



myEmpowerPlan

NDIS SUPPORT SPECIALISTS



Employee Code of Conduct

Version 1.0 | February 2026

Introduction

The *myEmpowerPlan* Employee Code of Conduct outlines the expected professional behaviour, ethical standards, and responsibilities for employees working within the *myEmpowerPlan* service delivery model, which is fully aligned with the National Disability Insurance Scheme (NDIS) standards and NDIS Code of Conduct. This Code is designed to guide our employees in providing high-quality, ethical, and compliant services to NDIS participants while upholding their dignity, rights, and choices.

Our Commitment to NDIS Values

myEmpowerPlan is committed to adhering to the values and principles of the NDIS Quality and Safeguards Framework. We strive to:

- ✓ Empower individuals and respect their right to choice and control.
- ✓ Provide safe and inclusive services.
- ✓ Foster respectful relationships and uphold the integrity of our practices.
- ✓ Maintain financial integrity and transparency.
- ✓ Ensure a professional environment where staff are continually supported in their growth and development.

Core Principles of the Code

I. Respect for Participants' Rights, Dignity, and Privacy

Participant-Centred Practice: Treat all participants with dignity and respect. Empower them to make decisions about their support and goals, ensuring their preferences, needs, and aspirations are prioritized.

Example: *If a participant expresses a preference for a particular service provider or approach, you must ensure they are informed of all their options and support their decision-making process.*

Right to Choice and Control: Support participants in exercising control over their lives and making choices that align with their personal goals. Ensure that they understand their rights to choose and modify their supports as needed.

Confidentiality and Privacy: Protect participants' personal, medical, and financial information. Share information only with explicit consent or when required by law, and ensure that records are stored securely.

Scenario: *If a participant provides sensitive information about their health or support needs, this information must not be shared with other service providers unless the participant has given clear consent.*

II. Compliance with NDIS Legislation and Quality Standards

Adherence to NDIS Quality and Safeguards Commission: Ensure that all services and supports comply with NDIS standards, regulations, and best practices. Familiarize yourself with the NDIS Code of Conduct (2018), the NDIS Practice Standards, and other relevant guidelines.

Accountability in Service Delivery: Deliver services in a manner that complies with NDIS guidelines, ensuring that services provided are safe, inclusive, and appropriate for the participant.

Example: *If you are providing services to a participant, make sure to keep accurate and up-to-date records of their plan and service usage, ensuring transparency in every aspect of service delivery.*

Ethical Decision-Making: Make decisions based on the best interests of the participant. Always prioritize ethical considerations and strive to provide the most appropriate supports based on the participant's goals and needs.

Scenario: *A participant requests additional services outside their approved budget. In such a situation, you must explain their available funding, explore other options, and ensure that any decision made is within NDIS guidelines.*

III. Financial Integrity and Transparency

Financial Oversight: Maintain the highest standards of financial management. Ensure the responsible use of participant funds, providing accurate budget tracking, transparent reporting, and appropriate allocation of resources.

Responsible Budget Management: Monitor the use of funds and ensure that spending aligns with the participant's plan, objectives, and the NDIS Price Guide.

Example: *If a participant's budget is approaching its limit, proactively communicate with the participant and explore alternatives to ensure that essential services remain funded.*

Zero Tolerance for Fraud: Fraudulent activity or misrepresentation of services or funds is unacceptable. Employees must act with integrity and must immediately report any instances of suspected fraud or misuse of funds.

IV. Professional Conduct and Ethical Behaviour

Professional Relationships: Maintain professional relationships with participants, colleagues, and service providers. Avoid conflicts of interest and ensure that personal relationships do not influence your professional decisions.

Scenario: *If you have a personal relationship with a service provider, you must disclose it to your supervisor and ensure that another employee manages any decisions involving that provider to avoid perceived bias.*

Respect and Dignity in Interactions: Treat everyone with respect, ensuring courtesy, empathy, and compassion in all interactions, particularly when dealing with challenging situations.

Example: *When a participant is upset or frustrated, demonstrate active listening skills and work towards a solution that respects their emotions and needs.*

Accountability and Integrity: Be accountable for your actions and decisions. Ensure your behaviour reflects the ethical standards of EmpowerPlan and NDIS guidelines. Address any mistakes or errors promptly and transparently.

Scenario: *If you make an error in participant documentation or reporting, immediately notify your supervisor and correct the mistake, ensuring that the participant is informed of the change.*

V. Use of Social Media

Social Media Use: Use social media responsibly in a way that protects the privacy of participants and maintains the reputation of MyEmpowerPlan. Do not share confidential, sensitive, or identifying information about participants, colleagues, or the organisation. Maintain professional boundaries and do not engage with participants through personal social media accounts.

Example: *If a participant sends you a friend request or message on social media, you must not accept or engage. Instead, politely decline and redirect communication through approved professional channels.*

VI. Empowerment through Communication and Advocacy

Clear and Open Communication: Ensure that participants, their families, and support

teams are kept informed about their plans, goals, and available resources in a timely and transparent manner.

Cultural Sensitivity and Diversity: Recognize the importance of cultural awareness and ensure that support is tailored to the diverse needs of participants from different backgrounds, including cultural, linguistic, and religious considerations.

Example: *If a participant practices a particular religion or cultural custom, ensure that services are provided in a way that respects their values and beliefs.*

Participant Advocacy: Act as an advocate for participants, ensuring their voice is heard in all decisions related to their NDIS plans and supports. Challenge any practices or systems that may limit their access to services or opportunities.

VII. Commitment to Continuous Improvement and Professional Development

Ongoing Learning and Training: Actively engage in continuous professional development (CPD) to stay informed about NDIS changes, best practices, and sector developments. Participate in training, workshops, and peer learning opportunities.

Feedback and Self-Reflection: Regularly seek feedback from participants, colleagues, and supervisors to improve your performance. Take time for self-reflection and adapt your practice to improve service delivery and participant outcomes.

Scenario: *After a service review or incident, ask participants for feedback on your approach and services, using their feedback to adjust future actions and plans.*

Breach of Code of Conduct

A breach of this Code of Conduct may result in disciplinary action, including:

- Investigation: All alleged breaches will be thoroughly investigated.
- Corrective Actions: Depending on the severity of the breach, actions may include further training, suspension, or termination of employment.
- Report to NDIS Commission: Serious breaches, including fraud, abuse, or neglect, will be reported to the NDIS Quality and Safeguards Commission and other relevant authorities for investigation and appropriate action.

Acknowledgement

All employees of *myEmpowerPlan* are required to read, understand, and acknowledge this Code of Conduct. This acknowledgment confirms that employees are aware of their professional obligations and will uphold the values and standards outlined above. Additionally, all employees are required to read, understand, and acknowledge the NDIS Code of Conduct.

Conclusion

The *myEmpowerPlan* Employee Code of Conduct serves as a foundation for delivering ethical, high-quality, and compliant services under the NDIS framework. By adhering to this Code, our employees contribute to an environment of respect, empowerment, and professionalism, ensuring that all participants have the opportunity to live the life they choose.

This *myEmpowerPlan* Code of Conduct ensures that all team members are equipped with a clear set of principles to follow, directly aligned with NDIS quality standards, ensuring participants are always treated with respect, dignity, and care.

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Written By: Erin Hall

