NDIS Quality and Safeguards Commission

Worker orientation module: interim version

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About this document

This document is the interim version of the Worker orientation module for use while the online Worker orientation module is temporarily offline in late 2026.

If a worker has completed this interim version of the Worker orientation module, they will not need to complete the online Worker orientation module when it is available.

Once the online version of the Worker orientation module is available, this version is no longer to be used.

Purpose

The Worker orientation module helps all new and existing NDIS workers understand:

- What the NDIS is and why we need it.
- The role of human rights in the NDIS.
- Worker responsibilities under the Code of Conduct.
- The role of the NDIS Quality and Safeguards Commission.

How to complete this Worker orientation module

Estimated completion time: 60 minutes.

NDIS workers should move through each of the 4 modules in order.

Each module has:

- Key information for all NDIS workers.
- A summary of the information needed for the role of a NDIS worker: 'Your role.'
- Reflective questions to embed learning.

Workers should keep evidence of completion of this module in accordance with their organisation's onboarding and record-keeping requirements. Providers may request evidence of completion as part of worker induction and compliance processes.

Licensing and use by workers and providers



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Module 1: Understanding the NDIS

What is the NDIS?

- The NDIS stands for the National Disability Insurance Scheme.
- The NDIS gives choice and control to people with a disability - so they can make decisions about their own lives.
- No matter who you are or where you work in the NDIS, you can help make Australia a fair, safe and inclusive place for everyone.

View the What is the NDIS? video below to learn more about the NDIS.

Duration: 4 minutes 30 seconds

To view the video, click on the image below.



Transcript for 'What is the NDIS'

View the What is the NDIS? video below to learn more about the NDIS in Auslan.

Duration: 4 minutes 30 seconds

To view the video, click on the image below.
Closed captions and a transcript are available for this video on YouTube.



Transcript for 'What is the NDIS'

Your role

- You should understand what the NDIS does.
- You should know that whatever your role in the NDIS, you are a key support for Australians with disability.

Reflection questions

Question 1

The NDIS gives people with disability choice and control over their lives.

Think about your role. What can you do to help people with disability have greater choice and control over decisions that affect their lives?

Question 2

The NDIS recognises that everyone's needs and goals are different.

How can you tailor your support to meet the individual needs and goals of the people you work with?

Question 3

No matter who you are or where you work in the NDIS, you can help make Australia a fair, safe and inclusive place for everyone.

What practical steps can you take in your everyday work to help people with disability achieve their goals and participate fully in their community?

Module 2: Human rights and the NDIS

Human rights and your work in the NDIS

As a NDIS worker you are helping people with disability to have their human rights respected. Your role is to help address the barriers that stop people with disability living the life they have a right to.

Australia has signed the United Nations Convention on the Rights of Persons with Disability (UNCRPD). This means Australia recognises that all people with disability have the same human rights as everybody in Australia.

View this video from the Disability Advocacy Resource Unit to learn about the rights of people with disability under the United Nations Convention on the Rights of Persons with Disability (UNCRPD).

Duration: 2 minutes 30 seconds

To view the video, click on the image below.
Closed captions and a transcript are available for this video on YouTube. To view the video with closed captions and access the transcript, select the link below.



Closed captions and a transcript are available for this video on YouTube. To view the video with closed captions and access the transcript, select the link below.

There is more information and Auslan videos about this on the Department of Health, Disability and Ageing website.

Your role

- You must support the human rights of NDIS participants.
- You must treat participants with respect.
- You must ensure you provide safe and quality supports to participants.
- You must work to prevent harm to participants.

Disability discrimination

To uphold human rights, it is important for NDIS workers to understand disability discrimination, and act to stop it.

The *Disability Discrimination Act 1992* (DDA) protects Australians against discrimination based on disability, and harassment because of disability. It also aims to promote equal opportunity and access for people with disability.

Disability discrimination is when a person with a disability is treated less favourably than a person without the disability in the same or similar circumstances.

- For example, if a nightclub or restaurant refused a person entry because they are blind and have a guide dog.
  - This is called direct discrimination.
- When there is a rule or policy that is the same for everyone but has an unfair effect on people with a particular disability.
  - This is called 'indirect discrimination'.
    - For example, it may be indirect disability discrimination if the only way to enter a public building is by a set of stairs, because people with disabilities who use wheelchairs would be unable to enter the building.

