The NDIS Code of Conduct

What it means for participants, providers, and workers

Every person accessing supports through the NDIS has the right to safe, respectful, and ethical care. The NDIS Code of Conduct sets out the standards of behaviour expected of registered providers, key personnel, and individual workers, and is enforced by the NDIS Quality and Safeguards Commission.

What the Code of Conduct Requires

Under the Code, providers and workers must act with respect for individual rights to freedom of expression, self-determination, and decision-making in line with relevant laws and conventions. They must respect the privacy of participants, provide supports and services in a safe and competent manner with care and skill, and act with integrity, honesty, and transparency. The Code also requires providers to promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports provided to participants, and to prevent and respond to all forms of violence, exploitation, neglect, and abuse.

Why This Matters for Participants

For participants and families, the Code of Conduct provides a clear, enforceable standard to expect from any registered provider. If you ever feel a provider or worker hasn't met these standards, you have the right to raise a concern with the provider directly, or to make a complaint to the NDIS Quality and Safeguards Commission, which has the power to investigate breaches and take regulatory action.

Recent Regulatory Changes

As part of broader NDIS reforms, new fraud and safeguarding measures have also been introduced, including expanded mandatory registration requirements for providers delivering higher-risk supports — such as personal care and services in closed settings — along with stronger information-gathering and investigation powers for the NDIA. These changes are being phased in over the coming years and are intended to strengthen protections for participants who are most at risk of harm.

What to Look For in a Provider

When choosing a provider, it's reasonable to ask whether they are NDIS-registered, how they train their staff on the Code of Conduct, and how they handle feedback or complaints. A provider that welcomes these questions openly is generally a good sign of a genuine commitment to safe, ethical care.

How Fiora Healthcare Can Help

Upholding the NDIS Code of Conduct isn't just a compliance requirement for us — it reflects how we already approach care across Albany and the Great Southern region: with respect, transparency, and

a genuine commitment to participant safety and wellbeing. If you have any questions about how we uphold these standards, we're always happy to talk it through.

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