

ONLINE MASTERCLASS

NDIS Reforms, Risks and Realities: An Online NDIS Law Masterclass

Thursday 12 November 2026

Vic, NSW, ACT, Tas: 9:00am to 4:40pm

QLD: 8:00am to 3:40pm

SA: 8:30am to 4:10pm

NT: 7:30am to 3:10pm

WA: 6:00am to 1:40pm

- What Providers Need to Change Before the New Framework Begins
- SDA and SIL Under Pressure: Funding Protections and Design Disputes
- The Audit Is Coming: Claims Compliance and the Code of Conduct
- Complaints Handling: Before It Becomes a Commission Matter
- Restrictive Practices: Authorisation, Reporting and Provider Risk
- Managing Unsafe Workers in an NDIS Environment



9.00 – 9.10am	Morning Theme: Registration, Pricing and Funding Introduction and Welcome Morning Chair: <i>Georgia Davis, Special Counsel, Mills Oakley, Brisbane, Qld</i>
9.10 – 10.00am	Session 1: SDA and SIL Under Pressure: Funding Rules, Design Disputes and Provider Risk SDA and SIL continue to attract some of the most complex funding, pricing and eligibility disputes in the NDIS. Recent reforms, together with evolving Tribunal decisions, are reshaping how supports are assessed, funded and challenged, requiring providers to take a more strategic approach to negotiations, documentation and service delivery. This session covers: • What's changed in SIL funding and pricing under the recently passed reforms, and the policy objectives behind it • Design category disputes, including Fully Accessible versus High Physical Support, and the evidence that determines classification • SDA eligibility and the SDA needs requirement, including applying the comparative test in practice • Pricing issues, including the On-Site Overnight Assistance parameter and avoiding double-counting with passive overnight supports • How the new funding-category protections affect SDA and SIL funding decisions, negotiations and review rights • Common weaknesses in SIL service agreements that later become the subject of disputes • Recent Tribunal and court decisions shaping SDA and SIL funding, eligibility and service delivery • Practical strategies for reducing dispute risk and strengthening provider decision-making Speaker: <i>Victor Harcourt, Principal, Russell Kennedy, Melbourne, Vic.</i>
10:00 – 10.10am	Questions and Discussion



10.10 – 11.00am	Session 2: The NDIS Reform Wave: Integrity, Eligibility and Funding - What's Changed and What Providers Need to Do Now The NDIS has been remade twice in the past five months. The NDIS Amendment (Integrity and Safeguarding) Act 2026 delivered the most significant shift in provider compliance obligations since the NDIS Commission was established. And the new NDIS Amendment (Securing the NDIS for Future Generations) Act 2026 went further still, giving the Minister power to reduce funding for specified supports and rewriting how eligibility and plans work. This session brings providers up to date on both Acts and what needs to change now, including: • The tiered civil penalty framework under the amendments and the introduction of criminal penalties. • The expansion of banning order powers to cover not only registered providers but others involved in service delivery or support. • New anti-promotion orders and the Commission's power to restrict misleading marketing and promotional activity. • Mandated electronic claims processes and the associated documentation and systems changes. • The implication of the 90-day cooling-off on providers' service delivery models. • The Future Generations Act's new ministerial power to reduce funding for specified support groups, and what it means for providers' pricing and planning certainty. • The redefinition of functional capacity for eligibility purposes, and the tightened rules around plan reassessment and suspension. • How providers can assess their organisation's current compliance posture, service agreements and pricing against both Acts together. Speaker: Luke Geary, Partner, Mills Oakley, Brisbane, Qld
11.00 – 11.10am	Questions and Discussion
11.10 – 11.30am	Morning Break



11.30am – 12.20pm	Session 3: The Audit Is Coming: Claims Compliance and the Code of Conduct The NDIA's claims-checking program is moving from targeted reviews to a more structured compliance regime, with providers facing increasing scrutiny of historical claims and supporting documentation. At the same time, the NDIS Code of Conduct continues to shape how providers deliver services, maintain records and respond to regulatory concerns. This session examines what providers should be doing now to prepare for an audit, strengthen their compliance systems and reduce the risk of enforcement action. This session covers: • The staged rollout of the NDIA's claims-checking program, including the initial focus on older claims and the planned expansion of the audit regime • How claims compliance intersects with providers' obligations under the NDIS Code of Conduct • The records, evidence and documentation providers should have available before a compliance review begins • Common compliance failures emerging from recent NDIA and NDIS Commission compliance activity • Responding to an audit notice, including key process requirements, timeframes and practical strategies • Managing identified compliance issues, including when self-reporting, remediation or system changes may be appropriate • A practical checklist to help providers review historical claims and strengthen their audit readiness Speaker: Danielle Gilby, Senior Associate, Wallmans Lawyers, Adelaide, SA
12.20 – 12.30pm	Questions and Discussion
12.30 – 1.15pm	Lunch Break



