

NDIS Practice Standards for Workers: What Binds You, and What Binds Your Employer

Programme syllabus

DOCUMENT CONTROL

- Programme: NDIS Practice Standards for Workers: What Binds You, and What Binds Your Employer (OBA-NPW-2026)
- Audience: Programme documentation - facilitators, quality leads and education managers
- Version 1.0 | Issued 23/09/2026 | Review due 23/03/2027
- Provider: OBA Nursing Academy

SCOPE, CURRENCY AND THE LIMIT OF THIS PROGRAMME

- This programme is professional development. It states what the NDIS Act 2013, the NDIS (Provider Registration and Practice Standards) Rules 2018, the Quality Indicators Guidelines 2018, the NDIS (Code of Conduct) Rules 2018 and the NDIS (Incident Management and Reportable Incidents) Rules 2018 say, and where to find it. It is NOT legal advice and NOT a compliance sign-off. It cannot tell you whether a particular incident is reportable, whether a particular provider or worker complies, or what the Commission or an auditor will decide. Penalties are stated in penalty units and never converted to dollars. Where a requirement sits in an instrument this build did not read - worker screening, the mandatory NDIS worker orientation program's content, restrictive practices - the programme names the layer and states none of its content.
- CONTENT VERIFIED 23/09/2026 DIRECTLY FROM THE FEDERAL REGISTER OF LEGISLATION. NDIS Act 2013 (C2013A00020) COMPILATION NO. 27, compilation date 19/09/2026, authorised version C2026C00401. THAT COMPILATION ENDS ON 01/10/2026 - eight days after this programme was issued - and seven further compilations were already registered ahead of it. Provider Registration and Practice Standards Rules 2018 (F2018L00631) Compilation No. 6, 01/07/2026. Quality Indicators Guidelines 2018 (F2018N00041) Compilation No. 3, 01/07/2026. Code of Conduct Rules 2018 (F2018L00629) Compilation No. 1, 19/12/2023. Incident Management and Reportable Incidents Rules 2018 (F2018L00633) as made, never amended. None recorded unincorporated amendments at the date read. CHECK THE COMPILATION NUMBER ON THE COVER PAGE BEFORE YOU RELY ON ANY SECTION NUMBER IN THIS DOCUMENT.

WHY THIS DOCUMENT IS REVIEWED EVERY SIX MONTHS

- The NDIS Act compilation read for this programme is No. 27, compiled 19/09/2026. IT ENDS ON 01/10/2026 - eight days after this programme was issued - and seven further compilations were already registered ahead of it on the Federal Register.
- Before you rely on any section number in this document, open the instrument on the Federal Register of Legislation and check the compilation number on its cover page against the one printed here.

What this programme is

Support workers are told constantly that they must comply with the NDIS Practice Standards. They cannot. The Practice Standards are made under section 73T of the NDIS Act and specify standards for REGISTERED NDIS PROVIDERS; non-compliance is a breach of a condition of registration, and section 73J says in terms that only a registered NDIS provider can contravene it. A worker holds no registration. What does bind a worker personally is the NDIS CODE OF CONDUCT, whose Code-covered persons expressly include persons employed or otherwise engaged by NDIS providers - and compliance with it is a civil penalty provision. This programme sets out all twenty-four Core Module standards in the words of the instrument, shows where a worker actually appears in them, and then gives the worker the three things that are genuinely their own: the Code of Conduct, the duty to notify a reportable incident, and what an auditor will ask them.

TWO INSTRUMENTS, TWO DUTY-HOLDERS

- THE NDIS PRACTICE STANDARDS - Act s73T, Rules Schedule 1. They bind REGISTERED NDIS PROVIDERS, and non-compliance is a breach of a condition of registration. Act s73J can be contravened only by a registered NDIS provider.
- THE NDIS CODE OF CONDUCT - Act s73V, Code of Conduct Rules ss5-6. Code-covered persons include persons EMPLOYED OR OTHERWISE ENGAGED by NDIS providers, they MUST COMPLY, and compliance is a CIVIL PENALTY PROVISION.
- AND ONE DUTY IN A THIRD INSTRUMENT - Incident Management and Reportable Incidents Rules s19, the duty of workers to notify a reportable incident as soon as possible.

