate of Registration.

The decision to impose the additional condition recognises that any NDIS participant who is provided with personal support in their own home may experience a level of risk if those supports are provided by the same individual NDIS worker for any extended period of time. This risk is likely to be greater where the NDIS participant lives alone. The imposition of the additional condition seeks to strike a balance between addressing this risk and allowing an NDIS participant choice in relation to their personal support arrangements. The condition will help ensure that personal supports are provided with appropriate protections being put in place by their NDIS provider. The condition will help to ensure that NDIS providers that provide personal support to NDIS participants who live alone and are supported by the one individual worker have:

- worked with the NDIS participant to assess any risks to them, and
- established appropriate arrangements for monitoring the quality of those supports and to monitor the participant's satisfaction with them.

Please review the [fact sheet](#) that explains the new registration condition that applies to all providers registered to deliver to the registration group 0107 – Assistance with daily personal activities and also explains why it is being applied.

Request for Review

If you do not agree with the decision to impose the additional condition, you have a right to ask to have it reviewed by someone else in the Commission. You have 3 months from the date you receive this notice to ask for a review. You can do this by calling us on 1800 035 544, sending an email to review@ndiscommission.gov.au or writing to:

NDIS Quality and Safeguards Commission

PO Box 210

PENRITH NSW 2750

Please quote your Registration ID 4-3LLK-421. In your request you need to tell us why you believe the decision is wrong.

After the request for review is received, an authorised person in the NDIS Commission will review the decision and notify you of the outcome as soon as practicable after the request was received.

If you have any questions about this condition, you can call us or send us an email. You can also find out more about your registration and conditions of registration at www.ndiscommission.gov.au.

If you have any questions about your registration, please contact the NDIS Commission on 1800 035 544 or via email, registration@NDIScommission.gov.au.

The NDIS Provider Register

Under section 73ZS of the NDIS Act, the Commissioner maintains a public register of registered NDIS providers. The NDIS Provider Register is published on the NDIS Commission's website at NDIScommission.gov.au/provider-register.

If you consider that the information about you on the NDIS Provider Register is inaccurate, amendments or updates to some of the information included on the NDIS Provider Register can be made through the [NDIS Commission Portal](#).

Next steps

As the primary contact on your application, you have a user account to access the NDIS Commission Portal. This will enable you to update and maintain your organisation's details, including key personnel, service outlets and registration groups. It is your responsibility to ensure that your details are correct and current. Additional staff can request access, if required, by following the steps in the quick reference guide on the NDIS Commission website <https://www.ndiscommission.gov.au/document/1021>

If you have any questions about your registration, please contact the NDIS Commission on 1800 035 544 or via email, registration@NDIScommission.gov.au.

Yours sincerely,

Samantha Taylor
Registrar and Delegate
A delegate of the Commissioner under section 202A of the NDIS Act
NDIS Quality and Safeguards Commission
registration@NDIScommission.gov.au

T 1800 035 544
Level 1, 121-125 Henry Street
Penrith NSW 2750
NDIScommission.gov.au



NDIS Quality
and Safeguards
Commission

Certificate of Registration

Issued pursuant to subsection 73E(4) of the *National Disability Insurance Scheme Act 2013* (NDIS Act)

As of 1 July 2018, CARE GOONDIWINDI ASSOCIATION INC (ABN 24 436 612 208) of 111 Callandoon Street, GOONDIWINDI, QLD 4390 is registered as an **NDIS provider**.

Registration Id:	4-3LLK-421
Legal name:	CARE GOONDIWINDI ASSOCIATION INC
Business/trading name:	CARE GOONDIWINDI LTD
ABN:	24 436 612 208
ACN:	636 274 943
Primary address / head office:	111 Callandoon Street, GOONDIWINDI, QLD 4390
Registered provider in relation to:	Managing the funding for supports under participants' plans as defined in section 42 of the NDIS Act and the provision of the following classes of supports under participants' plans.