For legal information and support, visit: Disability Gateway legal information and support.

Your role

- Notice if somebody is being treated unfairly because of their disability and speak up to stop it.
- Support NDIS participants to understand their rights and offer to help them report when they are treated unfairly because of their disability.
- Reporting unfair treatment of an NDIS participant to the NDIS provider.

Person-centred practice

One way to uphold human rights is by using person-centred practice.

This is important for all NDIS workers, and especially those working directly to support NDIS participants.

When person-centred practice is used, people often experience better quality of life, health, and wellbeing.

- Person-centred practice puts the person at the centre of their own life, focusing on their needs.
- This means NDIS participants are supported to achieve their goals and get their needs met.

Person-centred practice involves:

- Understanding and respecting the goals, wants, and needs of each participant.
- Working in partnership with each participant and their support networks.
- Supporting each participant to build on their strengths and develop capacity.
- Facilitating meaningful participation, engagement, and social inclusion.

Your role

To use person-centred practice, you need to:

- Meet with each participant you support to understand their goals, needs, and preferences.
- Understand how each participant wants you to support them.
- Know how each participant communicates and use that method.
- Understand and respect each person's culture and identity.
- Make sure each participant is leading all decisions about their life.

Supported decision-making

In the past many people with disability have had decisions made for them and about them.

Some adults with disability have not been able to choose who they live with, what they eat or drink, who they see, what they can buy, and even when they go to bed.

This is not okay and you can help change this.

Supported decision-making is a tool you can use to help people make their own decisions if they need that help.

View the video below where NDIS participant Luke shares why decision-making is important for NDIS participants and how supported decision-making can help people make their own choices.

Duration: 2 minutes 30 seconds

To view the video, click on the image below.
Closed captions and a transcript are available for this video on YouTube.



Transcript for 'supported decision making'

Your role

- Understand that many adults with disability have had decisions made for them and about them.
- Talk to participants you support about supported decision-making if you think it might be helpful. This might be if a person seems scared or usure about making their own decision or choice.
- Visit the Supported Decision-Making Hub on the Disability Gateway for practical information, tools, and resources to help you apply supported decision-making in your work.

NDIS participants tell us how workers can show respect

NDIS participants have shared these simple ways NDIS workers can work respectfully.

- “Ask what I want to do because I have good ideas.”
- “Listen to me. If I’m trying to explain an example, don’t dismiss it.”
- “If people understand me and listen to me and check back with me by asking shorter questions, I feel safer in the community and at home.”
- “Support the choices I make.”
- “Give me a go, and they let me try things that I want to do, and if there’s some things that I can’t do, well I just try again.”
- “If they could start by actually taking the time to actually learn the legislation, what they’re meant to be upholding.”
- “I feel safer when I get listened to, because it shows that people actually understand what I need and understand my situation.”
- “Treat me like a human being.”
- “By not putting themselves above me, or something like that, you know.”
- “If the support workers are not sure of doing something, for example, how to support me, I would like them to speak up and check if they are doing it correctly.”

Reflection questions

Question 1

NDIS participants have the same human rights as everybody in Australia.

What can you do in your everyday work to help participants feel respected, listened to and safe?

Question 2

Person-centred practice means understanding and respecting each participant's goals, wants, and needs.

How do you ensure that each participant's culture, identity, communication preferences, goals, and strengths are reflected in the support you provide?

Question 3

Supported decision-making helps people make their own decisions.

What steps can you take to make sure participants lead decisions about their own lives rather than having decisions made for them?

Module 3: The NDIS Code of Conduct

What is the NDIS Code of Conduct?

Every NDIS worker and NDIS provider must follow the NDIS Code of Conduct, regardless of the type of work they do or registration.

The NDIS Code of Conduct is a list of rules about how all NDIS providers and NDIS workers should behave.

