

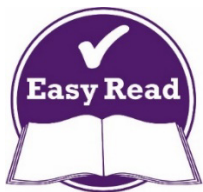


**NDIS Quality  
and Safeguards  
Commission**

# The NDIS Code of Conduct

**How these rules keep participants safe**

**Easy Read guide**



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## How to use this guide



NDIS Quality  
and Safeguards  
Commission

The **NDIS Quality and Safeguards Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



The NDIS Commission wrote this guide.

When you see the word 'we', it means the NDIS Commission.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

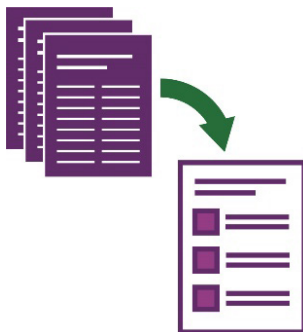
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 13.



This is an Easy Read summary of other documents about the NDIS Code of Conduct.

This means it only includes the most important ideas.



You can find the other documents on our website.

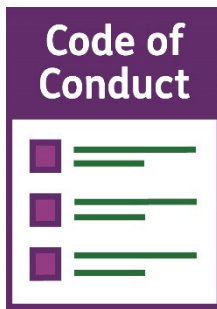
[www.ndiscommission.gov.au/about/  
ndis-code-conduct](http://www.ndiscommission.gov.au/about/ndis-code-conduct)



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

## What is the NDIS Code of Conduct?



The National Disability Insurance Scheme (NDIS) has a Code of Conduct.

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



The NDIS Code of Conduct makes sure **participants** are safe.



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



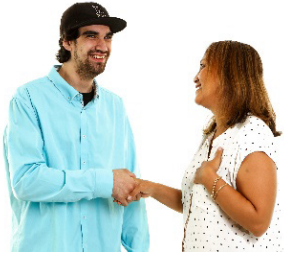
The NDIS Code of Conduct also explains how NDIS **providers** and workers must:

- behave
- treat participants.



Providers support people with disability by delivering a service.





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



Rights are rules about how people must treat you fairly.



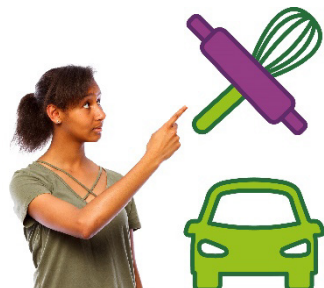
This includes the right to get services that are:

- safe
- good **quality**.

Quality is about receiving good services that:

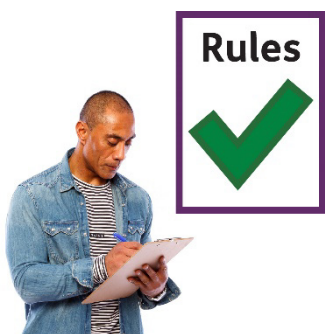


- meet the needs of people with disability



- give people with disability choice and control.

## 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:

- how safe a service is
- the quality of a service.

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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**.

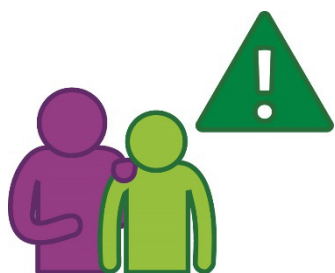


Sexual misconduct is when someone behaves in a sexual way that is:

- against the law
- or
- not welcome.

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## How to make a complaint



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**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



It's ok to make a complaint if something is wrong.



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



And it helps other participants.



It's the job of the NDIS Commission to look at complaints about NDIS supports and services.



You have the right to tell us if you are not happy with your supports or services.



You can contact us to make a complaint.

Our contact details are on page 15.



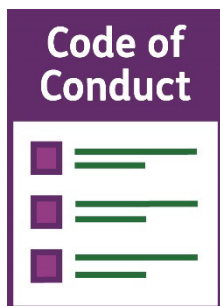
Someone can also support you to contact us, like:

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

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## Word list

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



### **Code of Conduct**

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



### **Complaint**

When you make a complaint, 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 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.



## Quality

Quality is about receiving 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.



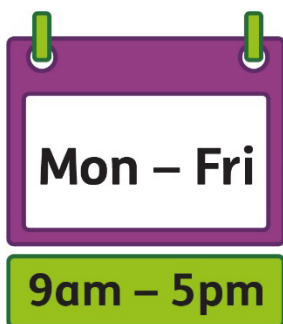
## Sexual misconduct

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

- against the law
- not welcome.

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.



If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



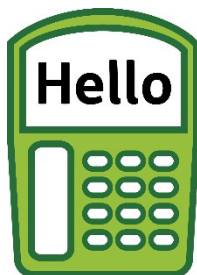
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



TTY

**133 677**



The National Relay Service

Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)



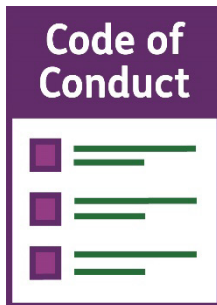
You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)



You can follow us on Facebook.

[www.facebook.com/NDISCommission](https://www.facebook.com/NDISCommission)



You can find posters and videos about the Code of Conduct on our website.

[www.ndiscommission.gov.au/makeitknown](https://www.ndiscommission.gov.au/makeitknown)



You can use your phone camera to scan this QR code. It will take you to our website.



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Quote job number 5187.