



Certificate of Registration (as varied)

Issued pursuant to section 73L(4) of the *National Disability Insurance Scheme Act 2013* (NDIS Act)

As at 21 January 2025, **COOTHARINGA NORTH QUEENSLAND (92009656679)** of **L 2 340 Adelaide Street BRISBANE CITY QLD 4000** is a registered NDIS provider

Registration ID:	4-433C-352
Legal Name:	COOTHARINGA NORTH QUEENSLAND
Business/Trading name:	Cootharinga North Queensland
ABN:	92009656679
ACN:	-
Primary Address/Head Office:	L 2 340 Adelaide Street BRISBANE CITY QLD 4000
Registered Provider in relation to:	The provision of the following classes of supports under participants’ plans.
Classes of Support:	0101 Accommodation/Tenancy 0104 Assist Personal Activities High 0107 Assist-Personal Activities 0108 Assist-Travel/Transport 0114 Community Nursing Care 0115 Daily Tasks/Shared Living 0116 Innov Community Participation 0117 Development-Life Skills 0118 Early Childhood Supports 0120 Household Tasks 0124 Comms & Info Equipment 0125 Participate Community 0128 Therapeutic Supports 0131 Specialised Disability Accommodation 0136 Group/Centre Activities 0138 Supported Independent Living

Period for which Registration is in force:	From 21 January 2025, until 21 January 2028
Variation of Registration Effective Date:	1 July 2026
Midterm Audit Scheduled Start Date:	1 February 2027

Note: If you submit an application for further registration before the date identified above as the end of the period for which registration is in force, then by operation of section 73K of the NDIS Act, the registration will continue in force until the NDIS Commission makes a decision on the application under subsection 73E(1) of the NDIS Act.

High Intensity Daily Personal Activities

Your registration to provide supports under Registration Group 0104 (High Intensity Daily Personal Activities) is limited to the following supports **COOTHARINGA NORTH QUEENSLAND** registered to deliver the following High Intensity Support Types.

Registered to Deliver:

Complex Bowel Care
Enteral Feeding and Management
Tracheostomy Management
Urinary Catheter Management
Ventilator Management
Subcutaneous Injections
Complex Wound Management
Severe Dysphagia Management

COOTHARINGA NORTH QUEENSLAND is approved for the following:

- Supporting participants with day to day management of medication
- Disposal of waste, infectious or hazardous substances
- Implement restrictive practices with the people you support

Conditions of Registration

Your registration as a registered NDIS provider is subject to conditions set out in the NDIS Act and in the National Disability Insurance Scheme Rules, including additional conditions imposed under section 73G of the NDIS Act. The conditions which apply to your registration, are set out in the attachment to this Certificate of Registration.

NDIS Quality and Safeguards Commission

T 1800 035 544

registration@NDIScommission.gov.au

Level 1, 121-125 Henry Street

Penrith NSW 2750

NDIScommission.gov.au

CONDITIONS OF REGISTRATION

Under section 73F(2), section 73G, section 73H and section 209 of the *National Disability Insurance Scheme Act 2013* (NDIS Act)

The registration of your organisation as a registered NDIS provider is subject to the following conditions:

Standard conditions under section 73F(2) of the NDIS Act

There are standard conditions which apply to all registered NDIS providers under section 73F(2) of the Act. These are:

- a) a condition that you comply with all applicable requirements imposed by a law of the Commonwealth or a law of the State or Territory in which the person or entity operates as a registered NDIS provider;
- b) a condition that you comply with all applicable requirements of the NDIS Code of Conduct;
- c) a condition that you comply with all applicable standards and other requirements of the NDIS Practice Standards;
- d) a condition that you comply with all applicable requirements relating to record keeping prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Q;
- e) a condition that you implement and maintain the applicable complaints management and resolution system in accordance with section 73W;
- f) a condition that you comply with all applicable requirements relating to complaints prescribed by the National Disability Insurance Scheme rules for the purposes of section 73X;
- g) a condition that you implement and maintain the applicable incident management system in accordance with section 73Y;
- h) a condition that you comply with all applicable requirements relating to reportable incidents prescribed by the National Disability Insurance Scheme rules for the purposes of section 73Z;
- i) a condition that you give to the Commissioner, on request, information specified in the request within the period specified in the request (which must not be less than 14 days).

Additional conditions imposed under section 73G of the NDIS Act

Condition 1

For providers of assistance with daily personal activities to participants who live alone.

- 1) This condition applies to the provider only if the provider is registered to provide personal support.
- 2) This condition takes effect on the date it is imposed.
- 3) In this condition:

appropriate means appropriate having regard to the participant's risk factors.

face-to-face communication or **face-to-face contact** means communication or contact in person and directly with the participant and does not include online or virtual communication or contact.

participant means a participant who lives alone.

personal support means the class of support referred to as assistance with daily personal activities in the National Disability Insurance Scheme.

risk factors means factors that may have a significant detrimental impact on a participant's capacity to engage in the community, being the factors listed in clause (6) and **the participant's risk factors** means the risk factors (if any) assessed under clause (4) as existing in relation to the participant.

service agreement means a service agreement with respect to the provision of personal support.

support worker means, in relation to a participant, an individual who provides the participant with personal support.