The NDIS Code of Conduct explains:

- what good support is
- what participants can expect from providers and workers
- how to know if something is wrong

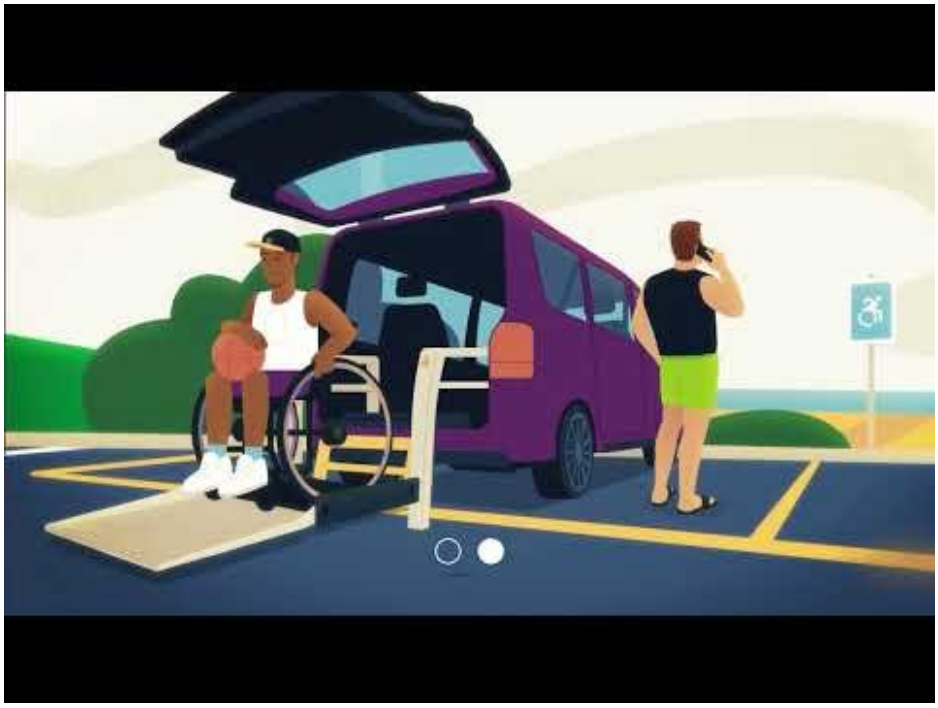
The NDIS Code of Conduct also protects the **rights** of participants. This includes the right for them to receive services that are:

- safe
- good quality.

View this video to learn about the NDIS Code of Conduct, why it is important.

Duration: 3 minutes

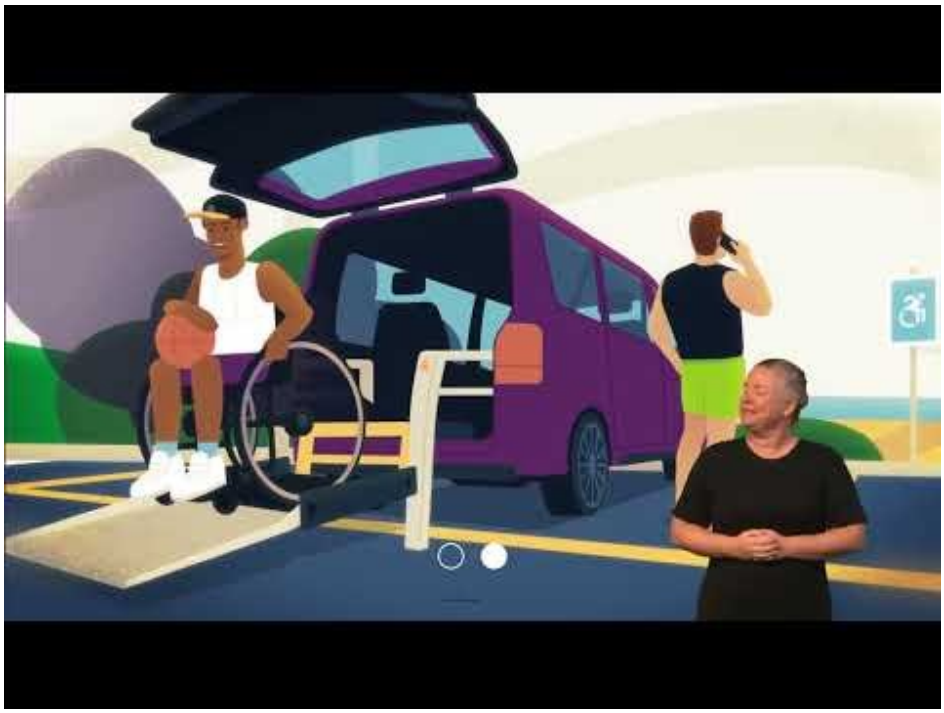
To view the video, click on the image below.



