



Choosing quality and safe supports



A service provider is a person, business or organisation that delivers your support. It's important to choose service providers that will help you reach your goals.

You have the right to feel safe and to receive quality support and/or services from your providers, regardless of which service provider you use. Remember, you can change service providers if necessary.

Some service providers are registered with the NDIS Quality and Safeguards Commission—they are called **registered providers**. Other businesses/organisations choose not to register with the NDIS Commission—they are **unregistered providers**. Regardless of whether they are registered or unregistered, all service providers must:

- comply with the NDIS Code of Conduct
- listen and respond appropriately to complaints.

If you feel unsafe or unhappy with the support and/or services you receive from a registered or unregistered provider, it's always okay to speak up.



What is different about a registered provider?

Registered providers have additional obligations, which include:

- the NDIS Practice Standards
- the new worker screening standards as they are rolled out
- ensuring that employees successfully complete the online Worker Orientation Module
- maintaining their registration with the NDIS Commission
- reporting incidents to the NDIS Commission.



What is the NDIS Code of Conduct?

The NDIS Code of Conduct sets out the minimum standards and obligations that NDIS participants and all Australians can expect of providers and workers delivering NDIS support and/or services.

-  Respect individual rights
-  Respect self-determination
-  Act with integrity, honesty and transparency
-  Ensure quality and safety
-  Respect privacy
-  Deliver services competently
-  Prevent and respond to violence, neglect, abuse, and exploitation

It must be upheld by:

- registered service providers



- unregistered service providers



- workers of service providers



- community partners under the NDIS such as Local Area Coordinators and Early Childhood Early Intervention Partners.



Safeguards when using service providers

If you are concerned about the quality or safety of NDIS support and/or services you receive, you (or someone on your behalf) can:

- make a complaint directly to your service provider
- make a complaint to the NDIS Commission.

Our complaints service is independent and free, and you can let us know how you would like to communicate with us. Complaints can be made anonymously. Where appropriate, we will work to resolve the complaint.

The NDIS Commission has a range of powers it can use to respond including the power to:

- investigate complaints
- impose penalties, such as revoking registration
- ban workers and service providers.

If you are at immediate risk of harm, or are concerned about someone's safety or wellbeing, call 000 immediately.



Choosing a service provider

To find a registered provider in your state and territory, visit the NDIS website at <https://www.ndis.gov.au/participants/working-providers/find-registered-provider>

To make sure a service provider is right for you, you might like to seek advice from people such as:

- advocates and advocacy groups
- family
- friends
- Early Childhood (EC) Partners
- Local Area Coordinator (LAC) and/or NDIA Planner.

Some providers may choose not to register. The NDIS code of conduct applies to both registered and unregistered providers.

How do I know which service providers have been banned?

In the most serious cases, the NDIS Commission can stop a service provider or worker from providing support and/or services in the NDIS market. If this happens, the NDIS Commission will update the NDIS Provider Register, which is available on the NDIS Commission website at <https://www.ndiscommission.gov.au/document/1141>.

We encourage you to look regularly at our information on registered providers.