NDIS Quality and Safeguards Commission

Inducements

Protecting participants from inducements, kickbacks and other sharp practices.

You have the right to choose the NDIS providers, supports and services that best meet your needs.

NDIS providers must not offer gifts, benefits or other incentives to encourage you to choose their services, stay with them, or use more of their services. This applies to all NDIS providers.

Laws prohibiting inducements protect your right to make decisions about your supports based on what is best for you, not on gifts, benefits or incentives.

Examples may include a provider offering you:

- cash, a gift card or voucher
- a free phone, tablet or other devices
- alcohol, cigarettes or vaping products
- pharmaceuticals and drugs that are unlawful to possess.

If a provider offers you gifts, benefits or other incentives that make you feel pressured to choose them, stay with them, or use more of their services, you can raise your concerns with the NDIS Quality and Safeguards Commission.

The NDIS Quality and Safeguards Commission can investigate providers who break these rules and take action, including civil or criminal penalties.

You have the right to choose the supports and services that are right for you.

Call the NDIS Quality and Safeguards Commission on 1800 035 544.

We will keep your information safe and private.

For more information or to make a complaint visit ndiscommission.gov.au/inducements