



# CODE OF CONDUCT DECLARATION

Effective Date:

\_\_\_\_\_ (Your name) acknowledges and agrees to abide by the following Code of Conduct, which is based on the principles outlined in the National Disability Insurance Scheme (NDIS) Code of Conduct and applies to all workers and providers who deliver services to NDIS participants:

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

We will treat all individuals with disabilities, their families, and carers with respect, dignity, and sensitivity.

We will uphold the rights of individuals with disabilities to make choices and decisions about their own lives, to act with respect to freedom of expression, self-determination, and decision-making.

## Implementation:

- We will provide training to all staff to understand and respect the rights of individuals with disabilities. This will include annual training on the NDIS Code of Conduct and training on our **Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure**.
- Our policies will support clients' **decision-making**, by ensuring they are involved in decisions affecting their care.
- **6-monthly meetings** with clients and the client's main carer or support person will be held to review and adjust support plans, ensuring their preferences are prioritised.

2. Respect the privacy of people with disability

We pledge to uphold the privacy and confidentiality of individuals with disabilities in accordance with the Privacy Act 1988.

We will safeguard their personal information, respect their autonomy, and honour their right to privacy in all interactions and engagements.

## Implementation:

- All staff will undergo training on our **Privacy and Confidentiality Policy and Procedure** which is in compliance with the Privacy Act 1988, to ensure the confidentiality of clients' personal information.
- We will implement secure storage systems (both physical and electronic) for client records through passwords and/or physical locks, accessible only to authorised personnel.
- We will ensure that our clients are informed and have access to our **Privacy and Confidentiality Policy and Procedure** and are educated on the handling and sharing of their information.
- We will ensure that sharing or handling of the personal information of our clients has the consent of our clients through our **Participant Information Consent Form**.

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

We will prioritise the safety, well-being, and welfare of individuals with disabilities at all times.

We will provide support and assistance in a manner that minimises risks and promotes independence and empowerment.

**Implementation:**

- **Risk assessments** will be conducted for delivering services, and safety procedures will be updated as necessary.
- We will annually train all staff on our **Work Health and Safety, Risk Management, Hazard and Incident Management Policies and Procedures**.
- Incident and risk reporting systems will be in place to promptly address and mitigate any safety concerns.

4. Act with integrity, honesty and transparency

We will act with honesty, integrity, and professionalism in all aspects of our work.

We will maintain confidentiality and privacy regarding personal information shared by individuals with disabilities, their families, and carers.

We will be transparent about our business practices, policies, procedures and decision-making.

**Implementation:**

- All policies, procedures, progress notes, care records, care plans and service agreements will be available for review by clients and their families to ensure transparency.
- All clients will be made aware of their **right to access their own information** and how they can do so.
- Staff will receive training on how we are in compliance the **NDIS Code of Conduct**, emphasising honesty and integrity in interactions.
- The client will be made aware of any interactions or sharing of information with other businesses providing services to the client, for example support coordinators, disability support workers and allied health professionals.

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

We will promptly act on concerns about matters that might have an impact on the quality and safety of supports provided to persons with a disability.

We will respond sensitively and effectively to complaints, grievances, or feedback from individuals with disabilities, their families, and carers, ensuring that their concerns are addressed promptly and appropriately.

**Implementation:**

- We will establish a **Complaints management system**, ensuring clients have multiple ways to raise concerns confidentially.

- Staff will be trained on how to handle complaints and feedback promptly and effectively, ensuring issues are resolved and lessons learned are integrated into practice.
- Regular feedback sessions with clients will be held to proactively identify any concerns or improvements.
- We will implement a **Risk Management System** that includes risk assessments for each participant and their activities, with regular reviews to identify, assess, and mitigate potential risks that could affect the safety and quality of supports.
- An **Incident Management System** will be established, ensuring that any incidents impacting the quality or safety of supports are documented, reported, and reviewed. Follow-up actions will be taken to minimise recurrence and to improve safety procedures.
- Staff will receive regular training on risk assessment, incident reporting, and management protocols to maintain high safety standards and to ensure they understand their responsibilities in minimising and managing risks.
- We will conduct regular audits and safety checks of the environments where services are delivered to identify and rectify hazards, ensuring a safe and secure environment for participants and staff.

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

We will promptly report any suspected instances of violence, exploitation, neglect, and abuse of people with disabilities to the appropriate authorities in accordance with the NDIS Reportable Incidents rules and/or to the appropriate family member or senior staff member.

We will take all reasonable steps to prevent all forms of violence, exploitation, neglect and abuse of persons with a disability.

**Implementation:**

- We will implement training sessions for staff on recognising and preventing violence, neglect, exploitation, and abuse through our **Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure**.
- Clear reporting pathways will be established, ensuring that any instances are immediately reported to appropriate authorities and documented according to the **NDIS Reportable Incidents rules**.
- Support and debriefing will be provided to staff and clients involved in any reportable incidents.

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

We will promptly report any suspected instances of sexual misconduct in the support of persons with a disability to the appropriate authorities in accordance with the NDIS Reportable Incidents rules.

We will take all reasonable steps to prevent sexual misconduct in the support of persons with a disability.

**Implementation:**

- All staff will be trained on our **Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure** including professional boundaries and appropriate conduct when working with clients to minimise risks.
- A **zero-tolerance policy** on sexual misconduct will be communicated clearly to all employees, and immediate action will be taken against any breaches.

- Regular reviews of staff conduct and client feedback will help monitor and ensure a safe environment for all.

8. Without a valid reason, not represent or charge or represent higher prices for the supply of goods for NDIS participants without reasonable justification

We will not represent or charge a higher price to a person who is a NDIS participant when we also service clients who are not NDIS participants.

**Implementation:**

- We will publish our pricing structure transparently on our service agreements, ensuring no discrepancies exist.
- Our business will ensure prices are comparable based on services provided for NDIS and non-NDIS clients to maintain fairness and compliance.

**Contact Information**

For inquiries about this Policy or concerns regarding the handling of personal information, individuals may contact [YOUR NAME] on [EMAIL] or PHONE or via post to:

YOUR NAME  
ADDRESS  
SUBURB STATE PC

Signed by [YOUR NAME]

Signature \_\_\_\_\_

Date \_\_\_\_\_

Policy Review Period: **12 months**

Review Date: **[DATE]**