Classes of Support:

0106	Assist-Life Stage, Transition
0107	Assist-Personal Activities
0108	Assist-Travel/Transport
0115	Daily Tasks/Shared Living
0117	Development-Life Skills
0120	Household Tasks
0125	Participate Community
0127	Plan Management
0136	Group/Centre Activities

Period for which registration is in force: From 17 May 2021 until 17 May 2024

Mid-term audit scheduled start date: 17 November 2022

Note: If your organisation submits an application for renewal of its registration before the date identified above as the end of the period for which registration is in force, then by operation of section 73K of the NDIS Act, the registration will continue in force until the NDIS Commission makes a decision on the application under subsection 73E(1) of the NDIS Act.

Registration ID: 4-3LLK-421

Conditions of Registration

Your registration as a registered NDIS provider is subject to conditions set out in the NDIS Act and in the National Disability Insurance Scheme Rules, including additional conditions imposed under section 73G of the NDIS Act. The conditions which apply to your registration, are set out in the attachment to this Certificate of Registration.

Samantha Taylor

Registrar and Delegate

*A delegate of the Commissioner under
section 202A of the NDIS Act*

NDIS Quality and Safeguards Commission

registration@NDIScommission.gov.au

T 1800 035 544

Level 1, 121-125 Henry Street
Penrith NSW 2750

NDIScommission.gov.au

CONDITIONS OF REGISTRATION

Under section 73F(2), section 73G, section 73H and section 209 of the *National Disability Insurance Scheme Act 2013* (NDIS Act)

The registration of your organisation as a registered NDIS provider is subject to the following conditions:

Standard conditions under section 73F(2) of the NDIS Act

There are standard conditions which apply to all registered NDIS providers under section 73F(2) of the Act. These are:

- a. a condition that you comply with all applicable requirements imposed by a law of the Commonwealth or a law of the State or Territory in which the person or entity operates as a registered NDIS provider;
- b. a condition that you comply with all applicable requirements of the NDIS Code of Conduct;
- c. a condition that you comply with all applicable standards and other requirements of the NDIS Practice Standards;
- d. a condition that you comply with all applicable requirements relating to record keeping prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Q;
- e. a condition that you implement and maintain the applicable complaints management and resolution system in accordance with section 73W;
- f. a condition that you comply with all applicable requirements relating to complaints prescribed by the National Disability Insurance Scheme rules for the purposes of section 73X;
- g. a condition that you implement and maintain the applicable incident management system in accordance with section 73Y;
- h. a condition that you comply with all applicable requirements relating to reportable incidents prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Z;
- i. a condition that you give to the Commissioner, on request, information specified in the request within the period specified in the request (which must not be less than 14 days).

Additional Conditions imposed under section 73G of the NDIS Act

For providers of assistance with daily personal activities to participants who live alone

- (1) This condition applies to the provider only if the provider is registered to provide personal support.
- (2) This condition takes effect on the date it is imposed.
- (3) In this condition:

appropriate means appropriate having regard to the participant's risk factors.

face-to-face communication or **face-to-face contact** means communication or contact in person and directly with the participant and does not include online or virtual communication or contact.

participant means a participant who lives alone.

personal support means the class of support referred to as assistance with daily personal activities in the National Disability Insurance Scheme.

risk factors means factors that may have a significant detrimental impact on a participant's capacity to engage in the community, being the factors listed in clause (6) and **the participant's risk factors** means the risk factors (if any) assessed under clause (4) as existing in relation to the participant.

service agreement means a service agreement with respect to the provision of personal support.

support worker means, in relation to a participant, an individual who provides the participant with personal support.

- (4) The provider must not allow personal support to be provided by a sole support worker to a participant unless the provider:
 - (a) Firstly, has assessed whether any of the risk factors exist in relation to the participant; and
 - (b) Secondly:
 - (i) has entered into a written service agreement with the participant; or
 - (ii) has prepared a proposed written service agreement to enter into with the participant, made all reasonable efforts to enter it with the participant and provided a copy of it to the participant.

Note: The service agreement need not be limited to the provision of personal support. It may also relate to other supports or services provided to the participant. The service agreement must comply with clause (8).

- (5) If the provider has provided a copy of a proposed service agreement to the participant (as referred to in clause (4)(b)(ii)) the provider must provide the personal support to the participant in accordance with the terms of the proposed agreement.

