



Code of Conduct

Frequently Asked Questions for Providers and Employees

What is the Code of Conduct for Disability Services?

The Code of Conduct (the Code) is a mandatory set of guidelines that must be followed by anyone providing disability services funded by the Commonwealth.

As part of the Disability Services and Inclusion Framework, the Code promotes the health, safety and wellbeing of people with disability.

The Code sets out acceptable, appropriate and ethical conduct for providers and employees delivering disability services funded by the Commonwealth.

Who is covered by the Code?

The Code applies to all providers and employees delivering disability supports and services funded by the Commonwealth, outside of the National Disability Insurance Scheme (NDIS). This includes Commonwealth funded:

- disability employment services
- carer supports
- counselling services
- advocacy services.

What responsibilities are listed in the Code?

The Code details 7 behaviours that must be followed at all times. Service providers and employees' obligations under the Code include:

1. respecting rights to freedom of expression, self-determination and decision-making of people with disability
2. respecting the privacy of people with disability
3. providing support to people with disability in a safe and competent manner

4. demonstrating integrity, honest and transparency
5. raising issues regarding safety promptly should they be identified
6. taking steps to prevent any form of abuse
7. taking steps to prevent any form of sexual misconduct.

The full list of obligations is contained in the Code of Conduct. Training materials, including guidance for employees and providers, are available on the Department of Social Services (the Department) website.

When did the Code of Conduct come into practice?

The Code came into practice in January 2024. As part of the *Disability Services and Inclusion Act 2023* (DSI Act), the Code applies to all current and future disability services funded by the Commonwealth, outside of the NDIS.

What are provider's responsibilities under the Code?

It is a provider's responsibility to ensure employees are adequately prepared and supported to provide services in line with their obligations under the Code. Providers must ensure compliance with the Code at all times. Training regarding the Code is required as part of staff induction processes and procedures.

What happens if a provider or employee breaches the Code of Conduct?

You can make a complaint if you think there has been a breach of the Code.

If there is a suspected breach of the Code, an assessment will be conducted by the Department. A breach of the Code is a breach of statutory funding conditions and the following actions may be taken:

- a termination of the funding agreement/contract and/or termination for employees
- a variation to the funding agreement, including a potential reduction in funding
- information published on the Department of Social Services website

How can I make a complaint?

The first step is to talk to your employer. If you do not feel comfortable talking to your employer or if you are not happy with their response, you can make a complaint through:

- [the Complaints Resolution and Referral Service](#) (CRRS) on 1800 880 052
- the Department's Feedback and Complaints Team.

Further information about this process can be found on the Department website. All complaints are confidential and can be made anonymously.