



Your guide to the **NDIS Code of Conduct**

The NDIS Code of Conduct sets clear and enforceable expectations for ethical conduct in the delivery of supports and services.

The Code applies to all NDIS providers, registered and unregistered, and all persons employed or otherwise engaged by an NDIS provider.



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



Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions



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



Respect the privacy of people with disability



Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability



Provide supports and services in a safe and competent manner with care and skill



Act with integrity, honesty and transparency



Take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct, including providers who are concerned about the services of another provider.

The Commissioner is able to take a range of actions against breaches, including education, compliance and enforcement action, or prohibiting providers from operating in the NDIS market.



The full code can be found in 'The NDIS (Code of Conduct) Rules 2018 [F2018L00629]', which is available through the 'Legislation, rules and policies' page of the NDIS Commission website.

Contact us

For more information visit
[ndiscommission.gov.au](https://www.ndiscommission.gov.au)