Programme parameters

Item	Detail
Code	OBA-NPW-2026
Title	NDIS Practice Standards for Workers: What Binds You, and What Binds Your Employer
Version / issued / review due	1.0 23/09/2026 23/03/2027
Modules	11
CPD hours	6.5
Summative assessment	60 items, 80% pass mark, 2 attempts
Case study assessment	5 unfolding case studies, 25 decision steps
Delivery	Self-paced online, with an optional facilitated workshop
Audience	NDIS support workers, team leaders and supervisors, trainers and assessors, quality and compliance staff, and provider governing bodies

How the CPD hours were measured

The hours are measured, not asserted. Each module's figure is the sum of its measured segment times; the programme figure adds the programme-level reading and the assessment, and is then rounded to the nearest half hour.

Component	Minutes
Module content (11 modules)	221
Programme-level reading	92
Summative assessment and case studies	86
Total	399
Stated CPD hours	6.5

THE FIGURE IS TAKEN FROM THE CONTENT, NOT THE OTHER WAY ROUND

- The measured total is 399 minutes, which is 6.65 hours. The nearest half hour is 6.5.
- The rounding goes to the NEAREST half hour, INCLUDING DOWNWARDS. A drafting value of 7.0 was corrected down to the measurement. The remedy for a CPD figure you would like to be higher is to ADD CONTENT, never to change the number.

Modules

#	Title	Time	Outcomes
Module 00	Orientation: The Standards Are Not Yours. The Code Is.	19 min	6
Module 01	Where Everything Sits: Act, Rules, Standards, Indicators, Guidance	19 min	6
Module 02	The NDIS Code of Conduct: Seven Obligations That Are Personally Yours	21 min	7
Module 03	Rights and Responsibilities: The Five Standards About the Participant	18 min	6
Module 04	Governance and Operational Management: The Nine, and the Four Words About You	19 min	6
Module 05	Human Resource Management: Competent in Relation to Your Role	22 min	7
Module 06	Provision of Supports: Access, Planning, Agreements, Transitions	17 min	6
Module 07	The Support Provision Environment: Safety, Money, Medication, Mealtimes, Waste	18 min	6
Module 08	Incidents: Your Duty, and Whose Clock Is Whose	23 min	7
Module 09	The Audit: What an Approved Quality Auditor Actually Asks a Worker	18 min	6
Module 10	Scope, Screening, and What to Do on Monday	27 min	6

Learning outcomes, by module

Module 00 - Orientation: The Standards Are Not Yours. The Code Is.

- State who the NDIS Practice Standards apply to, and cite the provision
- Explain why a worker cannot contravene section 73J
- State who the NDIS Code of Conduct applies to, and cite the provision
- State the consequence attached to each instrument
- Explain why the Code reaches further than the Practice Standards do
- State what this programme cannot tell you

Module 01 - Where Everything Sits: Act, Rules, Standards, Indicators, Guidance

- Name the five instruments and what each one does
- Tell a Practice Standard from a quality indicator by its shape
- State where the Core Module sits and how it is organised
- Explain what the word 'Guidelines' does and does not mean here
- Cite a requirement as instrument, provision and compilation
- Locate any rule in this programme at the instrument that carries it

Module 02 - The NDIS Code of Conduct: Seven Obligations That Are Personally Yours

- State who the Code covers, and cite the provision
- List the seven obligations at s6(1)
- Identify the three obligations that are about acting when something is wrong
- Explain what 'prevent and respond to' requires that 'respond to' does not
- State the pricing rule at s6(2) and its qualifier
- State the consequences - civil penalty and banning order
- Explain why the Code reaches further than the Practice Standards

