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## Notice of Registration

As of 16 April 2024, Quality Lifestyle Support (ABN 43092474872) is a registered attendant care and support provider with the National Injury Insurance Scheme Queensland (NIISQ).

Registration ID	ACSRC-2324199
Legal name	Quality Lifestyle Support
Business / trading name	Quality Lifestyle Support QLS
ABN	43092474872
ACN	
Primary business address	108 Mort Street, Toowoomba QLD, 4350
Issue date and address	16 April 2024 Robyn Cavanagh - Director <a href="mailto:admin@qualitylifestylesupport.com">admin@qualitylifestylesupport.com</a>
Review date	30/06/2024

### Please note

1. A provider must be registered as an attendant care and support service provider to provide these services to a participant in the scheme, otherwise the services are excluded treatment, care and support.<sup>1</sup> Registration does not create an entitlement to funding (or approval for funding) under the scheme. In all cases, the agency will consider (among other things), the appropriateness<sup>2</sup> of a registered provider to deliver services to a participant.
2. Registered providers are expected to collaborate, and maintain open communication with; the agency, the participant and others, in order to identify effective treatment, care and support for the participant,<sup>3</sup> and respond to queries by the agency in relation to the assessment of a participant's needs for treatment, care and support.<sup>4</sup>
3. The agency is required to publish summary information about a registered provider (such as contact and service delivery details) on its website<sup>5</sup> and may publish similar information in printed publications.
4. Registered providers are expected to notify NIISQ of any changes to their ability to meet minimum criteria for registration prior to the nominated review date (as per criterion outlined below).



Gaenor Walker  
General Manager  
NIISQ Agency

The NIISQ Agency has utilised the following criteria to determine eligibility to register as a NIISQ attendant care and support provider.

<sup>1</sup> National Injury Insurance Scheme (Queensland) Act 2016 (Qld) ss 9(1)(c), 9(2).

<sup>2</sup> National Injury Insurance Scheme (Queensland) Regulation 2016 (Qld) s 19.

<sup>3</sup> National Injury Insurance Scheme (Queensland) Act 2016 (Qld) s 59(1)(e).

<sup>4</sup> National Injury Insurance Scheme (Queensland) Act 2016 (Qld) s 25(3).

<sup>5</sup> National Injury Insurance Scheme (Queensland) Act 2016 (Qld) sch 1.

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**Criterion 1 – Provider appropriateness: Legal and Financial compliance**

Operationalised as

- a. Provider is a legal entity
- b. Provider holds a valid ABN or ACN associated with the entity
- c. The provider has an account with an Australian financial institution in the name of the organisation
- d. Disclosure of legal proceedings (actual or threatened) against the organisation, associated entities or directors within the past five years and transparent disclosure of associated impact to service delivery
- e. There are no actual or potential insolvency or bankruptcy actions against the provider, associated entities or directors within the past five years
- f. There are no breaches or defaults under any agreement, contract, order or award that is likely to adversely affect the ability of the organisation to provide the services they are registering for
- g. The provider holds
  - sufficient level of public liability insurance
  - sufficient level of professional indemnity insurance
  - mandatory workers' compensation insurance required under Queensland law
  - appropriate comprehensive motor vehicle insurance for all motor vehicles used by provider or in connection with the services – where relevant

**Criterion 2 – Provider appropriateness, industry standards**

Operationalised as

- h. Current accreditation against relevant industry practice standards for the services a provider is being registered for
- i. Submission of documentary evidence of current accreditation against one of the following
  - NDIS Quality and Safeguards Commission
  - The Australian Community Industry Alliance (ACIA, and associated ACI Standards [ACIS])
  - the Human Services Quality Framework (HSQF),
  - the Aged Care Quality and Safety Commission. ACIA / ACIS
- j. Confirmation that workers are subject to worker screening through
  - NDIS worker screening or
  - An appropriate state-based worker screening processes (for working with children and vulnerable people)

**Criterion 3 – Provider appropriateness, appropriately qualified to provide treatment, care, or support**

Operationalised as

- k. The provider has two or more years' experience delivering high quality services to people who have sustained a serious personal injury and/or have lifelong disability.
- l. The provider's employees are appropriately skilled and qualified to provide the attendant care and support service to people who have sustained a serious personal injury and/or have lifelong disability.

**Criterion 4 – Provider appropriateness, conflict of interest**

Operationalised as

- m. Provider declaration of any real, potential, or perceived conflicts of interest associated with their delivery of attendant care and support services for NDIS Agency.