



All About You – Disability Services Code of Conduct

Purpose

The purpose of the organisation is to support people with disability.

The purpose of the Code of Conduct is to provide direction to employees regarding expected conduct and to assist employees in dealing with issues in ways that reflect organisational values.

Employees are required to act and work in a manner consistent with organisational values at all times. Where employee conduct does not meet the standards set out in this policy and associated procedures, appropriate action may be taken.

Policy Statement

Employees are responsible for their own behaviour and obliged to conduct themselves in keeping with all relevant laws; the provisions of this policy; and associated policies and procedures. This policy and procedure is a lawful direction regarding the organisation's business and how employees should behave.

It should be noted that the Code is relevant to breaches of conduct and not employee performance issues.

Application of the Code of Conduct

The Code applies to anyone who is employed by, or provides work for All About You – Disability Services, including permanent, fixed-term and casual employees; supported employees; contractors; consultants; and volunteers.

Examples of where the Code is applicable, are (but not limited to):

- day-to-day business;
- social functions facilitated by the organisation; or
- online interactions between employees and/or in reference to the organisation through social media.

Organisational Values and Ethics

Due to the vulnerable nature of the participants who engage the services of All About You – Disability Services, particular emphasis is placed on behaviour towards participants in the organisation's values and ethics.

The wellbeing of participants is paramount and every effort is made to ensure they are treated with respect and dignity. Mistreatment, cruelty, neglect or inappropriate behaviour of any kind will not be tolerated and may result in dismissal.

The values held by All About You – Disability Services underpin all of our work and are fundamental in achieving our purpose and strategic objectives.

National Disability Insurance Scheme (NDIS) Code of Conduct

All About You – Disability Services has adopted and adheres to The National Disability Insurance Scheme's (NDIS) Code of Conduct. The NDIS Code of Conduct is derived from the United Nations Convention on the Rights of Persons with Disability.

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to comply with the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.

“People with disability have the right to make their own decisions, to be free to live the life they choose, and to have the same rights and freedoms as any other member of the community.

These rights are set out in the United Nations Convention on the Rights of Persons with Disability. They include the right to freedom of expression and the right to make decisions about and exercise control over their own lives.

Choice and control is a core principle of the NDIS. People with disability have the right to choice and control about who supports them and how their supports and services are delivered.”

Workers have obligations under the Code to respect these rights by delivering services in a way that maintains the rights, standards and principles underpinning the NDIS; by supporting participants to make their own decisions and ensuring an inclusive approach.

2. Respect the privacy of people with disability.

“Privacy is a human right.

Rights related to privacy are set out in Commonwealth Privacy Act 1988 and State and Territory privacy laws.

People with disability have a right to privacy including in relation to the collection, use and disclosure of information concerning them. Examples of personal information include a person's name, address, date of birth and details about their health or disability.”

Workers have obligations under the Code to maintain the confidentiality of the person's personal information; to explain and request permission to perform procedures that involve physical touch or the invasion of personal space; and to consider everyday personal privacy needs such as being able to shower and dress in a private and comfortable space.

3. Provide supports and services in a safe and competent manner, with care and skill.

“Obligations under the NDIS Act are intended to ensure safe and quality service delivery to support positive outcomes for people with disability.

When a person with disability seeks supports and services under the NDIS, they have the right to receive those supports and services in a safe manner and from workers with relevant expertise.”

Workers have obligations under the Code to adopt the values underpinning the NDIS, including choice and control and person-centered approaches; to be honest with their employer and the people with disability they support about their qualifications and ability to provide particular supports and services, as well as the limits of their knowledge, skills and experience; and have appropriate qualifications required for the role and develop and maintain the knowledge and skills required for their role (for example, through training and supervision provided by their employer).

Workers are also obligated to record, maintain and store accurate and relevant documentation; to deliver services free from the influence of alcohol or drugs; and to ensure compliance with Work Health and Safety Legislation and organisational policies and procedures.

4. Act with integrity, honesty and transparency.

“Integrity, honesty and transparency are crucial to developing the trust-based relationships between people with disability and workers that are required for high-quality service delivery.

For people with disability to be informed consumers, they need accurate information about their NDIS provider, the workers they interact with, the services they receive, and any real or perceived conflicts of interest of the people working with them; and they should be able to make decisions in their best interest, free from inducements or pressure from workers.”

Workers have obligations under the Code to provide accurate information about themselves to participants and their NDIS provider including, but not limited to, their skills and competencies; if a worker screening check has not been approved; and if there has been previous misconduct. Workers must also ensure that there is no misuse of participants funding and ensure that they are not forcing any particular services or over-servicing.

5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.

“People with disability have the right to safe and quality supports and services under the NDIS.

Workers have a role in contributing to the delivery of safe and quality supports and services by taking action when they notice issues including raising concerns.

Workers also play an active role in improving supports and services by listening to people with disability to gain their feedback on ways to improve their experience.”

Workers have obligations under the Code to take immediate action to raise concerns about a participant's support or situation with the Managing Director, Support Lead and the NDIS Commission if required. Workers are also obliged to seek feedback about the service they are providing and adapt the service based on the feedback received.

6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.

“Evidence demonstrates that people with disability are at a far greater risk of experiencing violence, abuse, neglect and exploitation than others in the population and this often goes unrecognised and un-addressed.