1.15 – 1.20pm	Afternoon Theme: Risk, Compliance and Workforce - Running the Service Day to Day Introduction and welcome <i>Afternoon Chair: Campbell Hudson, Partner, Dentons, Sydney, NSW</i>
1.20pm – 2.10pm	Session 4: Complaints Handling: Before It Becomes a Commission Matter The way a provider responds to a complaint in its earliest stages often determines whether it is resolved internally or escalates into a reportable incident, regulatory investigation or enforcement action. Using a practical case study, this session examines how providers should assess, investigate and respond to complaints from the moment they arise. This session covers: • The legal distinction between a complaint and a reportable incident, and the risks of misclassifying either • Triage decisions: what requires an immediate response, what should be investigated, and what can be resolved informally • Conducting fair and defensible internal investigations, including when and how to communicate with participants, families and workers • Worked case study: responding to a serious participant safety incident, from the initial response through to investigation, family communication and reporting decisions • Where complaints handling intersects with worker conduct, supervision and Code of Conduct obligations • Common mistakes that turn an internal complaint into a Commission investigation Speaker: Helene Lee, Partner, Dentons, Melbourne, Vic.
2.10 – 2.20pm	Questions and Discussion



2.20pm – 3.10pm	Session 5: Restrictive Practices: Authorisation, Reporting and Provider Risk Restrictive practices remain one of the most closely scrutinised areas of NDIS regulation. As the Commission increases its compliance focus, providers need to be confident not only that restrictive practices are properly authorised, but also that they can recognise when a practice requires authorisation, meet their reporting obligations and maintain documentation that withstands regulatory review. This practical session examines the areas where providers most commonly get it wrong, and the steps they can take to reduce compliance risk. This session covers: • Recognising when a practice is a restrictive practice requiring authorisation • Current authorisation requirements and the circumstances most likely to trigger Commission scrutiny • Reporting obligations for restrictive practices and reportable incidents, and the most common compliance failures • Preparing behaviour support documentation and authorisation records that withstand review • How restrictive practices fit within the Commission's broader safeguarding and compliance priorities • Practical scenarios comparing compliant practice with common provider mistakes • Lessons from recent Commission compliance and enforcement activity Speaker: Luke O'Kane, Partner, Clyde & Co, Sydney, NSW
3.10 – 3.20pm	Questions and Discussion
3.20 – 3.40pm	Afternoon Break



3.40 – 4.30pm	Session 6: Who's on your Books? Managing Unsafe Workers in an NDIS Environment NDIS providers have dual obligations: to protect participants while also meeting their responsibilities as employers. When concerns arise about a worker's conduct, performance or fitness for duty, providers often need to make difficult decisions quickly, balancing participant safety against procedural fairness and employment law obligations. Get it wrong, and the consequences can include Fair Work claims, discrimination complaints, regulatory scrutiny and reputational damage. This practical session examines how providers can confidently manage workforce issues while meeting both their employment law and NDIS obligations. This session covers: • Managing allegations of misconduct involving support workers, including participant complaints and safeguarding concerns • When it is appropriate to suspend, stand down or remove a worker from participant-facing duties while concerns are investigated • Conducting fair and legally defensible workplace investigations • Managing workers who may no longer be fit for duty due to illness, injury or psychological impairment • Balancing participant safety with procedural fairness and employers' obligations under the Fair Work Act and anti-discrimination laws • Terminating employment lawfully where serious misconduct, incapacity or ongoing performance issues cannot be resolved • Lessons from recent Fair Work Commission and court decisions relevant to NDIS providers • Practical strategies for reducing employment law risk while maintaining safe, high-quality participant care Speaker: Emily Harvey, Partner, Hall & Wilcox, Brisbane, Qld
4.30 – 4.40pm	Questions and Discussion
4.40pm	Masterclass Close



GENERAL INFORMATION

Masterclass Registration Fee

The registration fee includes attendance at the live online masterclass.

Masterclass Papers

Access to the papers and PowerPoints will be available online to all delegates in the lead-up to the masterclass (as they become available). The materials will be available in .pdf format for easy download.