Module 03 - Rights and Responsibilities: The Five Standards About the Participant

- Name the five standards in Part 2 and cite their clauses
- State the three subclauses of clause 3
- Explain what the shape 'Each participant' tells you about who is bound
- State the three quality indicators under the freedom from violence standard
- Explain what an INDEPENDENT advocate is doing in indicator 10(2)
- Identify what a worker actually contributes to each of these standards

Module 04 - Governance and Operational Management: The Nine, and the Four Words About You

- Name the nine standards in Part 3 and cite their clauses
- State how many times a worker is named across the Core Module, and where
- Explain why being named in a standard is not the same as being bound by it
- State what clause 10 does that the other standards do not
- State the four indicators under the incident management standard
- Identify the one indicator in the Core Module that tells workers to comply

Module 05 - Human Resource Management: Competent in Relation to Your Role

- Quote clause 15 and say whose obligation it is
- State what indicator 17(1) requires to be documented about your position
- State what indicator 17(3) requires of orientation and induction
- Explain what indicator 17(4) requires beyond delivering training
- State what indicator 17(9) says about refresher training, and what it does not say
- State what indicator 17(10) requires to be recorded about each worker
- Explain why no method of demonstrating competence is prescribed

Module 06 - Provision of Supports: Access, Planning, Agreements, Transitions

- Name the five standards in Part 4 and cite their clauses
- State what clause 19(1) requires, and why 'actively involved' is the operative phrase
- Explain what clause 20 tests, and why a signed agreement does not settle it
- State the four things clause 21 requires supports to be
- Explain what clause 22 covers that the other four do not
- Identify what a worker contributes to support planning and review

Module 07 - The Support Provision Environment: Safety, Money, Medication, Mealtimes, Waste

- Name the five standards in Part 5 and cite their clauses
- State which three are conditional, and on what
- Quote clause 25 and explain what 'as they determine' rules out
- State the two limbs of clause 26 and when it applies
- State the three requirements of clause 26A
- Explain who clause 27 protects

Module 08 - Incidents: Your Duty, and Whose Clock Is Whose

- Quote s19 and state whose duty it is
- State what triggers the duty and what discharges it
- Explain why an alleged incident is a reportable incident
- State the six categories of reportable incident
- State which incidents carry a 24-hour window and which carry 5 business days, and whose windows they are
- State the three carve-outs at s16 and why they are not yours to apply
- Explain what to do when you are unsure

Module 09 - The Audit: What an Approved Quality Auditor Actually Asks a Worker

- State who an approved quality auditor is and what they assess
- Explain why a worker is evidence rather than the subject
- State what the Rules mean by 'verification'
- Match common audit questions to the indicator behind them
- Explain why an inaccurate reassuring answer is worse than an unflattering one
- State what this programme cannot tell you about an audit outcome

Module 10 - Scope, Screening, and What to Do on Monday

- Identify ten claims that should trigger a check, and name the provision that settles each
- Work the six-step method in order
- State the definition of 'worker' and why 'otherwise engaged' matters
- State what this programme does not tell you about worker screening, and why
- Name the actions that are outside scope for every role
- Answer the twelve local questions for your own situation

Where the law is

This table is the programme's spine. Each row is something that has to happen, and the instrument and provision that carries it - with the duty-holder made explicit.