View this video in Auslan to learn about the NDIS Code of Conduct and why it is important.

Duration: 3 minutes

To view the video, click on the image below.



The 8 elements of the NDIS Code of Conduct

1. Provide supports and services in a safe and competent manner with care and skill.
2. Act with integrity, honesty, and transparency.
3. Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability.
4. Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.
5. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
6. Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
7. Respect the privacy of people with disability.
8. Take all reasonable steps to prevent and respond to sexual misconduct.

The next sections link to videos that explain how you need to use the 8 elements in your work.

1. Provide safe and competent support

Providers must make sure all workers have the necessary training, competence, and qualifications. They also need to use a person-centred approach. Workers must work within their skills, knowledge, and role.

This video below shows an example of how workers and providers can act to ensure safe and competent support is provided.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



2. Act with integrity, honesty, and transparency

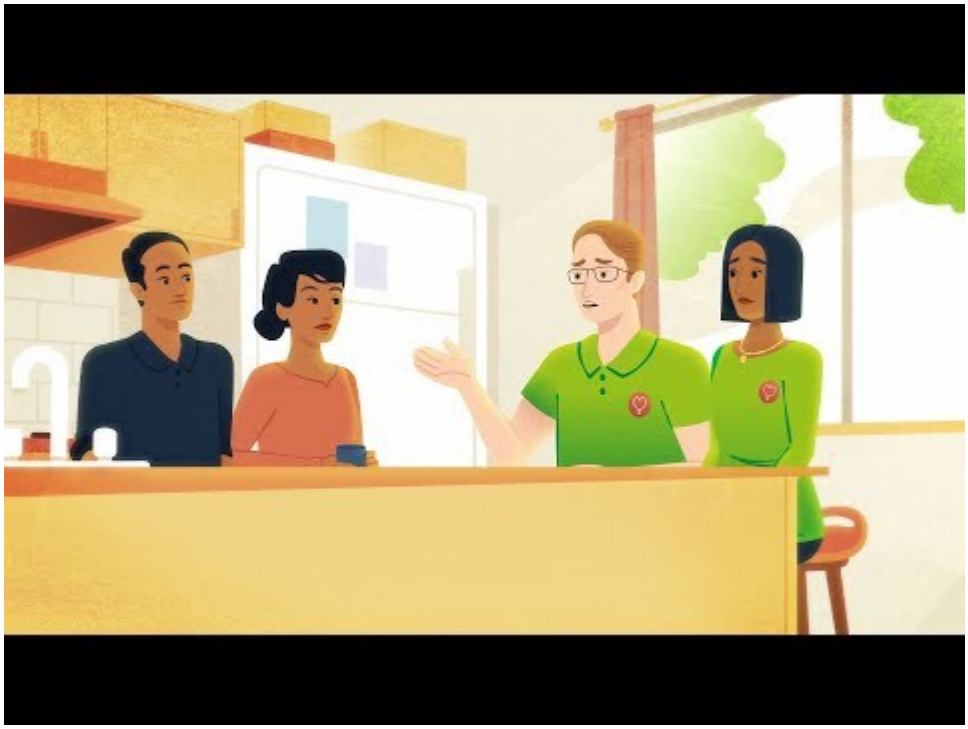
All NDIS providers and workers must act with integrity, honesty, and transparency.

This is important to ensure NDIS participants can make informed decisions about their supports based on true information.