CPD

Lawyers: 6 CPD units/points (substantive law)

CPD Certificate

All delegates will receive a CPD certificate confirming registration and the CPD units applicable



Conference Terms & Conditions

1. In these terms,
 - a. "TEN" means Television Education Network Pty Ltd t/as TEN The Education Network.
 - b. "you" means the person who has registered to attend or the person or persons who attend(s) the conference (if different from the person registered)
 - c. "conference" means the live face to face or live or recorded online educational event or which you have registered (by whatever name called and includes conferences, masterclasses, webinars and webinar series).
 - d. "live conference" means a conference other than a recorded conference.
 - e. "recorded conference" means a recording of a presentation or a series of presentations which you can view at a time of your choosing
 - f. "online" in relation to a conference means a conference you attend by viewing the conference over the Internet
 - g. "face to face" in relation to a conference means a conference held in an external venue where you view the conference in the conference room

General – all conferences

2. TEN may change the program for a live conference as described in the brochure you have downloaded or in the TEN website without notice to you in any manner and at any time.
3. The information and opinions of presenters at the conference are not necessarily those of TEN and are in the nature of general information and not professional advice and you rely on these at their own risk. TEN is not responsible for the accuracy of the information or the correctness of the opinions offered by presenters at the conference.
4. TEN is not responsible for any financial or other losses incurred by you or for injury or damage to persons or property which occur at or in connection with the conference.

Conversion of face to face conferences to live online conferences

5. If the conference is being held face to face or face to face AND online, TEN reserves the right to convert the conference on no less than 24 hours' notice to a solely online conference or to cancel the conference or to postpone the conference to a later date if TEN determines that it is unable to hold the conference face to face on the date/s advertised for any one or more of the following reasons:
 - a. State or national border closures
 - b. Restrictions on movement of persons imposed on persons by any responsible authority in Australia
 - c. The inability or refusal of one or more presenters or TEN team members to attend the conference to present
 - d. In its opinion, it is unsafe to hold the conference face to face for any reason.
6. If TEN converts the conference from face to face only or to face to face and online to online only or postpones the conference or cancels the conference, TEN will not be responsible for any loss or damage you suffer as a result including any travel costs relating to the conference.
7. If TEN converts the conference from face to face to online or postpones the conference and as a result you are not able to attend you will be entitled to a full refund of registration fee paid or a credit equal to that fee to use for a future purchase of a TEN product.

Copyright

8. The copyright in materials prepared by presenters at a conference and made available to you by TEN is and remains the property of each presenter.
9. You are entitled to use those materials for private study and research only.
10. The copyright in the live stream and in any recording of a conference offered online is the property of TEN.
11. You are entitled to watch a conference for private study and research only.

Conference cancellation by TEN – all conferences

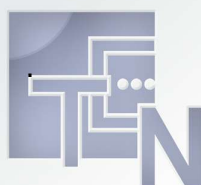
12. TEN reserves the right to cancel a conference for any reason.
13. If TEN cancels the conference, you will be entitled either to a refund of the registration fee you have paid or to a credit equal to that fee which you can use to purchase another TEN product within 12 months of the first day of the cancelled conference.

Cancellation by You – all conferences

14. Refunds for registration cancellation by you other than under Clause 6(b):
 - a. If notice of cancellation is actually received by TEN more than 10 days before the first day on which the conference is to be held, 85% of the registration fee you have paid
 - b. Otherwise, no refund.

Governing Law – all conferences

15. The agreement between TEN and you is governed by the laws in force in the State of Victoria and the courts and tribunals of that State have sole jurisdiction to determine disputes arising in relation to it.



Registration Form

REGISTRATION IS SIMPLE: complete the form below and fax or post your registration to us or register online.

Television Education Network Pty Ltd trading as **TEN The Education Network** (ABN 19 052 319 365)

Address: Level 4, 90 William Street, Melbourne, Vic 3000

Phone (03) 8601 7700

Enquiries: Contact our Event Manager, Jenna Pickrell (jenna@tved.net.au) – phone: 03 8601 7729

Register online: www.tved.net.au – go to Masterclasses

Please register me for the **NDIS Reforms, Risks and Realities: An Online NDIS Law Masterclass** to be held online on Thursday 12 November. [code: MNRNOV26]

[☐] **Early Bird Registration** – for registrations paid on or before 16 October 2026 - **\$880** (\$800 + \$80 GST)

[☐] **Discount Registration** – for registrations paid on or before 30 October 2026- **\$1089** (\$990 + \$99 GST)

[☐] **Full Price Registration** – **\$1200** (\$1100 + \$100 GST)

NAME & ADDRESS DETAILS

Mr/Mrs/Miss/Ms (circle appropriate) Name:

Position in Company/Firm:

Company/Firm:

Postal Address:

..... State..... Postcode:

Telephone: (.....)..... Mobile: (.....)

Email:

PAYMENT DETAILS (Note: This form will be a Tax Invoice for GST when you make payment)

☐ I enclose a cheque for \$..... payable to: **Television Education Network Pty Ltd** or

Please debit my: ☐ **Amex** ☐ **Mastercard** ☐ **Visa**

Expiry Date/.....

Name on Card:

..... Signature
:

—

