

Know your obligations

You have obligations to people with disability under the NDIS Code of Conduct and Australian Consumer Law.



Attention all NDIS providers and workers



Safety

- Provide supports and services safely, with care and skill.
- Act when something might affect the quality or safety of supports you provide. This includes making sure a transition of care (to hospital or another provider) is safe.



Respect

- Respect the rights of people with disability. This includes their right to privacy, freedom of expression, self-determination and decision making.
- Act with integrity, honesty and transparency. You **MUST NOT** pressure or harass people with disability, or make false or misleading claims about services you can provide.



Duty of Care

- Take action to prevent and respond to violence, exploitation, neglect and abuse (including sexual misconduct) of people with disability.
- Help participants to get the supports they need if their circumstances change.



Consequences

Penalties apply if you do not meet your obligations under the NDIS Code of Conduct. This includes banning individuals and businesses from working with people with disability, issuing fines and infringement notices, and other sanctions.

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Who to contact

[ndis.gov.au](https://www.ndis.gov.au)

If you can no longer care for an NDIS participant

Call the NDIA on
1800 800 110
www.ndis.gov.au

If you have a concern or complaint about a provider or worker

Call the NDIS Commission on
1800 035 544
www.ndiscommission.gov.au

If you believe an NDIS provider is using unfair business practices

Call the ACCC on
1300 302 502
www.accc.gov.au