This video below looks at how workers can make sure they deliver supports and services with integrity and honesty.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



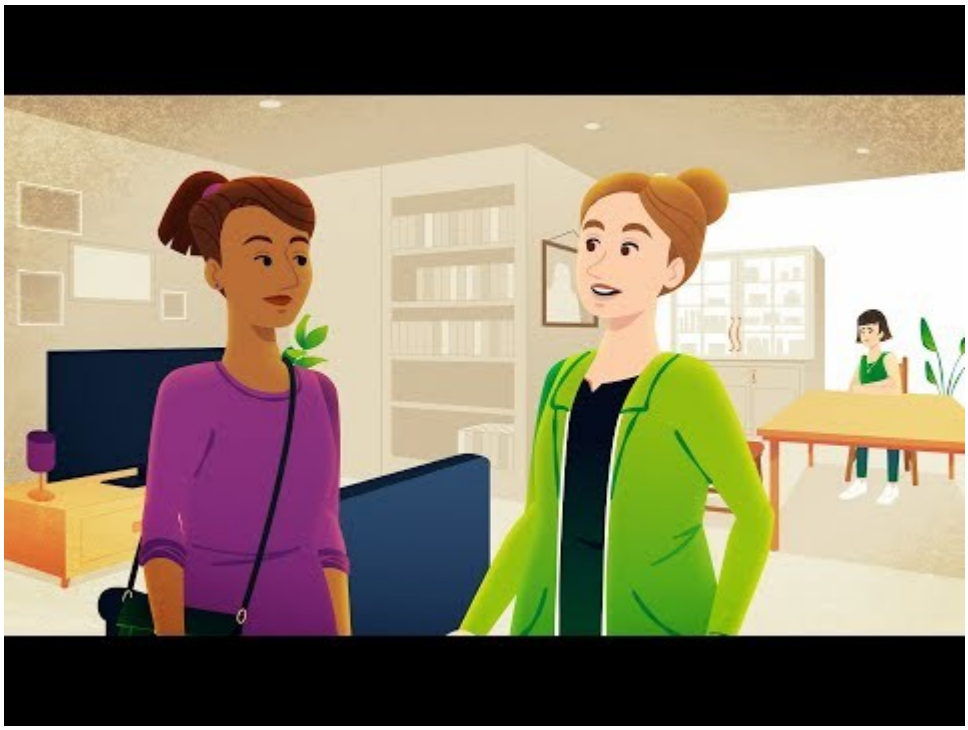
3. Eliminating violence, exploitation, neglect and abuse

People with disability have the right to feel safe but have an increased risk of harm.

This video below uses real-world examples to show how providers and workers safeguard participants.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



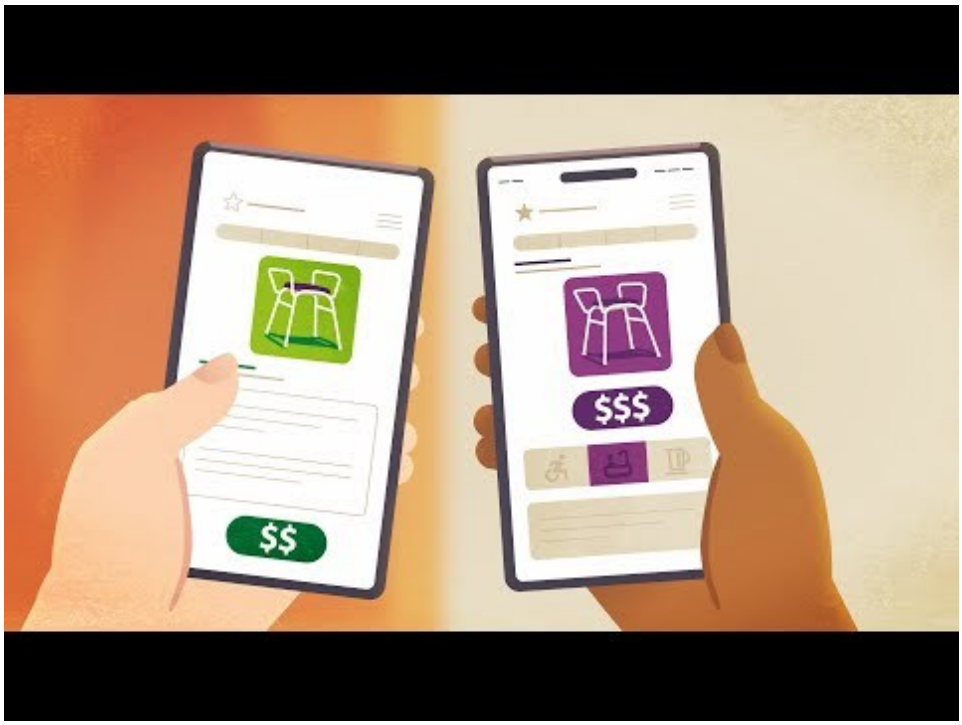
4. Fair pricing

Providers can’t charge higher prices to NDIS participants without a good reason.