Women and girls with disability are at far greater risk of violence; and children and young people with disability experience violence and abuse at approximately three times the rate of children without disability.

Violence, abuse, neglect and exploitation’ is broadly understood to include, but is not limited to, domestic, family and interpersonal violence; physical and sexual violence and abuse; psychological or emotional harm and abuse; constraints; forced treatments and interventions; humiliation and harassment; financial abuse; violations of privacy; systemic abuse; physical and emotional neglect; passive neglect; and willful deprivation.”

Workers have obligations under the Code to not commit or participate in any form of violence, abuse, neglect and exploitation of people with disability; adhere to organisational policies and procedures; comply with relevant laws; and fully cooperate with the NDIS Commission in relation to incidents of violence, abuse, neglect and exploitation; identify and respond to situations that could lead to violence, abuse, neglect and exploitation; report incidents of violence, exploitation, neglect or abuse to their NDIS provider, the Commission and, as appropriate, to other relevant authorities and contribute to the reduction and elimination of restrictive practices.

“The National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018 (Restrictive Practices and Behaviour Support Rules)” describe regulated restrictive practices as “involving seclusion, or chemical, mechanical, physical or environmental restraint.” It follows on to state “in the past, restrictive practices were often used as a first line of response for people with behaviours of concern (behaviours that pose a risk of harm to the person or others). It is now recognised that restrictive practices can represent serious human rights infringements and that routine use has often been harmful and exacerbated the behaviours they were intended to address.”

7. Take all reasonable steps to prevent and respond to sexual misconduct.

“People with disability have a right to sexual expression as well as to develop and maintain sexual relationships. As part of this, they need access to information and support to assist them to make informed and positive choices about sex, sexuality, relationships and reproductive health and wellbeing, as well as exercise their rights in regard to privacy.

People with disability are at an increased risk of all forms of sexual violence and sexual misconduct. Sexual misconduct is a broad term encompassing any unwelcome acts or behaviours that are experienced by the person with disability as being sexual in nature. This includes physical and verbal actions committed without consent or by force, intimidation, coercion or manipulation. It includes sexual violence and exploitation but is not limited to actions which constitute a criminal offence.”

Workers have obligations under the Code to not commit or participate in any form of sexual misconduct or inappropriate relationship and to report sexual misconduct or inappropriate relationships to their NDIS provider, the Commission and other relevant authorities.

Employee Responsibilities

Employees are required to read, acknowledge and abide by the terms of the Code of Conduct. Should an employee require clarity as to what behaviour or action is expected of them in the workplace, they should refer questions to the Managing Director.

Employees are responsible for their own behaviour and are obliged to conduct themselves in the following manner when undertaking organisational business:

- behave with honesty, integrity, competence, care, diligence, respect and in an ethical manner with participants, employees, colleagues, management and the public;
- be aware that all employees of the organisation are mandatory reporters and as such report any abuse or suspected abuse to the appropriate authorities;
- treat everyone with respect, dignity, courtesy and without harassment despite gender, age, faith, religion; sexual identity and preference; ethnicity and disability.
- communicate in a way that can be understood by all and ensure that the people you support fully understand what is being communicated to them.
- use organisational property and money efficiently, carefully and honestly with due authorisation and without misappropriation;
- comply with all applicable laws;
- comply with any lawful or reasonable direction given by a person authorised to give direction;
- maintain appropriate confidentiality about participant, and organisational information;
- provide an honest, competent and accountable service;
- behave in a way that upholds the values, integrity and reputation of the organisation;
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with employment at All About You – Disability Services;
- not make improper use of inside information, or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- strive constantly to improve knowledge and skills;

- maintain professional boundaries with participants and their family members at all times, remembering that communication with families should be kept to a minimum and only occur when required, and be related directly to the participant and the support shift; and
- comply with the terms and conditions of employment set out in the agreement signed prior to commencement with All About You – Disability Services.

Should an employee have the need to act in a manner inconsistent with the above they should discuss the issue with the Managing Director.

Any arrangements made for an employee to act inconsistently with the above should be confirmed in writing, signed by the Managing Director and employee, and placed on the employee's personnel file.

Organisational Responsibilities

All About You - Disability Services is committed to providing a positive working environment whereupon employees and management work together to support individuals, families and carers.

The organisation will ensure appropriate policies and procedures, including the Code, are in place to ensure that employees are informed of expected conduct.

All policies and procedures will be made available for viewing, and employees will be informed where these policies can be accessed. All About You – Disability Services will ensure that the organisation meets and complies with all underpinning NDIS Standards, Rules and Legislation. This will be reflected within the organisational policies and procedures. The NDIS Code of Conduct applies to the organisation as well as to employees.

Breaches of the Code

This Code requires employees behave in a way that upholds All About You – Disability Services values and ethics; and the integrity and good reputation of the organisation at all times. It also requires employees' compliance with the NDIS Code of Conduct at all times.

An employee whose conduct, both in the course of and in connection with employment, does not comply with an element of the Code can be found to have breached the Code. Should this be deemed to have occurred, formal disciplinary action may be taken.

Employee Declaration

I acknowledge and understand my responsibilities in relation to the Code of Conduct as they pertain to my employment with All About You – Disability Services.

I have been provided with a copy of, and have read, the NDIS Code of Conduct – Guidance for Workers.

Employee name			
Employee signature		Date	