

NDIS Compliance 360°: The Technology Stack That Minimises Risk

EXECUTIVE SUMMARY

As of 30 June 2024, the NDIS supported over 717,000 participants, marking a quarterly growth of 3.5% according to NDIA data. Annual payments for 2023–24 reached approximately AUD 41.85 billion, with scheme expenditures. During the same period, claim payment error rates surged from 1.23% in 2020–21 to 4.97% in 2023–24, translating to potential yearly discrepancies of up to AUD 2.4 billion.

In this high-growth, high-stakes environment, TesseractApps delivers a robust, 360° compliance-first technology stack—streamlining credential oversight, rostering alignment, pricing validation, documentation controls, and audit-ready reporting. This platform reduces risk, enhances operational integrity, and frees providers to focus on quality care.

COMPLIANCE CHALLENGE: AN EVOLVING RISK LANDSCAPE

- Rapid scheme expansion: NDIS funding grew from AUD 26.9 billion in early 2024.
- Stronger regulator response: The NDIS Commission now initiates audits, enforcement actions, and deregistration for providers with suspected breaches in billing or documentation integrity.
- Provider case failures: High-profile cases such as Maysan Holdings and Cocoon SDA Care saw thousands of claims rejected—valued at millions of dollars—due to allegations of fraudulent billing, poor documentation, or unsafe service delivery.

Supporting Evidence

A

Data Governance & Security

- Uses 256-bit encryption and secure cloud architecture aligned to Australian Privacy Act and NDIS Practice Standards.
- Immutable audit trails record all user actions and document access.
- Role-based access controls maintain strict least-privilege access across participant and staff records.

B

Workforce & HR Automation

- Automated credential expiration alerts and screening checks support uninterrupted compliance readiness.
- Roster matching ensures staff qualifications align with participant needs, reducing deployment risks.
- Automatic compliance alerts inform providers of regulatory updates, including NDIS Pricing Agreements.

C

Financial Integrity & Traceability

- Real-time logging of service delivery, invoicing, and payroll, enhancing billing precision.
- Integrations with accounting platforms like Xero, MYOB, QuickBooks capture price-limit alignment.
- Dashboard flags identify anomalies such as rostered vs claimed hours, which mirror known NDIA audit flags.

D

Documentation & Records Management

- Version-controlled document repositories for policies, care plans, onboarding forms, all with audit metadata.
- Built-in e-signature workflow and compliance acknowledgements ensure staff validate the current version.
- Automated review reminders guarantee documentation remains current for audits.

WHY COMPLIANCE-CENTERED DESIGN MATTERS

- Error rates have quadrupled in five years; providers without integrated systems are increasingly vulnerable.
- Integrated compliance providers typically pass audits faster and incur fewer corrective actions.
- Embedding governance within workflows prevents ad-hoc patches and supports systemic resilience.

SEAMLESS OPERATIONAL INTEGRATION

- A single platform supporting HR, rostering, service delivery notes, financial reporting and compliance alerts.
- Mobile-first capability allows frontline workers to capture and log data in real time—minimising manual lag and improving accuracy.
- Fine-grained access control ensures organisational transparency while preserving privacy.

FUTURE-PROOFING AGAINST REGULATORY SHIFTS

Around 80% of NDIS payments between October and December 2022 were subject to a price cap. Price caps are applied bluntly in the scheme, which has limited the development of a responsive and innovative market. Current price caps aim to encourage providers to operate 'efficiently'.

The NDIA's Integrity Reform Program is set to complete by December 2025.

TesseractApps maintains continuous alignment with policy updates, delivering dashboards and analytics to preempt audit flags and regulatory action.

IMPLEMENTATION BLUEPRINT

- Conduct audit-alignment assessment and compliance baseline.
- Migrate participant and staff data; record credential statuses.
- Configure workflow controls: document libraries, alerts, compliance checks.
- Connect to financial systems for invoicing and pricing alignment.
- Roll out mobile workforce capabilities and deliver user training.
- Maintain compliance dashboards and quarterly audit-readiness reviews aligned with NDIA publications.

