

## NDIS Code of Conduct

---

The NDIS Code of Conduct (the Code) sets out the minimum expectations for the provision of NDIS supports, to ensure that participants' rights are upheld and that they receive safe, ethical supports. The Code has been designed to reflect the core values and principles of the National Standards for Disability Services, the National Mental Health Standards, and the *National Disability Insurance Scheme Act 2013*.

The *National Disability Insurance Scheme (Code of Conduct) Rules 2018* legislates that all 'Code-covered' persons must comply with the requirements of the Code. A 'Code-covered' person refers to all NDIS providers, and all persons employed or otherwise engaged by an NDIS provider, whether or not they themselves are registered as an NDIS provider.

### NDIS Code of Conduct

In providing supports or services to people with disability, a Code-covered person must:

- “(a) act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and*
- (b) respect the privacy of people with disability; and*
- (c) provide supports and services in a safe and competent manner, with care and skill; and*
- (d) act with integrity, honesty and transparency; and*
- (e) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability; and*
- (f) take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and*
- (g) take all reasonable steps to prevent and respond to sexual misconduct.”*

### Regulation of the Code

Any person is able to raise a complaint about actual or potential breaches of the Code to the Quality and Safeguards Commissioner. If a provider or worker is found to have breached the Code, the Commissioner will take appropriate action depending on the severity and nature of the breach. This may include education, compliance and enforcement action, or barring them from providing NDIS supports.

### Get ready for NDIS with Standards & Performance Pathways

This summary guide was prepared by BNG NGO Services Online, the team behind [Standards & Performance Pathways \(SPP\)](#).

SPP is Australia's leading online solution for accreditation, standards compliance, and quality management, as well as for managing risk and performance. SPP carries over 50 community services and health standards, including the national and State/Territory disability services standards. With SPP, you can measure your organisation's compliance by completing guided self-assessments that identify where you've met requirements and what work is needed to address gaps.

SPP will carry all the essential NDIS requirements as released, including the Terms of Business, Code of Conduct, and Practice Standards. Self-assessments for the Code of Conduct and relevant guidelines will be available in SPP once they are operational within the Scheme (after 1 July 2018).