(6) The risk factors are as follows:

- (a) The participant is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with the participant.
- (b) One or more of the following applies:
 - (i) The participant or the participant's plan indicates that the participant has limited or no regular, face-to-face contact with relatives, friends or other people with whom the participant is well-acquainted.
 - (ii) Without the assistance of another person the participant has limited or no physical mobility.
 - (iii) The participant uses equipment to enable them to be physically mobile or to facilitate their physical mobility.
 - (iv) Without the assistance of another person the participant has limited or no ability to communicate with others.
 - (v) The participant uses equipment to enable or facilitate communication with others, including to enable or facilitate the use of a phone or other device.

(7) The provider must:

- (a) document its assessment of the participant's risk factors;
- (b) as soon as reasonably practicable after completing the assessment, provide a copy of the assessment to the participant;
- (c) place a copy of the assessment in the provider's file relating to the participant; and
- (d) as soon as practicable after the provider becomes aware of any change in circumstances that may have a significant impact on the provision of personal support to the participant:
 - (i) update the assessment to take account of the change;
 - (ii) provide a copy of the updated assessment to the participant; and
 - (iii) place a copy of the updated assessment in the provider's file relating to the participant.

(8) The service agreement or (where clause (4)(b)(ii) applies) the proposed service agreement between the provider and the participant must take into account the participant's risk factors and must specify:

- (a) the rights and obligations of the participant and the provider, respectively, under the agreement;
- (b) the means by which the participant's support worker will be selected, including the participant's role in the selection;
- (c) a procedure that will be used to review implementation of the agreement, which must include someone other than the support worker checking directly with the participant, and with appropriate frequency, the participant's level of satisfaction with the type, quality and frequency of personal support being provided;

- (d) the means by which the provider will supervise and monitor the performance of the support worker to ensure the performance is consistent with the agreement and the participant's safety and well-being, which must include (as far as practicable) visits by a supervisor to the participant's home, at a specified and appropriate frequency, to undertake in-person supervision of the support worker;
 - (e) the means by which the provider will communicate with the participant, which must include (as far as practicable) face-to-face communication with the participant in the participant's home at an appropriate frequency;
 - (f) the means by which the provider will engage with other providers who may be involved in providing supports or services to the participant in the participant's home or in supporting the participant to access community based activities.
- (9) If any risk factor has been identified as existing in relation to the participant the provider must ensure that:
- (a) there is a documented plan for supervision of the participant's support worker that is appropriate having regard to the participant's risk factors and the plan is implemented;
 - (b) all of the provider's key personnel receive regular reports in relation to the care and skill with which personal support is being provided to the participant by the support worker, with the regularity of the reports being appropriate having regard to the participant's risk factors; and
 - (c) appropriate action is taken by the provider, without any unreasonable delay, to address any concerns identified in those reports.
- (10) The provider must keep an up-to-date record of all participants to whom the provider allows personal support to be provided by a sole support worker.

Conditions imposed by NDIS rules made under sections 73H and 209 of the NDIS Act

In accordance with sections 73H and 209 of the NDIS Act, you must comply with:

- (a) Part 4 of the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*; and
- (b) Parts 2 – 4 (as applicable) of the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*; and
- (c) if you are registered to provide specialist disability accommodation, Parts 2 and 5 of the *National Disability Insurance Scheme (Specialist Disability Accommodation Condition) Rules 2018*.

Links to and information about these conditions are available on the NDIS Commission website at [NDIScommission.gov.au/legislation-rules-policies](https://www.ndiscommission.gov.au/legislation-rules-policies).

Failure to comply with the Conditions of Registration could result in compliance or enforcement action being taken, which may include the registration being suspended or revoked.

KEY PERSONNEL

You have reported the following people as being your Key Personnel. As at 17 May 2021 they have been determined to be suitable to be involved in the provision of supports or services which you are registered to provide.

Key Personnel

- ARNOTT, Charmian
- COOPER, Sally
- CORISH, Kerry
- HUGHES, Catherine
- LOWE, Jennifer
- LOWE, Tanya
- MACDONALD, Tracy
- MORRISON, Marni
- RICE, Kellie
- RICHTERS, Joel
- RISSMAN, Toni
- ROBINSON, Patricia
- SLACK-SMITH, Bridget
- VERDON, Fiona
- WOODS, Mary