



Code of Conduct

Frequently Asked Questions for Service Users

What is the Code of Conduct?

The Code of Conduct (the Code) is a set of standards for anyone providing disability services funded by the Australian Government. This does not include disability services provided through the National Disability Insurance Scheme (NDIS).

What services does the Code of Conduct apply to?

Services may include, but are not limited to:

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

To find out if the Code applies to services you are receiving, check the Department of Social Services (the Department's) website.

What is in the Code of Conduct?

The Code states that when providing supports or services to people with disability, a person must:

- respect your rights and privacy
- support you in a safe manner
- communicate openly with you
- raise issues affecting you
- take steps to prevent any form of abuse and/or sexual misconduct.

The full Code of Conduct can be found on the Department's website.

What does the Code of Conduct mean for me?

The Code protects people with disability who receive disability services and supports by maintaining a quality standard of service.

When did the Code of Conduct come into effect?

The Code came into effect in January 2024. As part of new laws, the Code applies to all current and future disability supports and services funded by the Commonwealth. It does not include NDIS services.

What if the support I am receiving is not in line with the Code of Conduct?

If the support or service you are receiving is not in line with the Code, the provider may not be meeting their duties. You can address these issues by making a complaint.

How can I make a complaint?

The first step is to talk to your service provider. If are not happy with their response or if you feel uncomfortable talking to the provider directly, you can make a complaint through:

- the [Complaints Resolution and Referral Service](#) on 1800 880 052
- the Department of Social Services website.

All complaints are confidential and can be made anonymously. You can find more information about this process on the Department's website by searching 'Feedback and Complaints'.