



National Disability Insurance Scheme

Code of Conduct

This Code of Conduct applies to all workers and services providers delivering NDIS supports or services, including employees, contractors, students and volunteers. It has been introduced to ensure the safety and well-being of people with:

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

All people with disability have full and equal human rights to make their own decisions, live how they choose and receive the support they need. People with a disability have a right to question, seek extra information about or refuse any part of their service delivery. The onus is on you to communicate in a way that ensures they understand and make their own preferences and concerns known to you. It also requires you to consider their values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability.

2. Respect the privacy of people with disability.

People with disability have the right not to have their personal information disclosed to others without their informed consent – unless mandatory reporting is required. Privacy goes beyond handling personal information to delivering services in a way that maintains personal dignity. This includes both asking permission to perform and explaining procedures that involve physical touch or invading personal space.

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

All workers are expected to have adequate expertise and competence necessary for safe and skilful service delivery. You must have and maintain the required qualifications and skills. You decline directions to undertake duties that you are not qualified or trained to deliver. You should also comply with your own professional code of conduct and relevant work, health and safety requirements. You must never work under the influence of drugs or alcohol.

4. Act with integrity, honesty and transparency.

Integrity and honesty are crucial to developing trust between you and people with a disability, so you must be transparent about your qualifications and any limits to your competencies. You should declare and avoid any real or perceived conflict of interest in your work. You should avoid giving, asking for or accepting inducements or gifts that may influence your decision-making or service delivery. You must avoid unethical practices.



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5. 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 a disability.

If the safety or the quality of support for people with disability is at risk you should take immediate action to address the reasons why. Ensure the person is safe and consult with them about how they would like to resolve the issue and take action. It is your responsibility to be familiar with your provider's systems for complaints and incident management and to follow established procedures.

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

People with disability are at a far greater risk of and are more likely to experience violence, abuse, neglect and exploitation than those without a disability. You can play an important role in helping to prevent, intervene early and respond to violence, abuse, neglect and exploitation. This includes behaviour involving seclusion, chemical, mechanical, physical or environmental restraint. If an incident or criminal act does occur, after ensuring the safety of the person affected, you must report it to your supervisor and/or other authorities, including police where appropriate.

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

People with disability have a right to sexual expression and to develop and maintain sexual relationships. However, they are at an increased risk of all forms of sexual violence and sexual misconduct. You are expected to adhere to the highest standards of behaviour, by having professional boundaries with people with disability. This includes preventing and responding to any inappropriate behaviour by anyone to a person with disability. You should report any sexual misconduct, unlawful sexual or physical conduct or inappropriate relationships to your supervisor/manager.