



**NDIS Quality  
and Safeguards  
Commission**

Registration ID: 4-433C-1217

20 February 2024

CUSTODIA PLAN MANAGEMENT PTY LTD  
Trading as Custodia Plan Management Pty Ltd  
87B Main Street  
BAIRNSDALE VIC 3875

Attention: Pauline Therese Luchetta  
Email: [pauline@custodia.com.au](mailto:pauline@custodia.com.au)

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

Dear Pauline Therese Luchetta

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 CUSTODIA PLAN MANAGEMENT PTY LTD (trading as: Custodia Plan Management Pty Ltd) as a registered NDIS provider under section 73E of the *National Disability Insurance Scheme Act 2013* (NDIS Act).

**Your Registration ID:** 4-433C-1217

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

### **Registration Scope**

CUSTODIA PLAN MANAGEMENT PTY LTD is registered to provide throughout Australia the supports and services for which it is approved as a registered NDIS provider. If CUSTODIA PLAN MANAGEMENT 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 CUSTODIA PLAN MANAGEMENT PTY LTD registration, including the classes of supports or services that you are registered to provide and the conditions which apply to CUSTODIA PLAN MANAGEMENT PTY LTD registration, are specified on the Certificate of Registration. The Certificate of Registration is attached and will apply from 20 December 2023.

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.ndiscommission.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.

## 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](https://www.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

As the primary contact on your application, you have a user account to access the NDIS Commission Portal. 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](https://www.ndiscommission.gov.au)



## Certificate of Registration

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

As at 20 December 2023, CUSTODIA PLAN MANAGEMENT PTY LTD (49618000383) of 87B Main Street  
BAIRNSDALE VIC 3875 is a **registered NDIS provider**

Registration ID:	4-433C-1217
Legal name:	CUSTODIA PLAN MANAGEMENT PTY LTD
Business/trading name:	Custodia Plan Management Pty Ltd
ABN:	49618000383
ACN:	618 000 383
Primary address / head office:	87B Main Street BAIRNSDALE VIC 3875
Registered provider in relation to:	Managing the funding for supports under participants' plans as defined in section 42 of the Act
Classes of support:	0127 Plan Management
Period for which registration is in force:	From 20 December 2023 until 20 December 2026
Midterm audit scheduled start date	

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 CUSTODIA PLAN MANAGEMENT PTY LTD registered to deliver the following High Intensity Support Types.

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**Registered to deliver:**

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N/A

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**CUSTODIA PLAN MANAGEMENT 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. 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 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).

#### 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://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 20 December 2023. 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

DAVYD WILLIAM ROBERT REID  
DIANE SLAYFORD

PAULINE THERESE LUCHETTA  
PETER CAFARELLA