



NDIS Code of Conduct Policy

The NDIS Code of Conduct sets the standards for how the organisation carries out provision of NDIS supports and services for all representatives including management, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Code of Conduct

The NDIS Code of Conduct requires people who deliver NDIS supports and services to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct
- Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.

The NDIS Code of Conduct applies to the following people:

- Registered NDIS providers, their key personnel and NDIS workers
- Unregistered NDIS providers, their key personnel and NDIS workers
- Providers delivering information, linkages, and capacity building (ILC) activities or Commonwealth Continuity of Support Programme services for people over the age of 65.
- NDIS Commission employees

Breach of Code of Conduct

To report a possible breach of the NDIS Code of Conduct call 1800 035 544.

For more information about the NDIS Code of Conduct, visit the NDIS Quality and Safeguards Commission website at www.ndiscommission.gov.au

Relevant Items

Regulations relevant to this policy include:

- *NDIS (Code of Conduct) Rules 2018 (Cth)*

External Documents relevant to this policy include:

- Know Your Obligations (pdf on NDIS website)