20 January 2023

The NDIS Quality and Safeguards Commission has taken further compliance action against a Darwin-based individual.

Ms Andrea Cooper, former director of New Chapters New Beginnings, was issued a banning order on 13 December 2022 prohibiting her from being involved in the provision of supports and services to NDIS participants for a period of 30 days, effective from 5:00 pm on 16 December 2022.

On 13 January 2023, the banning order was varied under section 73ZO of the National Disability Insurance Scheme Act 2013 – extending Ms Cooper's ban until 1 March 2023.

The varied banning order continues to prohibit Ms Andrea Cooper from being involved in the provision of supports and services to NDIS participants, including making contact with NDIS participants who receive supports from New Chapters New Beginnings and the families of those participants.

The order also bans Ms Cooper from making any contact with anyone employed or otherwise engaged by New Chapters New Beginnings.

"The NDIS Commission's priority is to uphold the safety, wellbeing and rights of NDIS participants, and uphold their right to access safe and high quality supports," NDIS Quality and Safeguard Commissioner Tracy Mackey said.

"NDIS providers have very clear obligations to uphold the rights of people with disability and to adhere to the NDIS Code of Conduct, and we will take swift action when providers do not meet those obligations, or in circumstances where they are no longer suitable to deliver NDIS supports and services."

Details of compliance actions taken can be read on the NDIS Commission website .

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