4) The provider must not allow personal support to be provided by a sole support worker to a participant unless the provider:

- a) Firstly, has assessed whether any of the risk factors exist in relation to the participant; and
- b) Secondly:
 - i. has entered into a written service agreement with the participant; or
 - ii. has prepared a proposed written service agreement to enter into with the participant, made all reasonable efforts to enter it with the participant and provided a copy of it to the participant.

Note: The service agreement need not be limited to the provision of personal support. It may also relate to other supports or services provided to the participant. The service agreement must comply with clause (8).

5) If the provider has provided a copy of a proposed service agreement to the participant (as referred to in clause (4)(b)(ii)) the provider must provide the personal support to the participant in accordance with the terms of the proposed agreement.

6) The risk factors are as follows:

- a) The participant is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with the participant.
- b) One or more of the following applies:
 - i. The participant or the participant's plan indicates that the participant has limited or no regular, face-to-face contact with relatives, friends or other people with whom the participant is well-acquainted.
 - ii. Without the assistance of another person the participant has limited or no physical mobility.
 - iii. The participant uses equipment to enable them to be physically mobile or to facilitate their physical mobility.

- iv. Without the assistance of another person the participant has limited or no ability to communicate with others.
 - v. The participant uses equipment to enable or facilitate communication with others, including to enable or facilitate the use of a phone or other device.
- 7) The provider must:
- a) document its assessment of the participant's risk factors;
 - b) as soon as reasonably practicable after completing the assessment, provide a copy of the assessment to the participant;
 - c) place a copy of the assessment in the provider's file relating to the participant; and
 - d) as soon as practicable after the provider becomes aware of any change in circumstances that may have a significant impact on the provision of personal support to the participant:
 - i. update the assessment to take account of the change;
 - ii. provide a copy of the updated assessment to the participant; and
 - iii. place a copy of the updated assessment in the provider's file relating to the participant.
- 8) The service agreement or (where clause (4)(b)(ii) applies) the proposed service agreement between the provider and the participant must take into account the participant's risk factors and must specify:
- a) the rights and obligations of the participant and the provider, respectively, under the agreement;
 - b) the means by which the participant's support worker will be selected, including the participant's role in the selection;
 - c) a procedure that will be used to review implementation of the agreement, which must include someone other than the support worker checking directly with the participant, and with appropriate frequency, the participant's level of satisfaction with the type, quality and frequency of personal support being provided;
 - d) the means by which the provider will supervise and monitor the performance of the support worker to ensure the performance is consistent with the agreement and the participant's safety and well-being, which must include (as far as practicable) visits by a supervisor to the participant's home, at a specified and appropriate frequency, to undertake in-person supervision of the support worker;
 - e) the means by which the provider will communicate with the participant, which must include (as far as practicable) face-to-face communication with the participant in the participant's home at an appropriate frequency;

- f) the means by which the provider will engage with other providers who may be involved in providing supports or services to the participant in the participant's home or in supporting the participant to access community based activities.
- 9) If any risk factor has been identified as existing in relation to the participant the provider must ensure that:
 - a) there is a documented plan for supervision of the participant's support worker that is appropriate having regard to the participant's risk factors and the plan is implemented;
 - b) all of the provider's key personnel receive regular reports in relation to the care and skill with which personal support is being provided to the participant by the support worker, with the regularity of the reports being appropriate having regard to the participant's risk factors; and
 - c) appropriate action is taken by the provider, without any unreasonable delay, to address any concerns identified in those reports.
- 10) The provider must keep an up-to-date record of all participants to whom the provider allows personal support to be provided by a sole support worker.

Condition 2

A condition is imposed under section 73G of the NDIS Act for the duration of the registration period. This condition requires the provider to undergo a certification audit, conducted by an approved quality auditor, against Module 5A: Assistance with Supported Independent Living as set out in Schedule 7A of the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules.

The audit must form part of the provider's mid-term audit. The Midterm schedule date has been extended and must commence by 1 February 2027.

Condition 3

A condition imposed under Section 73G of the NDIS Act for assessment of the remaining elements of the Certification audit to be undertaken as part of the mid-term audit required to commence no later than 18 months after registration.

Conditions imposed by NDIS rules made under sections 73H and 209 of the NDIS Act

In accordance with sections 73H and 209 of the NDIS Act, you must comply with:

- a) Part 4 of the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*; and
- b) Parts 2 – 4 (as applicable) of the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*; and

- c) if you are registered to provide specialist disability accommodation, Parts 2 and 5 of the *National Disability Insurance Scheme (Specialist Disability Accommodation Condition) Rules 2018*.

Links to and information about these conditions are available on the NDIS Commission website at [NDIScommission.gov.au/legislation-rules-policies](https://www.ndiscommission.gov.au/legislation-rules-policies).

Failure to comply with the Conditions of Registration could result in compliance or enforcement action being taken, which may include the registration being suspended or revoked.

KEY PERSONNEL

You have reported the following people as being your Key Personnel. As at 21 January 2025 they have been determined to be suitable to be involved in the provision of supports or services which you are registered to provide.

Key Personnel

Catherine Hewett
Christalla Louca
Denise Mcnamara
Kirsty Austin
Leanne Perry
Rhys Andrew Kennedy
Robert Irvin
Wendy Lavelle