



NDIS Quality
and Safeguards
Commission

Registration ID: 4-L1IUD26

21 August 2025

Deepcare Pty Ltd
Trading as DEEPCARE PTY LTD
64 Kokoda Drive
SUNBURY VIC 3429

Attention: Vimukthi A Pathiraja
Email: vimukthipathiraja@gmail.com

Registration as a registered NDIS provider

Dear Vimukthi A Pathiraja

Thank you for the application of Deepcare Pty Ltd to be registered as a registered NDIS provider. I write to you in your capacity as key personnel of Deepcare Pty Ltd. I have decided to register Deepcare Pty Ltd (trading as: DEEPCARE PTY LTD) as a registered NDIS provider under section 73E of the National Disability Insurance Scheme Act 2013 (NDIS Act).

You must check the Certificate of Registration below to understand which classes of support you have been registered for, and conditions that apply to your registration.

Your Registration ID: 4-L1IUD26

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

Registration Scope

Deepcare Pty Ltd is registered to provide throughout Australia the supports and services for which it is approved as a registered NDIS provider. If Deepcare Pty Ltd wish to provide additional supports or services, an application to vary registration may be made to the NDIS Commission.

Certificate of registration

The details of Deepcare Pty Ltd registration, including the classes of supports or services that you are registered to provide and the conditions which apply to Deepcare Pty Ltd registration, are specified on the Certificate of Registration. The Certificate of Registration is attached and will apply from 16 July 2025.

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 [Notify us of changes or events | NDIS Quality and Safeguards Commission](#).

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

Additional conditions have been imposed on Deepcare Pty Ltd registration under section 73G of the NDIS Act. The additional conditions of registration are set out in your Certificate of Registration.

Condition 1

The decision to impose this condition is to require the provider to undergo a full Certification audit against the NDIS Practice Standards, noting the provider has provided responses to the NDIS Practice Standards self-assessment responses, which are exact or a very similar match to responses on other applications. The provider is required to submit revised responses to the NDIS Practice Standards that are unique to its organisation or circumstances, 3 months after service delivery has commenced. In the event that service delivery commences between 12 and 18 months from the date of registration, the full certification audit must be completed as part of the midterm audit commencing no later than 18 months after registration.

Condition 2

The decision to impose this condition recognises that any NDIS participant who is provided with personal support in their own home may experience a higher level of risk if those supports are provided by the same individual NDIS worker for any extended period of time, particularly where the NDIS participant lives alone. Imposing the additional condition seeks to address this risk, while allowing an NDIS participant choice in relation to their personal support arrangements. The condition will help to ensure that NDIS providers providing personal support to NDIS participants who live alone and are supported by the one individual worker have:

- worked with the NDIS participant to assess any risks to them, and
- established appropriate arrangements for monitoring the quality of those supports and to monitor the participant's satisfaction with them.

Review under section 100 of the NDIS Act

If you are not satisfied with my decision to:

- refuse your registration for some classes of support; or
- impose a condition or conditions on your registration;

then under section 100 of the NDIS Act, within three (3) months of receiving notice of my decision, you may request an internal review of my decision.

Any application for an internal review will be dealt with by someone who was not involved in the making of the decision.

Should Deepcare Pty Ltd wish to request a review of my decision, it may make the request in writing and email it to review@ndiscommission.gov.au or send it by post, addressed to:

Director Provider Registration
NDIS Quality and Safeguards Commission
PO Box 210
Penrith NSW 2751

Alternatively, you may telephone the Provider Registration team on 1800 035 544 to request a review of the decision or to arrange to make the request in person.

Once you have been notified of the reviewer's decision, you may seek a further review of that decision by the Administrative Review Tribunal under section 103 of the NDIS Act.

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 [Find a registered provider | NDIS Quality and Safeguards Commission](#).

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](#).

If you have any questions about your registration, please contact the NDIS Commission on 1800 035 544 or via email, registration@ndiscommission.gov.au.

