



# Lithium batteries safety – e-bikes and scooters

## Provider Alert

February 2026



## Key Points

- ◆ Urgent safety warnings have been issued as lithium battery fires from appliances such as e-bikes, e-scooters and other rechargeable devices have increased.
- ◆ Lithium-ion batteries can be very flammable. If they're not correctly manufactured, handled, stored or disposed of, they can catch fire, explode or vent toxic gas.
- ◆ People with disability are at greater risk from fires in their homes.

## What providers should do

- ◆ Be aware of the risks associated with lithium-ion batteries.
- ◆ Buy products that contain lithium-ion batteries from a reputable supplier.
- ◆ Follow the manufacturer's instructions.
- ◆ Follow product safety guidelines:
  - » the Australian Competition and Consumer Commission (ACCC)'s Lithium-ion batteries guide
  - » safety guidance is available from your state or territory fire department.
- ◆ Report any unsafe products to the ACCC.
- ◆ People with disability are at greater risk from fires and other emergencies in their homes. Providers should familiarise themselves with the [NDIS Commission Fire Safety practice alert](#) on our website.

## About lithium-ion batteries

- ◆ Lithium-ion batteries are a type of rechargeable battery available in different sizes. Button batteries are a type of lithium-ion battery.
- ◆ Most laptops, mobile phones, e-bikes, e-scooters, power banks and power tools contain lithium-ion batteries.

## Electric bikes and scooters

- ◆ Fire authorities around the world are facing increasing numbers of lithium-ion battery related fires, with e-mobility devices accounting for many of these fires.
- ◆ Many fatalities, serious injuries and complete destruction of buildings have been associated with fires caused by e-mobility devices.

## Provider obligations

The following provider obligations are in addition to those that come with being a *Person Conducting Business or Undertaking (PCBU)* under *Work Health and Safety (WHS)* legislation.

### NDIS Code of Conduct

**All NDIS providers must comply** with the National Disability Insurance Scheme (Code of Conduct) Rules 2018. Support workers must also understand and apply the Code of Conduct in the course of their daily work.

The Code of Conduct requires, among other things, that workers and providers who deliver NDIS supports:

- ◆ *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.*

More information can be found on the [Code of Conduct page](#) of the NDIS Commission website.

### The NDIS Practice Standards

The [NDIS Practice Standards and Quality Indicators \(NDIS Practice Standards\)](#) specify the quality standards to be met by **registered** NDIS providers who provide supports and services to NDIS participants.

Registered NDIS providers **must** demonstrate compliance with the NDIS Practice Standards including the following standard:

### Risk Management

*Schedule 1 – Core Module, Part 2 – Provider governance and operational management, of the NDIS Practice Standards.*

As part of this standard, registered NDIS providers must have a risk-management system that includes, among other risks, emergency and disaster management.

# For providers: important information on battery safety

- ◆ [Lithium-ion battery safety report by the ACCC \(PDF\)](#)
- ◆ [Power banks consumer guidance - ACCC](#)
- ◆ [Fire and Rescue NSW](#)
- ◆ [Fire Rescue Victoria](#)
- ◆ [Queensland Fire and Emergency Services](#)
- ◆ [Department of Fire and Emergency Services WA](#)
- ◆ [South Australian Metropolitan Fire Service](#)
- ◆ [Northern Territory Fire and Rescue Services](#)
- ◆ [ACT Emergency Services Agency](#)
- ◆ [Tasmania Fire Service](#)

## Further resources

### NDIS Commission resources

- ◆ [Provider Alert – Fire Safety](#) | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
- ◆ [NDIS practice standards](#) | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
- ◆ [Provider Alert – Emergency Management](#) | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)

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