

Participant Safeguarding Policy Implementation Plan

2023 - 2027

[ndis.gov.au](https://www.ndis.gov.au)

The NDIS logo consists of the lowercase letters 'ndis' in a white, sans-serif font. The letter 'i' has a small green dot above it. The logo is set against a dark purple circular background.

Contents

1. Purpose	3
2. Governance and Engagement	3
3. Monitoring and Evaluation	3
4. Actions to Implement the Policy	4

1. Purpose

This Implementation Plan has been developed to deliver the NDIA Participant Safeguarding Policy (Policy).

This high-level Implementation Plan sets out specific actions aligned with the four focus areas in the Policy. The actions are guided by the participant safeguarding principles and the NDIA's role and responsibilities under the NDIS Act.

The NDIA's implementation of the Policy will evolve over time to respond to recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, and the NDIS Review.

We will also review and update the Policy and this Implementation Plan based on developments in safeguarding activities across the NDIS interface, including the implementation of Australia's Disability Strategy – Safety Targeted Action Plan 2021-23 (Safety TAP).

We will continue to work with the NDIS Quality and Safeguards Commission (NDIS Commission) and state and territory governments on specific actions to develop a more coordinated and integrated approach to safeguarding NDIS participants and people with disability.

2. Governance and Engagement

Delivering the actions in this Implementation Plan will require ongoing engagement across the NDIA, and input from external stakeholders. The actions within the Implementation Plan will be implemented over five years from 2023.

We will continue to engage with key external stakeholders during implementation including people with disability and their support networks.

3. Monitoring and Evaluation

The approach to monitor the effectiveness of the Policy's implementation will be developed in 2023.

4. Actions to Implement the Policy

Table 1: Actions to implement NDIA Participant Safeguarding Policy Focus Areas

Focus Area	Actions
Focus Area 1: Individualised approach to identifying, assessing, and managing risks	<ol style="list-style-type: none"> 1. Complete a gaps analysis of NDIA policies, processes, and guidance to support NDIA and Partner staff in identifying, assessing, and managing risk This will include reviewing the risk indicators used to identify potential risks to participants, and the way NDIA and Partner staff discuss potential risks with people with disability. 2. Improve and refine participant risk indicators to proactively identify where participants may be at risk This will include using new indicators to improve the way the NDIA identifies participants potentially at risk, and consideration of how the intersection of multiple indicators can increase the level of risk to a participant. 3. Develop, deliver and promote policies, processes and guidance relating to identifying, assessing and managing risk This will be informed by the outcomes of the gaps analysis.
Focus Area 2: Developing the workforce and capability of people with disability	<ol style="list-style-type: none"> 4. Complete a gaps analysis on workforce training and development resources for NDIA and Partner staff to support people with disability to identify, assess, and manage risk and proactively develop safeguards This will include assessing resources relating to risk and safeguarding concepts, and the roles and responsibilities of the NDIA, the NDIS Commission and people with disability and their support networks. It will include how we proactively work with people with disability and their support networks to assess risks and make informed decisions about developing proactive safeguards.

- 5. Develop, deliver, and promote training that builds the skills, knowledge and confidence of NDIA and Partner staff to support people with disability to identify, assess, and manage risk and proactively develop safeguards**

This will be informed by the outcomes of the gaps analysis.

- 6. Complete a gaps analysis on NDIA and NDIS Commission resources for people with disability and their support networks to explore and understand risk and safeguarding**

This includes reviewing materials that aim to educate and support people with disability and their support networks about risks and safeguards, and understanding the roles and responsibilities of the NDIA, the NDIS Commission and people with disability and their support networks.

This will also include assessing the accessibility of existing resources.

- 7. Develop, deliver, and promote resources and training that builds the skills and knowledge of people with disability and their support networks to explore and understand risk and safeguarding**

This will be informed by the outcomes of the gaps analysis. New or updated resources will be delivered in different ways to ensure they are accessible to a range of audiences.

**Focus Area 3:
Working with
people with
disability to
proactively
develop
safeguards**

- 8. Complete a gaps analysis of NDIA policies, processes, and guidance to support NDIA and Partner staff in working with people with disability to proactively develop safeguards**

This will include assessing whether staff are supported to proactively engage people with disability in trauma-informed, strengths-based discussions about developing safeguards, and to understand the types of reasonable and necessary supports that could be considered when building a participant's plan.

- 9. Develop, deliver and promote policies, processes and guidance relating to working with people with disability to proactively develop safeguards**

This will be informed by the outcomes of the gaps analysis.

**Focus Area 4:
Corrective
measures in
response to
incidents**

10. Complete a gaps analysis of NDIA policies, processes, guidance, in relation to reporting and responding to incidents

This will include reviewing existing mechanisms for communicating policies, processes and guidance in relation to incidents, complaints and fraud.

11. Develop, deliver, and promote resources to improve communication of corrective measures in response to incidents

This will be informed by the outcomes of the gaps analysis.