

Support coordinators play an important part in safeguarding a participant's wellbeing.

Support coordinators will often be the first to become aware of any concerns about the quality and safety of a participant's supports and services.

All NDIS providers and workers – both registered and unregistered – have an obligation to promote the safety of participants under the NDIS Code of Conduct.

In particular, the NDIS Code of Conduct requires all NDIS providers and workers (including support coordinators) to promptly:

- take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency.

Support coordinators should provide an early warning where they become aware the participant's safety or wellbeing is at risk.

Support coordinators should proactively support the participant to raise any concerns or issues around their safety or the quality of their supports and services. Support coordinators can also raise concerns or make a complaint themselves.

All registered NDIS providers (including support coordinators) should understand and comply with their obligations to raise concerns. If there is an immediate risk or threat to the participant, support coordinators should immediately contact emergency services.

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