This video below uses real-world examples to explain fair pricing.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



5. Respect individual rights

NDIS participants have the right to make choices and be consulted about their supports. Participants also have the right to express concerns or make complaints safely.

This video below looks at individual rights.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



6. Act on concerns

NDIS workers are the first line of response and can notice and report problems as soon as they notice them. Workers should report concerns to the provider even if they don't have all the proof. The provider can look into the matter for you.

This video below covers the need to promptly act on concerns.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



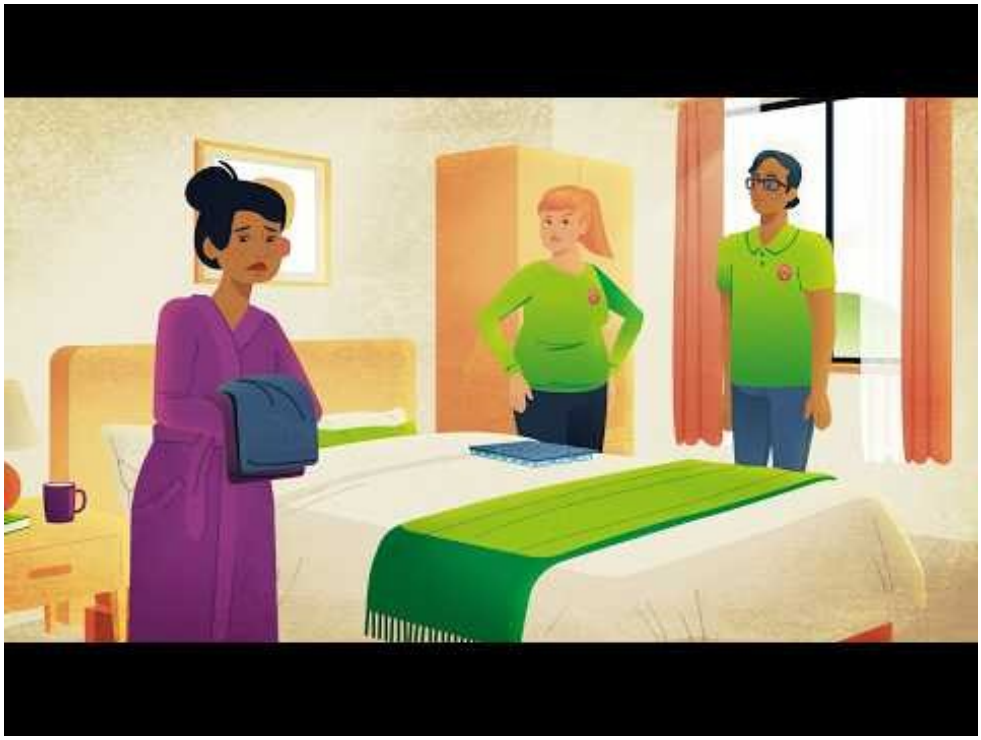
7. Respect privacy

NDIS workers and providers must respect the privacy of people with disability.

This video below looks at privacy for NDIS participants, and what workers need to think about, especially if they are providing support with personal care.

Duration: 4 minutes

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



8. Prevent and respond to sexual misconduct

As a worker, you must treat the people that you support with respect and help to keep them safe from inappropriate sexual behaviours. This includes sexual comments, using sexual language, or touching people you support in a sexual way.

Many people with disability have consenting and happy romantic and sexual relationships. It's not your job to stand in the way of those.

It is important to know that some relationships are not okay. This includes romantic and sexual relationships between adults and children. It includes romantic and sexual relationships between NDIS workers and the people they are supporting.

Any sexual activity without consent must be reported to the police, the NDIS provider, and the NDIS Commission. You don't need proof it happened to report it.

This video below covers preventing sexual misconduct.

Duration: 5 minutes

Content warning: This video contains discussions of sexual misconduct, which may be disturbing or triggering for some viewers. Viewer discretion is advised

To view the video, click on the image below.
Closed captions and a transcript are available for this video.



