Inducements

Understanding your obligation as an NDIS provider

NDIS providers must not offer gifts, benefits or other incentives to influence a person's decision to choose a provider, stay with a provider, or use more of a provider's services.

Laws prohibiting inducements protect participant choice by ensuring decisions about supports are based on individual needs, goals and the quality of services provided, not gifts, benefits or incentives.

Examples of inducements include:

- cash, gift cards or vouchers
- mobile phones, tablets or other electronic devices
- alcohol
- tobacco or vaping products
- pharmaceuticals and drugs that are unlawful to possess.

To understand if something is an inducement, consider:

- the circumstances of the offer
- if the offer could change someone's decision about their NDIS supports or services.

Providers must understand and comply with the law and consider if they offer any incentives that could influence a participants' choice about their supports. Providers should compete on the quality and value of their supports, not gifts, rewards or incentives.

The NDIS Quality and Safeguards Commission takes inducements and other sharp practices seriously. Providers who break the law may face civil or criminal penalties, including fines and imprisonment.

For more information visit ndiscommission.gov.au/inducements