What you need	Instrument and provision	Note
The Practice Standards themselves	Rules F2018L00631, Schedule 1 (Core Module)	24 standards in 4 Parts. Made under Act s73T.
Who the standards apply to	Act s73T(1); Rules Part 6 s19; Sch 1 cl 1	Registered NDIS providers, and applicants for registration.
What happens if a provider does not meet them	Act s73F(2)(c), s73J	Breach of a condition of registration. Only a registered provider can contravene s73J.
The quality indicators	Quality Indicators Guidelines 2018 F2018N00041, Part 2	Four Divisions mirroring the four Parts of Schedule 1.
The Code of Conduct	NDIS (Code of Conduct) Rules 2018 F2018L00629, ss5-6	Seven obligations at s6(1), plus the pricing rule at s6(2). Made under Act s73V.
Who the Code applies to	CoC Rules s5(2)	NDIS providers AND persons employed or otherwise engaged by them, and key personnel.
The penalty for a worker	Act s73V(3)	250 penalty units in a case other than a serious contravention by an NDIS provider.
Banning orders against a worker	Act s73ZN(2)	Against a person who is or was employed or otherwise engaged by an NDIS provider.
Your duty to notify a reportable incident	Incident Management and Reportable Incidents Rules 2018 F2018L00633, s19	Notify key personnel, a supervisor or manager, or the specified person, as soon as possible.
What a reportable incident is	Act s73Z(4); IM Rules s16, s17	Six categories, and an alleged incident counts.
The provider's reporting windows	IM Rules s20, s21	24 hours for five categories; 5 business days in writing for the rest.
Worker screening	NDIS (Practice Standards - Worker Screening) Rules 2018, and State/Territory law	NOT READ IN THIS BUILD. The programme names the layer and states none of its content.

The Core Module - 24 standards in 4 Parts

Part	Heading	Clauses	Standards
Part 2	Rights of participants and responsibilities of providers	cl 3-7	5
Part 3	Provider governance and operational	cl 9-16A	9

	management		
Part 4	Provision of supports	cl 18-22	5
Part 5	Support provision environment	cl 24-27	5

AND THE COUNT THAT SETTLES THE FINDING

WORKERS ARE NAMED IN THE TWENTY-FOUR CORE MODULE STANDARDS EXACTLY FOUR TIMES, and never as the duty-holder. cl 10 - risks to participants, WORKERS and the provider are identified and managed. cl 12(2) - information appropriately utilised by relevant WORKERS. cl 15 - participants' needs met by WORKERS who are competent in relation to their role. cl 27 - each participant, each WORKER and any other person is protected from harm. In every one of them the sentence is about what the PROVIDER must bring about.

Assessment

Two instruments. The summative paper is 60 multiple-choice items blueprinted across the eleven modules; the case study assessment is 5 unfolding case studies with 25 decision steps, each option carrying feedback. The pass mark is 80% and there are 2 attempts.

Module	Items
Module 00	5
Module 01	5
Module 02	7
Module 03	5
Module 04	5
Module 05	7
Module 06	5
Module 07	5
Module 08	7
Module 09	4
Module 10	5
Total	60

Twenty of the keyed rationales are marked MANDATORY-CORRECT. Those are the statements the programme will not have a learner leave holding wrongly, and each of the eleven modules contributes at least one.

What this programme does not do

- It is not legal advice and it is not a compliance sign-off.
- It does not decide whether a particular incident is a reportable incident. The worker's duty is triggered by becoming aware and discharged by notifying; classification belongs to the provider.
- It does not decide whether any provider, worker or arrangement complies with anything.
- It does not predict what an approved quality auditor or the Commissioner will decide.
- It states no worker screening requirement - those Rules were not read in this build.
- It does not describe the content of the mandatory NDIS worker orientation program.
- It does not state what a regulated restrictive practice is, or how authorisation works in any State or Territory.
- It does not cover work health and safety law, which is a separate regime with its own duties on workers.
- And it does not convert penalty units into dollars.

SUPPORT AND WHERE TO RAISE SOMETHING

- NDIS Quality and Safeguards Commission - 1800 035 544. To make a complaint or report a concern about NDIS supports or services. Free call from landlines.
- Lifeline - 13 11 14. 24 hours, seven days. National crisis support.
- You may stop this programme at any point and come back. Nothing is timed and there is no penalty.