

Purpose

This TASSK policy outlines the expected standards of behavior and ethical conduct to ensure the safety, dignity, and rights of people with disability are upheld.

The National Disability Insurance Scheme (NDIS) Code of Conduct is a legislative framework that sets out the expectations for ethical and safe service delivery to people with disability. This document outlines the scope of the NDIS Code of Conduct policy as it applies in Western Australia and Queensland, based on the National Disability Insurance Scheme (Code of Conduct) Rules 2018 and guidance from the NDIS Quality and Safeguards Commission

Scope

This policy applies to:

- All workers, providers, and participants involved in the delivery of services under the National Disability Insurance Scheme (NDIS) in Western Australia and Queensland.

Code of Conduct

The Code of Conduct requires all covered individuals and entities to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making
- 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 raise and act on concerns about the quality and safety of supports
- Take all reasonable steps to prevent and respond to violence, exploitation, neglect, and abuse
- Take all reasonable steps to prevent and respond to sexual misconduct
- Avoid unfair pricing practices for goods and services provided to NDIS participants

Compliance

Compliance with the Code is a civil penalty provision under the NDIS Act. The NDIS Quality and Safeguards Commission may take enforcement actions including education, compliance notices, and prohibition orders against providers or workers who breach the Code.

TASSK will follow the NDIS Code of Conduct by:

- Understanding and complying with the NDIS Code of Conduct.

- Ensuring that staff undertake training and development to support ethical and safe service delivery.
- Reporting any breaches or concerns to the NDIS Commission or relevant authorities.
- Cooperating with investigations and audits conducted by the NDIS Commission.

Relevant Documents

- TK-NS-POL-07 Communication Policy