

# Is Your Website NDIS-Ready?

## Our 7-Point Compliance Checklist for NDIS Service Providers

Building a website for an NDIS business isn't just about design — it's about meeting the **NDIS Quality and Safeguards Commission** standards. We ensure every site we build ticks these boxes. Use this checklist to audit your current site or share it with your web developer before your next build.

### 1 WCAG 2.1 Level AA Accessibility

Is your site navigable for participants using screen readers, puff-and-sip controllers, or high-contrast modes? This is a legal requirement for many NDIS providers and ensures your digital presence is inclusive for all participants.

### 2 Simplified Navigation (Easy English)

Does the site structure allow people with intellectual disabilities or cognitive impairments to find 'Support' and 'Contact' buttons in under 3 seconds? Clear, plain-language menus and prominent calls-to-action are essential.

### 3 Mandatory Compliance Pages

Does your site include a dedicated Complaints & Feedback form and a Privacy Policy that references the Australian Privacy Act 1988? These pages are non-negotiable for registered NDIS providers.

### 4 Participant Intake & Referral Security

Are your online forms encrypted (SSL/TLS) to protect sensitive health and NDIS plan data during transmission? Secure data handling is a core NDIS Practice Standard requirement.

### 5 Service Pricing Transparency

Does your website clearly list services in alignment with the current NDIS Pricing Arrangements and Price Limits (formerly the Price Guide)? Transparent pricing builds trust with participants and plan managers.

### 6 Direct Contact Protocols

Is there a 'Click-to-Call' button for immediate support and a clear 'Request a Quote' or 'Referral' pathway for Plan Managers? Frictionless contact options increase participant enquiries and conversions.

### 7 Evidence of Quality & Registration

Does your site display your Provider Registration Number and include a dedicated section for Participant Testimonials? Verified social proof builds NDIS-approved credibility with participants and their support networks.

## Ready to build an NDIS-compliant website?

We specialise in building websites for NDIS service providers that meet every point on this checklist — from WCAG accessibility to secure participant intake forms.

### ■ Book a Free 30-Minute Website Audit

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