



**NDIS Quality  
and Safeguards  
Commission**

Registration ID: 4-GENT2FA

25 October 2021

SUNFLOWER SERVICES PTY LTD  
Trading as SUNFLOWER SERVICES PTY LTD  
8 Magin Crescent  
WALLSEND NSW 2287

Attention: Kimberley Perks  
Email: kimberley.perks@sunflowerservices.com.au

### **Registration as a registered NDIS provider**

Dear Kimberley Perks

Thank you for your application to be registered as a National Disability Insurance Scheme (NDIS) provider. I am pleased to advise that I have decided to register SUNFLOWER SERVICES PTY LTD (trading as: SUNFLOWER SERVICES PTY LTD) as a registered NDIS provider under section 73E of the *National Disability Insurance Scheme Act 2013* (NDIS Act).

#### **Your Registration ID: 4-GENT2FA**

You will need this Registration ID when contacting the NDIS Commission in relation to your registration.

#### **Registration Scope**

SUNFLOWER SERVICES PTY LTD is registered to provide throughout Australia the supports and services for which it is approved as a registered NDIS provider. If SUNFLOWER SERVICES PTY LTD wish to provide additional supports or services, an application to vary registration must be made to the NDIS Commission.

#### **Certificate of registration**

The details of SUNFLOWER SERVICES PTY LTD registration, including the classes of supports or services that you are registered to provide and the conditions which apply to SUNFLOWER SERVICES PTY LTD registration, are specified on the Certificate of Registration. The Certificate of Registration is attached and will apply from 29 September 2021.

It is important that you are familiar with the conditions of your registration and your responsibilities as a registered NDIS provider, including the requirement to notify the NDIS Commission of certain changes or events. Guidance is available on the NDIS Commission website at [NDIScommission.gov.au/notify-change-event](https://www.ndis.gov.au/notify-change-event).

## Key Personnel

Under sections 13 and 13A of the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 you must notify the Commissioner of certain matters and events, including certain significant changes in your organisation or your governance arrangements. The Commissioner considers that the following to be examples of significant changes of this nature: a change in the membership of key personnel, including a change to the partners of a partnership, the directors of a corporation and changes to senior managers, such as Chief Executive Officers, who are responsible for your executive decisions. The National Disability Insurance Scheme (Registered NDIS Provider Notice of Changes and Events) Guidelines 2019 provide additional examples of changes which the Commissioner considers are significant.

## Additional Condition of Registration

The delegate can impose conditions of registration under section 73G of the NDIS Act. I have decided to impose a condition of registration on SUNFLOWER SERVICES PTY LTD registration. The additional condition of registration are set out in your Certificate of Registration.

The decision to impose this condition recognises that the provider is required to undergo a full Certification audit against the NDIS Practice Standards and has currently undergone a provisional audit as the delivery of NDIS supports and services had not commenced at the time of the audit. The remaining elements of the Certification audit (a stage 2 audit) are to be completed within the period specified in the condition.

## Request for Review

If you do not agree with the decision to impose the additional condition, you have a right to ask to have it reviewed by someone else in the Commission. You have 3 months from the date you receive this notice to ask for a review. You can do this by calling us on 1800 035 544, sending an email to [review@ndiscommission.gov.au](mailto:review@ndiscommission.gov.au) or writing to:

NDIS Quality and Safeguards Commission

PO Box 210

PENRITH NSW 2750

Please quote your Registration ID 4-GENT2FA. In your request you need to tell us why you believe the decision is wrong.

After the request for review is received, an authorised person in the NDIS Commission will review the decision and notify you of the outcome as soon as practicable after the request was received.

If you have any questions about this condition, you can call us or send us an email. You can also find out more about your registration and conditions of registration at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

If you have any questions about your registration, please contact the NDIS Commission on 1800 035 544 or via email, [registration@NDISCommission.gov.au](mailto:registration@NDISCommission.gov.au).

## The NDIS Provider Register

Under section 73ZS of the NDIS Act, the Commissioner maintains a public register of registered NDIS providers. The NDIS Provider Register is published on the NDIS Commission's website at [NDISCommission.gov.au/provider-register](http://NDISCommission.gov.au/provider-register).

If you consider that the information about you on the NDIS Provider Register is inaccurate, amendments or updates to some of the information included on the NDIS Provider Register can be made through the [NDIS Commission Portal](#).

### **Next steps**

Now that you are a registered NDIS provider, the primary contact on your application will have a user account created to access the NDIS Commission Portal. This process can take up to 10 days. This will enable you to update and maintain your organisation's details, including key personnel, service outlets and registration groups. It is your responsibility to ensure that your details are correct and current. Additional staff can request access, if required, by following the steps in the quick reference guide on the NDIS Commission website <https://www.ndiscommission.gov.au/document/1021>.

If you have any questions about your registration, please contact the NDIS Commission on 1800 035 544 or via email, [registration@NDIScommission.gov.au](mailto:registration@NDIScommission.gov.au)

Yours sincerely,

**NDIS Quality and Safeguards Commission**

T 1800 035 544

[registration@NDIScommission.gov.au](mailto:registration@NDIScommission.gov.au)

Level 1, 121-125 Henry Street

Penrith NSW 2750

[NDIScommission.gov.au](http://NDIScommission.gov.au)



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## Certificate of Registration

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

As at 29 September 2021 SUNFLOWER SERVICES PTY LTD (59650992635) of 8 Magin Crescent WALLSEND NSW 2287 is a **registered NDIS provider**

Registration ID:	4-GENT2FA
Legal name:	SUNFLOWER SERVICES PTY LTD
Business/trading name:	SUNFLOWER SERVICES PTY LTD
ABN:	59650992635
ACN:	650992635
Primary address / head office:	8 Magin Crescent WALLSEND NSW 2287
Registered provider in relation to:	The provision of the following classes of supports under participants' plans.
Classes of support:	0106 Assist-Life Stage, Transition 0108 Assist-Travel/Transport 0125 Participate Community
Period for which registration is in force:	From 29 September 2021 until 29 September 2024
Midterm audit scheduled start date	29 March 2023

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 section 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 SUNFLOWER SERVICES PTY LTD registered to deliver the following High Intensity Support Types.

Registered to deliver:
N/A

**SUNFLOWER SERVICES PTY LTD is approved for the following:**

- N/A

**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](mailto:registration@NDIScommission.gov.au)

Level 1, 121-125 Henry Street

Penrith NSW 2750

[NDIScommission.gov.au](http://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**

A condition imposed under section 73G of the NDIS Act requiring assessment of the remaining elements of the Certification audit by an approved quality auditor to be conducted 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 a Condition of Registration could result in your registration being suspended or revoked or a civil penalty being imposed.

## KEY PERSONNEL

You have reported the following people as being your Key Personnel as at 29 September 2021. They have been determined to be, as at that date, suitable to be involved in the provision of supports or services which you are registered to provide.

### Key Personnel

PERKS, Kimberley