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>

Yours sincerely,

Delegate of the Commissioner

NDIS Quality and Safeguards Commission
T 1800 035 544
registration@ndiscommission.gov.au

Level 1, 121-125 Henry Street
Penrith NSW 2750
[NDIScommission.gov.au](http://ndiscommission.gov.au)



NDIS Quality and Safeguards Commission

Period for which registration was issued

From 15 July 2025 until 16 July 2028

Certificate of Registration

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

As at 16 July 2025 Deepcare Pty Ltd (69668629258) of 64 Kokoda Drive SUNBURY VIC 3429 is a **registered NDIS provider**

Registration ID:	4-L1IUD26
Legal name:	Deepcare Pty Ltd
Business/trading name:	DEEPCARE PTY LTD
ABN:	69668629258
ACN:	668629258
Primary address / head office:	64 Kokoda Drive SUNBURY VIC 3429
Registered provider in relation to:	The provision of the following classes of supports under participants' plans.
Classes of support:	0102 Assist Access/Maintain Employ 0103 Assist Prod-Pers Care/Safety 0104 Assist Personal Activities High 0105 Personal Mobility Equipment 0106 Assist-Life Stage, Transition 0107 Assist-Personal Activities 0108 Assist-Travel/Transport 0114 Community Nursing Care 0115 Daily Tasks/Shared Living 0116 Innov Community Participation

High intensity Daily Personal Activities	0117 Development-Life Skills
Low registration to provide supports and activities is limited to the following High Intensity Support Types	0120 Household Tasks
	0125 Participate Community
Comprehensive Support Care	0136 Group/Centre Activities
Period for which registration is in force:	From 16 July 2025, until 16 July 2028
Midterm audit scheduled start date	16 January 2027

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 subsection 73E(1) of the NDIS Act.

Disposal of Property If approved for the following:

- Supporting participants with day to day management of registration
- Disposal of assets, liabilities or funds (bank statements)

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 74B of the NDIS Act. The conditions which apply to your registration are set out in the attachment to the Certificate of Registration.

NDIS Quality and Safeguards Commission
 T 1800 025 345
 Email: ndis@nqs.gov.au

Level 1, 121-125 Henry Street
 Parramatta NSW 2150
 1800 025 345

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 Deepcare Pty Ltd registered to deliver the following High Intensity Support Types.

Registered to deliver:

Complex Bowel Care

Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and Management

Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter)

Subcutaneous Injections

Complex Wound Management

Severe Dysphagia Management

Deepcare Pty Ltd is approved for the following:

- Supporting participants with day to day management of medication
- Disposal of waste, infectious or hazardous substances

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

Level 1, 121-125 Henry Street

Penrith NSW 2750

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

Condition 1

A condition is imposed under section 73G of the NDIS Act for the period of registration requiring a certification audit (stage 1 & stage 2) by an approved quality auditor to be conducted three months after service delivery has commenced to participants in any of the classes of support that require certification assessment. As part of the stage 1 audit, the provider must provide the approved quality auditor with revised self-assessment responses against the applicable NDIS Practice Standards.

In the event that service delivery commences between 12 and 18 months from the date of registration, the certification audit must be completed as part of the midterm audit commencing no later than 18 months after registration comes into force.

Condition 2

For providers of assistance with daily personal activities to participants who live alone

- (1) This condition applies to the provider only if the provider is registered to provide personal support.
- (2) This condition takes effect on the date it is imposed.
- (3) In this condition:

appropriate means appropriate having regard to the participant's risk factors.

face-to-face communication or face-to-face contact means communication or contact in person and directly with the participant and does not include online or virtual communication or contact.

participant means a participant who lives alone.

personal support means the class of support referred to as assistance with daily personal activities in the National Disability Insurance Scheme.

risk factors means factors that may have a significant detrimental impact on a participant's capacity to engage in the community, being the factors listed in clause (6) and **the participant's risk factors** means the risk factors (if any) assessed under clause (4) as existing in relation to the participant.

service agreement means a service agreement with respect to the provision of personal support.

support worker means, in relation to a participant, an individual who provides the participant with personal support.

