

UPDATED - NDIS Code of Conduct (September 2024)

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Approved:
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Introduction

The NDIS Code of Conduct sets the standards for code-covered persons. The Code of Conduct must be upheld at all times and at every stage of support provision.

Applicability

When
<ul style="list-style-type: none">applies to supports and services provided to all participants.
Who
<ul style="list-style-type: none">applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Documents relevant to this policy

 Worker code of conduct template

Code of Conduct

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable 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 may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct
- do not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.