



# NDIS Worker and Provider Registration - Video transcript

**Speakers:** Luke Nelson and Catherine McAlpine

**What was the NDIS Review?**

**What did it hear about safety and quality in disability services?**

**Luke Nelson:** The NDIS Review final report was released in December 2023. The NDIS Review was important because it gave people with disabilities a chance to tell their story about how the NDIS is not working. That it is broken.

**Are disability service providers currently registered?**

**Luke Nelson:** There is currently 180,000 unregistered providers in Australia. We don't know where these providers are. We don't know who they are. And it's a great risk to people with disabilities because they could be harmed or disappear off the radar.

**Does Inclusion Australia want providers to be registered?**

**Luke Nelson:** If a service provider doesn't want to get registered, I would say, why don't you want to get registered? What do you have to hide?

**Catherine McAlpine:** Inclusion Australia agrees with universal provider and worker registration. That's why we are supporting the development of a new system that is co-designed by people with disability, including people with an intellectual disability.

Disability registration is an important protection for people who need it most, especially people who don't have friends or family looking out for them. Registration is not the

whole answer. But it's an essential part of ensuring that we have safe and high-quality services for everyone.

There isn't a teacher at any school in Australia, who isn't registered with an education regulator. You certainly wouldn't have more than 180,000 unregistered teachers in classrooms across Australia. Drivers need licenses. Bar staff need Responsible Service of Alcohol certificates.

These are all everyday safeguards that the community accepts because they help keep us safe from crime and fraud. People with disability deserve the same.

### **How can a new provider registration system be created?**

**Catherine McAlpine:** There's a new NDIS provider and worker registration taskforce created by the government to start this process. Inclusion Australia is supportive of the new NDIS registration taskforce, because we know our voices need to be at the table to help get this right and address any community concerns.

### **Some people are saying they are worried about this new registration system. What would you like to say to them?**

**Catherine McAlpine:** We know that some people with disability are worried about what this change might mean. And that's because some workers and businesses are saying it will be too hard for them to register, because it will cost them too much time and money to do the paperwork. But I'd like to assure you that it is far too early for these worries.

Nothing has been decided by the taskforce yet, and any changes that are recommended will be done with your choice and control as a top priority.

### **What happens next?**

**Catherine McAlpine:** The taskforce will publish its advice and recommendations in the middle of this year. The changes that the taskforce will recommend won't be about making more work for good service providers. They will be all about creating a safer system for the people in our community who need it the most.