

Find NDIS — Terms of Use

Effective Date: July 2026 | **Jurisdiction:** Victoria & Commonwealth of Australia

1. Platform Operational Nature & Boundaries

- **Directory & Marketplace Platform Only:** Find NDIS operates strictly as an online technology platform and search directory. The platform acts as a venue connecting NDIS participants, nominees, support coordinators, and plan managers ("Seekers") with independent support providers ("Providers").
- **No Direct Support Delivery:** Find NDIS is **not** an NDIS registered provider, support coordination agency, plan management entity, or healthcare provider. Find NDIS does not employ carers, supply therapeutic services, or administer NDIS plan funding.
- **Independent Legal Relationship:** Engagements made between Seekers and Providers are independent contracts strictly between those two parties. Find NDIS is not a party to any service agreement, employment contract, or service delivery contract.

2. User Eligibility & Account Registration

- **Age & Legal Capacity:** Users must be at least 18 years old. Any user registering on behalf of an NDIS participant warrants that they possess lawful authority as a parent/guardian, appointed nominee, or authorised support coordinator.
- **Account Credentials:** Users are responsible for maintaining account confidentiality and password security, taking full responsibility for all activity occurring under their account.

3. Terms Applicable to Service Providers

- **Accuracy of Representation:** Providers warrant that all information submitted—including business details, support categories, locations, registration status, pricing, and qualifications—is accurate and kept up to date.
- **NDIS Code of Conduct Compliance:** All listed providers (registered or unregistered with the NDIS Quality and Safeguards Commission) must strictly comply with the statutory **NDIS Code of Conduct**.
- **Insurance & Qualifications:** Providers warrant that they hold valid credentials, Worker Screening Checks, and adequate insurance coverage (including minimum Public Liability and Professional Indemnity insurance where required).

4. Terms Applicable to Seekers & Participants

- **Independent Due Diligence:** Seekers acknowledge that while Find NDIS performs basic onboarding validation (such as ABN checks), Seekers are solely responsible for conducting independent due diligence before engaging any provider.
- **Verification Recommendation:** Seekers are strongly advised to inspect qualifications, request references, confirm active worker screenings, and establish formal NDIS Service Agreements prior to receiving services.

5. Prohibited Conduct

Users are strictly prohibited from:

- Submitting false, deceptive, or fraudulent profile information.
- Impersonating any individual, business entity, or government body (including the NDIA or NDIS Quality and Safeguards Commission).
- Scraping, harvesting, or systematically extracting directory database information without prior written permission.
- Posting defamatory, abusive, offensive, or discriminatory content.

6. Limitation of Liability & Consumer Protection

- **Australian Consumer Law:** Nothing in these Terms excludes statutory rights guaranteed under Schedule 2 of the *Competition and Consumer Act 2010 (Cth)* that cannot be legally limited.
- **Warranty Disclaimer:** To the maximum extent permitted by law, Find NDIS disclaims all implied warranties regarding platform uptime, provider suitability, safety, quality, or accuracy of third-party listings.
- **Indemnity:** Users agree to indemnify and hold harmless Find NDIS, its officers, and employees against any claims, losses, or legal costs arising from their breach of these Terms or interactions with other users.

7. Account Suspension & Offboarding

Find NDIS reserves the right to suspend, restrict, or terminate any account or profile listing immediately and without prior notice if:

- A breach of these Terms or NDIS regulatory obligations occurs.
- An NDIS Commission banning order, police report, or serious safety complaint is issued.
- Deceptive, illegal, or fraudulent practices are identified.

8. Governing Law

These Terms are governed by and construed in accordance with the laws of New South Wales and the Commonwealth of Australia.

Download Document

The full **Find NDIS Terms of Use Document (PDF)** is generated and ready for your files:

-  **Download:** [Find_NDIS_Terms_of_Use.pdf](file-tag:code-generated-file-a60fe64a-c385-460d-ab86-1cf16ab92014)