OC Connections (formerly Oakleigh Centre) is one of Victoria’s most trusted disability services provider that has proudly provided rewarding opportunities for people to live happy and valued lives since the 1950s.

At OC Connections we aim to unlock each person’s potential. We work with participants to maximise choice and control over their lives, through our accommodation, employment, skill development, day activities and recreation programs.

We value the opportunity to provide feedback on the NDIS – Code of Conduct due 21/6/17.

**OC Connections feedback on NDIS – Code of Conduct**

The Discussion Paper was clear on reasons for the Code and who will be covered.

In a number of areas, the term “strongly encouraged” is adopted which suggest it is discretionary and optional. It is suggested that some areas on reporting and expectation of non-registered providers may need to be stronger to ensure coverage for Code of Conduct for non-registered providers are not discretionary nor optional.

It is also unclear how unregistered providers will be quality checked. The discussion paper appears to site the responsibility for unregistered providers with self-managing participants. Will the Commissioner have oversight of unregistered providers?

 It will be helpful to understand if the Victorian Disability Worker Exclusion Scheme

 will continue to apply alongside the Code of Conduct.

Some of the examples provided are not as clear as it could be and may benefit from headings like “Outcome Recommendation”

Example 2.2.1 – The example cites the provider needing to have additional staff. Additional staff means additional costs. Does the Commissioner directive include additional NDIS funding for the additional staffing?

Example 2.2.2 – The scenario can be clearer with stating suspicion of neglect and framing the signs of abuse and neglect and reporting them.

Example 2.2.4 – It is unclear why Carlos was not assisted to make a complaint to the service first, given there has been previous disciplinary action? The example should indicate first to Service Provider and then only Commissioner.

Example 2.8.2 – An example of keeping records based on fact rather than opinion may be helpful.

Please contact Kit Wong, Internal Consultant, Strategy and Projects on kwong@occonnections.org or 03-9564 0958 if further clarification is needed.