

NDIS Code of Conduct (NDIS Providers)

As a registered Plan Manager for the NDIS, I am required to abide by the *NDIS Code of Conduct*. This code promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

The NDIS Code of Conduct applies to:

- registered NDIS providers and their employees
- unregistered NDIS providers and their employees
- providers delivering information, linkages, and capacity building (ILC) activities
- providers delivering Commonwealth Continuity of Support Programme services for people over the age of 65.

The NDIS Code of Conduct requires workers and providers who deliver NDIS supports 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, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

You can find out more about the NDIS Code of Conduct on the NDIS website

www.ndiscommission.gov.au/providers/ndis-code-conduct

If at any time you feel that I have not acted in line with this code, please contact me to discuss your concerns.

If you feel that you are not able to discuss your concerns directly with me, you can contact the NDIS Quality and Safeguards Commission by:

- visiting their website www.ndiscommission.gov.au;
- sending an email to feedback@ndiscommission.gov.au, or
- calling 1800 035 544.

Below are my business and contact details for your records.

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