



Code of Conduct Policy

Prepared 30 September 2026

1. Purpose and scope

Ability Beyond Boundaries Ltd (ABB) is committed to a respectful, inclusive and safe environment. This policy sets the conduct expected across its NDIS services, community programs, cultural activities, workshops, social enterprise and organisational work, including related online communications.

It applies to the Board, Executive Director, employees, contractors, volunteers, students on placement, advisors and others acting on ABB's behalf. Participants, visitors and community members are expected to treat others respectfully and follow reasonable safety directions. They do not take on the professional duties of ABB's workers by attending an activity or receiving support.

2. Our values

Respect: Treat people with dignity, courtesy and fairness, and value their rights, perspectives and contributions. Integrity: Act honestly, transparently and responsibly. Inclusion: Welcome diversity and remove barriers to participation. Empowerment: Support people's choices, independence and opportunities to learn and contribute. Collaboration: Work cooperatively and communicate constructively.

ABB values the experiences and contributions of people with disability, Persian-speaking communities, people from refugee backgrounds and everyone who participates in its work.

3. Respect, choice and accessible communication

Listen to people, respect their preferences and use language that is courteous and appropriate. Support freedom of expression and informed decision-making. Do not pressure a person to accept a service, disclose private information, participate in publicity or make a donation.

Ask about access and communication needs and arrange reasonable adjustments or seek assistance. Support the use of interpreters, accessible information and advocates where needed. Do not assume that a family member or carer speaks for a person or has authority to make decisions on their behalf.

4. Safe and competent practice

Perform duties with care and skill, within your role, competence and qualifications. Follow relevant safety procedures and service agreements, obtain required supervision and raise concerns when a task cannot be delivered safely. Meet applicable screening and training requirements for the role.

Respect consent and dignity when providing personal support. Do not work or volunteer while impaired by alcohol, drugs or another condition that affects safe performance. Report hazards, injuries, incidents and near misses promptly and take reasonable action to protect people from immediate harm.

5. Preventing abuse, discrimination and harassment

Violence, abuse, neglect, exploitation, bullying, sexual misconduct and unlawful discrimination are unacceptable. Do not threaten, humiliate, intimidate, coerce or retaliate against anyone. Respect differences in disability, culture, language, age, gender, religion and sexual orientation.



Take reasonable steps to prevent and respond to harm, including harm involving children and adults who may be at increased risk. Listen to disclosures, take concerns seriously and report them promptly through ABB's safeguarding and incident processes. Do not promise absolute secrecy or conduct your own investigation outside your role.

Do not use restraint, seclusion or another restrictive practice as punishment or for convenience. Any regulated restrictive practice must meet applicable authorisation, behaviour support, reporting and other legal requirements. Seek guidance and escalate concerns rather than improvising a restrictive response.

6. Professional boundaries

Do not use your role, access to information or a person's reliance on support for personal, sexual or financial advantage. Sexual relationships between NDIS workers and participants they support are inappropriate because of the power imbalance. Do not engage in sexualised behaviour, unwanted touching, grooming or harassment.

Respect personal space and communication preferences. Do not borrow from participants, solicit personal gifts or money, or enter private financial arrangements with people you support. Declare gifts, personal relationships or other situations that could compromise professional boundaries and seek guidance before proceeding. Use approved channels for work-related communications.

7. Privacy and confidentiality

Protect personal and confidential information in accordance with ABB's Confidentiality Policy. Access only what is needed for authorised duties and share information only with an appropriate lawful basis. Store records securely and avoid discussing private matters in public or on personal social media.

Obtain specific informed consent for identifiable photographs, recordings, testimonials or personal stories used in publicity. Report suspected privacy breaches promptly. Confidentiality must not prevent lawful safeguarding reports, protected disclosures or communication with regulators.

8. Conflicts of interest and responsible use of resources

Disclose actual, potential or perceived conflicts of interest promptly, including those involving family, personal relationships, outside work, gifts, referrals or financial interests. Follow ABB's conflict of interest arrangements and do not influence decisions where you are conflicted.

Use ABB's funds, property, information and equipment only for authorised purposes. Keep accurate records of work, expenses and services. Do not falsify documents, misuse participant funds, conceal errors or claim for supports not delivered. Obtain required authority before committing ABB to expenditure or agreements.

9. NDIS services and fair pricing

When delivering NDIS supports, ABB and the people covered by the NDIS Code of Conduct must comply with that Code and other applicable NDIS obligations. This organisational policy supplements those requirements. It promotes rights and choice, privacy, competent support, honest dealings, prompt action on safety concerns, protection from abuse and prevention of sexual misconduct.

Communicate fees and service terms clearly. Do not apply unjustified price differences because a customer is an NDIS participant. Follow applicable NDIS pricing and claiming requirements, including specific restrictions on price differentiation for the same or substantially the same goods. Do not misrepresent services, funding or entitlements.

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



10. Leadership and individual responsibilities

The Board oversees governance, ethical conduct and accountability, and manages matters involving the Executive Director or Board members through unconflicted decision-makers. The Executive Director implements the policy, supports staff and volunteers, and ensures concerns are referred and addressed appropriately.

All ABB representatives must understand this policy, complete relevant induction and refresher training, follow lawful and reasonable directions, and speak up about misconduct or unsafe practice. Managers must respond fairly and promptly, maintain appropriate records and make required external reports.

11. Raising a concern

Anyone may raise a concern verbally or in writing with the Executive Director through ABB's published Contact details. Concerns about the Executive Director should go to the Board Chair or another unconflicted director. Concerns involving a director should be referred to an unconflicted director or an appropriate external authority. People may seek help from an advocate, interpreter or support person.

Reports must be handled sensitively, with information shared only as needed for a fair response, safeguarding or lawful reporting. ABB must not penalise anyone for raising a concern in good faith or assisting with an investigation. A concern that is not substantiated is not, by itself, evidence of a false or malicious report.

People may contact an external authority directly without first complaining to ABB. Concerns about NDIS supports can be raised with the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au. In an emergency or where there is immediate danger, call 000.

12. Responding to breaches

ABB must assess concerns promptly and fairly, manage conflicts, give relevant people an appropriate opportunity to respond, and take proportionate action. Where needed, interim measures may protect safety without assuming that an allegation has been proven. Outcomes may include guidance, training, supervision or disciplinary or contractual action, consistent with applicable law.

For participants or visitors, consider communication needs, disability-related support needs, reasonable adjustments and fair access before imposing restrictions. Any restriction or ending of services must follow applicable agreements and obligations, including appropriate continuity or transition arrangements. Notify regulators or other authorities where required.

13. Policy review

Policy owner: Executive Director. Prepared: 30 September 2026. Review cycle: every two years, or sooner following a significant incident or change in law or operations.