



Respectful conduct online

Provider Alert

September 2026



Key Points

- ◆ The NDIS Commission has received reports of providers making abusive, derogatory and offensive comments about people with disability on social media. Such conduct may breach the [NDIS Code of Conduct](#).
- ◆ All NDIS providers and their staff are required to comply with the NDIS Code of Conduct. Significant penalties apply for breaching the code, including banning orders or registration revocation.
- ◆ All NDIS participants have the right to access safe supports and services. This includes the right to respect and privacy – both in-person and online.

“It’s not OK to build a business in the disability sector and spread hate about people with disabilities.”

- NDIS participant

What providers should do

- ◆ Understand and comply with your obligations to people with disability under the [NDIS Code of Conduct](#), the [Privacy Act 1988](#) and online safety laws.
- ◆ Educate and train all workers to understand their obligations and have access to [NDIS Commission guidance and resources](#).
- ◆ Ensure you and your workers adhere to the Code of Conduct at all times, including through online activity and social media.

Providers should be aware of Australia's online safety framework under the [Online Safety Act 2021](#). Abusive and harmful online content can be investigated and removed, and complaints can be made to the [eSafety Commissioner \(eSafety\)](#).

In addition, providers must comply with the [Privacy Act 1988](#) when collecting, using or disclosing personal or health information, including through online platforms. The privacy of individuals must be protected. NDIS participants have the right to know why their personal information is being collected, how it will be used and who it will be disclosed to. Individuals can also [make a complaint](#) to the Office of the Australian Information Commissioner if their personal information has been mishandled.

“Providers should have the best interest of all NDIS participants at heart.”
- NDIS participant

Impact of poor conduct

People with disability have the right to receive safe and quality supports and services from NDIS providers and workers.

The NDIS Commission upholds these rights as an independent regulator. We can impose sanctions if workers, key personnel or providers breach the Code of Conduct.

Behaviour that demeans, humiliates or attacks people with disability is harmful. It is inconsistent with the standards expected of NDIS providers and workers, including the NDIS Act and Scheme.

“We shouldn't feel attacked by the people we are paying to support us ... This behaviour is evil and cowardly.”
- NDIS participant

Harm to participant safety, wellbeing and trust

People with disability use the online environment in broadly the same ways as the wider population. For some, it is their primary interface with the world.* Poor conduct and discriminatory behaviour can affect participant safety and trust. It can cause significant harm and distress to an individual's physical and mental health.

All providers are responsible for ensuring the safety and respect of people with disability, including through their online presence. Derogatory, discriminatory or inappropriate language and behaviour are unacceptable. This includes posting or sharing content that is threatening, intimidating, harassing or humiliating towards people with disability.

“[I] feel that I cannot trust my support staff, and therefore I cannot feel safe around them.”
- NDIS participant

* eSafety Commissioner, Online abuse: Adults with intellectual disability. Online experiences and resources development, eSafety website, 2022.

Case study – NDIS Commission takes action against Diversity Models

The NDIS Commission has banned Monique Jeremiah of modelling agency Diversity Models from providing supports and services to NDIS participants. We also revoked the registration of Mon Cheri Gifts Pty Ltd, trading as Diversity Models.

This compliance action followed an investigation into Monique Jeremiah and Diversity Models that uncovered instances of abuse on social media and privacy breaches.

“Our investigations found that Monique Jeremiah’s conduct did not meet the standard of someone who operates a registered NDIS provider and presented a risk to the safety of people with disability and the sustainability of the NDIS Scheme,” said NDIS Quality and Safeguards Commissioner Louise Glanville.

Provider obligations

NDIS Code of Conduct

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

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

- ◆ 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.
- ◆ respect the privacy of people with disability.
- ◆ take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability.

Providers must protect personal and confidential information, respect participant’s boundaries and dignity, and only share sensitive information when authorised.

Visit the [NDIS Commission website](#) for more information on the NDIS Code of Conduct.

NDIS Practice Standards

The NDIS Practice Standards are included within the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*. The Practice Standards set out the rights of participants and the responsibilities of providers that deliver supports and services to them. Practice Standards apply to registered providers only.

The NDIS Practice Standards that are most relevant to this alert include:

- ◆ **Privacy and dignity:** Each participant accesses supports that respect and protect their dignity and right to privacy.

- ◆ **Violence, abuse, neglect, exploitation and discrimination:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.
- ◆ **Risk management:** Risks to participants are identified and managed.
- ◆ **Incident management:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.
- ◆ **Safe environment:** Each participant accesses supports in a safe environment that is appropriate to their needs.

Penalties apply if you breach your obligations under the NDIS Code of Conduct and NDIS Practice Standards.

In providing supports and services to people with disability, all NDIS providers are required to respect the privacy of people with disability and provide supports and services in a safe and competent manner.

“I want to get a message out that it's not OK to view us as products and resources.”
- NDIS participant

For providers: important information on online conduct

eSafety Commissioner resources

- ◆ Visit the [eSafety Commissioner website](#) for resources on online safety.
- ◆ Learn about [online hate](#).
- ◆ Access resources for [disability workers](#).
- ◆ View resources on [community education and training](#).

Office of the Australian Information Commissioner

- ◆ Read the [guide to privacy](#) when handling health information.
- ◆ Understand your [rights and responsibilities](#) under the *Privacy Act 1988*.

For participants:

- ◆ View [resources](#) on online abuse for people with disability.
- ◆ Read online safety information and advice in [Easy Read](#).
- ◆ To [report online harm](#) visit the eSafety Commissioner website.

Further resources

NDIS Commission resources

- ◆ [NDIS Code of Conduct](#)
- ◆ [Code of Conduct videos](#)
- ◆ [Make it known, make it better](#) – raising an issue, concern or complaint as a participant
- ◆ [Report an issue or make a complaint about a provider or worker](#)

This alert was written in collaboration with an NDIS participant.

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