



my EmpowerPlan

NDIS SUPPORT SPECIALISTS



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 support@myempowerlan.com.au

This is *your* EmpowerPlan



Our team is committed to providing personalised, reliable plan management services that give you greater choice and control.

If you have any questions, our friendly staff are always here to help. We can't wait to start working with you!

The myEmpowerPlan Team

This information brochure is available in Easy Read, large print, other languages, or audio format. Please let us know if you require this a different format.

Support Coordination Explained



Support Coordination is a service provided to assist you understand and plan your NDIS goals, connect with services in your area to achieve these goals and build your confidence and skills when managing your NDIS plan. A Support Coordinator can help you with as much - or as little - as you want, from helping you find community services which compliment your goals to assisting you with delivery of service when your needs are more complex.



Building your Understanding



Setting Goals



Connecting you with Services



Negotiate and Coordinate



Work Toward Independence



NDIS Funded



NDIS Code of Conduct

We uphold the NDIS Code of Conduct which includes:

- Acting with integrity, honesty and transparency
- Providing services in a safe and competent manner
- Respecting individual rights and choices



For more information about the NDIS Code of Conduct visit:

www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct

Your Rights:

- Make decisions about your services
- Privacy and Confidentiality
- Make a complaint without fear of retribution
- Be treated with dignity and respect

Our Responsibilities

- Protecting your privacy and data
- Transparent communication
- Following the NDIS Code of Conduct
- Always acting in your best interests



Privacy and Security

myEmpowerPlan collects and stores your information in line with the *Privacy Act 1988* and NDIS Practice Standards

We only share your information with your consent or when legally required to do so.



Complaints and Feedback

We welcome your feedback. If you're not satisfied with our service, please contact us and we will work to resolve it quickly.

If you're not happy with the outcome, you can contact the NDIS Quality and Safeguards Commission via:

Phone: 1800 035 544

Website: www.ndiscommission.com.au

myEmpowerPlan is committed to your safety and wellbeing. We have strict policies in place to prevent, identify, and respond to any risk of harm, abuse, neglect, or exploitation. If you ever feel unsafe or have concerns, please speak to us or contact the NDIS Commission directly.