# NDIS Practice Standards and Quality Indicators – Gap analysis template (verification)

There are several requirements providers must meet to become registered, and maintain registration, with the NDIS Commission. This includes demonstrating compliance with the NDIS Practice Standards for your relevant registration groups. Core modules are applicable to everyone, whilst the supplementary modules should be applied where relevant.

This tool helps you to identify how your organisation is already meeting the practice standards under each module, and any additional quality indicators needed. Once you have identified additional quality indicators required, create an action plan to help achieve your objectives.

Tip! Use the [NDIS Practice Standards and Quality Indicators](https://www.ndiscommission.gov.au/sites/default/files/documents/2019-08/ndis-practice-standards-july-2018.pdf) for guidance on quality indicators NDIS providers can use to demonstrate they comply with the Practice Standard outcomes.

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| Verification module |
| Practice standard: Human resource management**Outcome:** Each participant’s support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support. **Quality indicators:*** Records of worker identity, right to work, pre-employment checks, qualifications and/or experience are maintained.
* Workers complete mandatory NDIS orientation module and records of continuing professional development are maintained.
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| What indicators are already in place? | What are the gaps? |
| Practice standard: Incident management **Outcome:** Each participant is safeguarded by the provider’s incident management system, ensuring that incidents are acknowledged, responded to, well managed and learned from. **Quality indicators:*** An incident management system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system complies with the requirements under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
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| What indicators are already in place? | What are the gaps? |
| Practice standard: Complaints management **Outcome:** Each participant has knowledge of and access to the provider’s complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well managed. **Quality indicators:** * A complaints management and resolution system is maintained that is relevant and proportionate to the scope and complexity of supports delivered and the size and scale of the organisation. The system follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
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| What indicators are already in place? | What are the gaps? |
| Practice standard: Risk management **Outcome:** Risks to participants, workers and the provider are identified and managed. **Quality indicators:*** A documented system that effectively manages work health and safety risks is in place, and is relevant and proportionate to the size and scale of the provider and the scope and complexity of supports.
* Appropriate insurance is in place, including professional indemnity, public liability and accident insurance.
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| What indicators are already in place? | What are the gaps? |

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