



**NDIS Quality
and Safeguards
Commission**

The NDIS Code of Conduct

How these rules keep participants safe

Easy Read guide



How to use this guide



NDIS Quality
and Safeguards
Commission

We are the **NDIS Quality and Safeguards Commission (NDIS Commission)**.

We wrote this guide.



We make sure people with disability who take part in the NDIS:

- are safe
- get good **quality** services.



Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **15**.



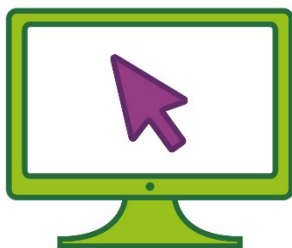
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

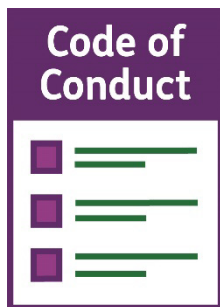
It only includes the most important ideas.



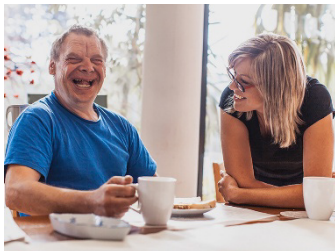
You can find the other document on our website.

www.ndiscommission.gov.au/code

What is the NDIS Code of Conduct?



A **Code of Conduct** is a list of rules about how everyone should behave.



This includes:

- **providers**
- workers.



Providers support people with disability by delivering a support or service.

The NDIS Code of Conduct explains:



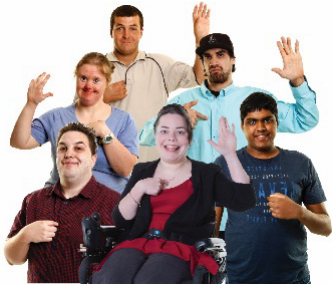
- what good support is



- what you can expect from providers and workers



- how to know if something is wrong.



Participants are people with disability who take part in the NDIS.



The NDIS Code of Conduct also protects the **rights** of participants.



Rights are rules about how people must treat you:

- fairly
- equally.



This includes the right to get services that are:

- safe
- good quality.

What rules are in the NDIS Code of Conduct?



The NDIS Code of Conduct has rules that providers and workers need to follow.



Providers and workers must respect your right to:

- be who you are
- be in control of your own life
- make decisions about things that are important to you.



Providers and workers must also respect your **privacy**.



Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.



When providers and workers deliver your services and supports, they must:

- keep everyone safe
- do a good job.



They must do their job with care.

And have the right skills.



Providers and workers must:

- be honest
- do the right thing.



They must also be clear about their work and what you can expect from them.



Providers and workers must speak up if something might affect:

- the safety of you or workers
- the quality of a service.

Providers and workers must do their best to protect you from:



- violence – when someone hurts you physically



- abuse – when someone treats you badly



- neglect – when someone is not helping you the way they are supposed to help you



- exploitation – when someone takes advantage of you.



Providers and workers must also do their best to protect you from **sexual misconduct**.



Sexual misconduct is when someone behaves in a sexual way that is:

- against the law
- or
- not welcome.



Providers and workers must not ask you to pay more than people who are not NDIS participants.



They can only do this if there is a good reason for your supports to cost more.

How to report issues about providers and workers



Most NDIS providers try to deliver good quality services and supports.

But sometimes there are problems.



If your provider or worker isn't following the NDIS Code of Conduct, you can make a **complaint**.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



It's always okay to speak up when:

- something is wrong
- you have a complaint about the safety or quality of your services.



You can make a complaint to your provider.



Your provider should:

- help you feels safe to make a complaint
- try to fix the issue your complaint is about.

You can talk to us if you:



- don't want to speak to your provider



- aren't happy with what your provider has done to fix the issue.



When you make a complaint, it helps make services and supports better.



And it can help other participants.



You can contact us to report an issue.

Our contact details are on page [18](#).



Someone can also support you to contact us, like:

- a family member
- a friend
- someone who helps you speak up for yourself.

You can find Easy Read information on our website about:



- the issues we can help you with

www.ndiscommission.gov.au/report

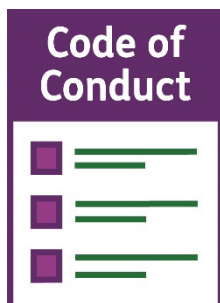


- what happens after you report an issue to us.

www.ndiscommission.gov.au/after-report

Word list

This list explains what the **bold** words in this document mean.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

NDIS Quality and Safeguards Commission (NDIS Commission)



NDIS Quality
and Safeguards
Commission

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good quality services.



Participants

Participants are people with disability who take part in the NDIS.



Privacy

Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.



Providers

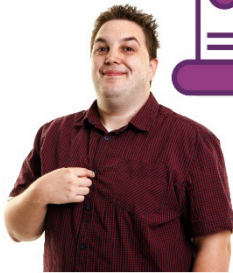
Providers support people with disability by delivering a support or service.



Quality

Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Sexual misconduct

Sexual misconduct is when someone behaves in a sexual way that is:

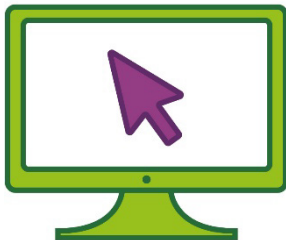
- against the law
or
- not welcome.

Contact us



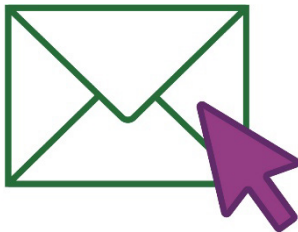
You can call us Monday to Friday.

1800 035 544



You can check what times to contact us on our website.

www.ndiscommission.gov.au/contact-us



You can send us an email.

contactcentre@ndiscommission.gov.au



You can write to us.

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2751



You can go to our website.

www.ndiscommission.gov.au



Teletypewriter (TTY)

Call:

133 677

Ask for:

1800 035 544



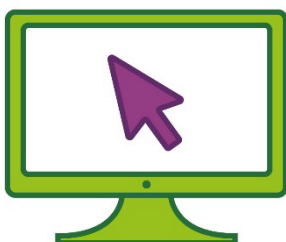
The National Relay Service

You can find the services on the website.

www.accesshub.gov.au/about-the-nrs

Ask for:

1800 035 544



Internet relay calls

internet-relay.nrscall.gov.au



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



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www.facebook.com/NDISCommission



You can follow us on Instagram.

www.instagram.com/ndiscommission



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