Code of Conduct breach

- As a NDIS worker, you need to speak up when you see or think that the Code of Conduct has been breached.
- NDIS providers also have a responsibility to take action.
- NDIS providers must have complaint systems and processes to make sure people with disability, their families and workers can safely speak up and report problems or issues if they arise.
- The NDIS Commission can investigate and take action, against workers and providers who breach the Code of Conduct.

Your role

- You must follow the NDIS Code of Conduct every day at work to provide safe and quality support.
- You need to report any breach of the Code of Conduct to your provider.

Reflection questions

Question 1

The NDIS Code of Conduct requires workers to act with respect for individual rights, self-determination, and decision-making.

How do you support participants to make their own choices and decisions, even when you may have a different opinion?

Question 2

The NDIS Code of Conduct requires workers to provide supports and services in a safe and competent manner with care and skill.

What steps do you take to ensure the supports you provide are safe, high quality and within your skills, knowledge, and role?

Question 3

The NDIS Code of Conduct requires workers to promptly raise and act on concerns that may affect the quality and safety of supports.

If you noticed a participant was being treated unfairly, harmed, or put at risk, what would you do and who would you report it to?

Module 4: The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission is responsible for making sure NDIS workers and providers deliver good quality NDIS supports and services in a way that is respectful and safe.

The NDIS Commission has made rules, standards, and guidelines about supporting people with disabilities under the NDIS.

If workers or providers don't follow the rules to provide safe and quality support, the NDIS Commission can step in.

The NDIS Commission also provides useful resources to help providers and workers know what they need to do.

The NDIS Commission is here to:

- Make sure all NDIS providers and workers know about the Code of Conduct and follow it.
- Make sure registered NDIS providers are meeting the practice standards.
- Respond to abuse, neglect, and other issues through the reportable incidents system.
- Conduct investigations into poor practice and take action when needed.
- Respond to complaints from people with disability, their friends, family, workers, and members of the community.
- Assist the states and territories to conduct worker screening.
- Give advice about behaviour support and monitor restrictive practices to reduce them over time.

Your role

- Understand the role of the NDIS Commission and report to them when you need to.
- Check the resources on the NDIS Commission website to help work within your knowledge, skills, and role.

Reflection questions

Question 1

The NDIS Commission helps make sure NDIS supports and services are safe and high quality.

How does your role contribute to providing safe and quality supports for people with disability?

Question 2

The NDIS Commission responds to complaints, incidents and concerns about the safety and quality of supports.

If you became concerned about a participant's safety, wellbeing, or rights, what steps would you take?

Question 3

The NDIS Commission provides resources, guidance and information to help workers understand their responsibilities.

Where would you go for information or support if you were unsure how to respond to a situation or whether something should be reported?

Helpful resources

The following resources can help you understand your responsibilities and continue building your knowledge as a NDIS worker.

The NDIS Commission website has many helpful resources for NDIS workers.

You can also follow the NDIS Commission on LinkedIn, Instagram, and Facebook for important updates.

Below are some key resources for NDIS workers.

Support for First Nations participants

First Nations resources hub | NDIS Quality and Safeguards Commission

Code of Conduct resources

NDIS Code of Conduct | NDIS Quality and Safeguards Commission

How to make a complaint

Report an issue or make a complaint about a provider or worker | NDIS Quality and Safeguards Commission

How to stay safe from violence in the workplace

Violence against workers | NDIS Quality and Safeguards Commission

Key learning summary

At the completion of the Worker orientation module, you should now understand:

- The purpose of the NDIS and the importance of choice and control.
- The human rights of people with disability and the role of person-centred practice.
- Your responsibilities under the NDIS Code of Conduct.
- How to provide safe, quality, and respectful supports.
- The role of the NDIS Quality and Safeguards Commission.
- Where to find resources and support to help you in your role.

Completion

Congratulations, you have completed the Worker orientation module: interim version.

We look forward to your contribution to the NDIS and to uplifting the human rights of Australians with disability.

You should keep evidence of completion in accordance with your organisation's onboarding and record-keeping requirements.

Providers may request evidence of completion as part of worker induction and compliance processes.