



OFFICIAL

NDIS Quality
and Safeguards
Commission

Ms Kate Bryant
Coroner's Registrar
Coroner's Court of Victoria

Via email: [REDACTED]

Dear Registrar,

Thank you for your letter of 20 March 2026 regarding the Coroners Court of Victoria's investigation into the death of [REDACTED] (reference number: COR 2022 000793).

On behalf of the NDIS Quality and Safeguards Commission (NDIS Commission), I extend my sincere condolences to the family of [REDACTED] for their loss. I also thank Coroner Judge Liberty Sanger for her findings and recommendations.

The NDIS Commission acknowledges that people with disability experience significantly higher rates of family, domestic and sexual violence than the general population and that disparities are even more pronounced for women with disability. The NDIS Commission is committed to ensuring that people with disability receive safe, high-quality supports and services, and to upholding their rights, including the right to live free from violence, abuse and neglect.

I note the recommendation that the NDIS Commission engage with the Department of Families, Fairness and Housing (DFFH) to understand the requirements for prescribed bodies under MARAM and its applicability in the NDIS context, and that the NDIS Commission work with DFFH to expand the MARAM framework to include NDIS service providers in Victoria and make them MARAM-prescribed entities. In May 2026, the NDIS Commission met with DFFH in relation to the Coroner's recommendations. We remain committed to working with States and Territories to strengthen regulatory oversight of NDIS service providers, including in Victoria.

The NDIS Commission is evolving toward a more intelligence-led, risk-based, and preventative regulatory approach by enabling earlier intervention when risks to participant safety or quality are identified, increasing its use of complaints, reportable incidents and data to detect systemic issues, and placing stronger emphasis on provider governance, accountability and safeguarding culture.

Under the existing regulatory framework, the NDIS Code of Conduct requires all NDIS providers (whether registered or unregistered) and their workers to respond to violence, exploitation, neglect and abuse of people with disability. This includes a responsibility for NDIS providers and workers to take reasonable steps to identify situations that could lead to violence, exploitation, neglect and abuse, and, where appropriate, report incidents to NDIS providers, the NDIS Commission or other relevant authorities.

Registered NDIS providers are also bound by the NDIS Practice Standards and other conditions of registration, and must demonstrate policies, procedures and practices are in place which actively prevent violence, abuse, neglect, exploitation or discrimination. This must be underpinned by risk management systems including incident management systems that workers are trained in. These systems must include processes to inform participants and seek their views about how their information is managed and shared.

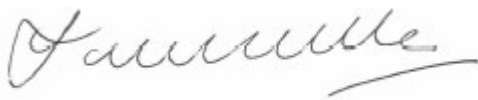
The NDIS Commission uses a range of compliance and enforcement tools to prevent and address breaches of the Code of Conduct and NDIS Practice Standards. The *National Disability Insurance Scheme Act 2013* (NDIS Act) provides the NDIS Commission with a range of compliance and enforcement powers, including banning orders, compliance notices and court-based outcomes. In addition, we educate and work closely with other complaints and regulatory bodies.

The NDIS is currently going through significant regulatory reform to improve the quality and safety of support being delivered to NDIS participants. From 1 July 2026, supported independent living (SIL) and NDIS digital platform providers will need to register with the NDIS Commission. This will increase regulatory oversight in these higher-risk service areas. Providers of SIL will also be required to comply with the new SIL Practice Standards from 1 July 2026. The [draft standards](#) contain clear expectations around workers' proactive identification and action in relation to the risk of harm to NDIS participants.

The NDIS Act enables lawful sharing of NDIS protected information to Government agencies across the country to prevent harm or report past threats to a NDIS participant. We make referrals to other appropriate authorities where required.

Please don't hesitate to reach out if you require any further information from the NDIS Commission.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Louise Glanville', with a horizontal line underneath.

Louise Glanville
NDIS Commissioner

26 June 2026