- (4) The provider must not allow personal support to be provided by a sole support worker to a participant unless the provider:
 - (a) Firstly, has assessed whether any of the risk factors exist in relation to the participant; and
 - (b) Secondly:

- (i) has entered into a written service agreement with the participant; or
- (ii) has prepared a proposed written service agreement to enter into with the participant, made all reasonable efforts to enter it with the participant and provided a copy of it to the participant.

Note: The service agreement need not be limited to the provision of personal support. It may also relate to other supports or services provided to the participant. The service agreement must comply with clause (8).

- (5) If the provider has provided a copy of a proposed service agreement to the participant (as referred to in clause (4)(b)(ii)) the provider must provide the personal support to the participant in accordance with the terms of the proposed agreement.
- (6) The risk factors are as follows:
 - (a) The participant is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with the participant.
 - (b) One or more of the following applies:
 - (i) The participant or the participant's plan indicates that the participant has limited or no regular, face-to-face contact with relatives, friends or other people with whom the participant is well-acquainted.
 - (ii) Without the assistance of another person the participant has limited or no physical mobility.
 - (iii) The participant uses equipment to enable them to be physically mobile or to facilitate their physical mobility.
 - (iv) Without the assistance of another person the participant has limited or no ability to communicate with others.
 - (v) The participant uses equipment to enable or facilitate communication with others, including to enable or facilitate the use of a phone or other device.
- (7) The provider must:
 - (a) document its assessment of the participant's risk factors;
 - (b) as soon as reasonably practicable after completing the assessment, provide a copy of the assessment to the participant;
 - (c) place a copy of the assessment in the provider's file relating to the participant; and
 - (d) as soon as practicable after the provider becomes aware of any change in circumstances that may have a significant impact on the provision of personal support to the participant:
 - (i) update the assessment to take account of the change;
 - (ii) provide a copy of the updated assessment to the participant; and
 - (iii) place a copy of the updated assessment in the provider's file relating to the participant.

- (8) The service agreement or (where clause (4)(b)(ii) applies) the proposed service agreement between the provider and the participant must take into account the participant's risk factors and must specify:
- (a) the rights and obligations of the participant and the provider, respectively, under the agreement;
 - (b) the means by which the participant's support worker will be selected, including the participant's role in the selection;
 - (c) a procedure that will be used to review implementation of the agreement, which must include someone other than the support worker checking directly with the participant, and with appropriate frequency, the participant's level of satisfaction with the type, quality and frequency of personal support being provided;
 - (d) the means by which the provider will supervise and monitor the performance of the support worker to ensure the performance is consistent with the agreement and the participant's safety and well-being, which must include (as far as practicable) visits by a supervisor to the participant's home, at a specified and appropriate frequency, to undertake in-person supervision of the support worker;
 - (e) the means by which the provider will communicate with the participant, which must include (as far as practicable) face-to-face communication with the participant in the participant's home at an appropriate frequency;
 - (f) the means by which the provider will engage with other providers who may be involved in providing supports or services to the participant in the participant's home or in supporting the participant to access community based activities.
- (9) If any risk factor has been identified as existing in relation to the participant the provider must ensure that:
- (a) there is a documented plan for supervision of the participant's support worker that is appropriate having regard to the participant's risk factors and the plan is implemented;
 - (b) all of the provider's key personnel receive regular reports in relation to the care and skill with which personal support is being provided to the participant by the support worker, with the regularity of the reports being appropriate having regard to the participant's risk factors; and
 - (c) appropriate action is taken by the provider, without any unreasonable delay, to address any concerns identified in those reports.
- (10) The provider must keep an up-to-date record of all participants to whom the provider allows personal support to be provided by a sole support worker.

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 the Conditions of Registration could result in compliance or enforcement action being taken, which may include the registration being suspended or revoked.

KEY PERSONNEL

You have reported the following people as being your Key Personnel. As at 16 July 2025 they have been determined to be suitable to be involved in the provision of supports or services which you are registered to provide.

Key Personnel

DEEPIKA PALIPANA MUDIYANSELAGE

GUJIRATH ASHOKA BAMUNUSINGHE

SUBADRI SW WARUSAPPERUMA DON

VIMUKTHI A PATHIRAJA