



CODE OF CONDUCT

After reading this policy Board Directors and workers including volunteers are to sign and date the Declaration of Code of Conduct form and return this form to our management.

PURPOSE

Find Wellbeing is committed to compliance with the [National Disability Insurance Scheme Quality and Safeguards Commission's \(the Commission\) Code of Conduct](#). Additionally, Find Wellbeing is a Child Safe Organisation, committed to the [Child Safe Standards](#) under the regulation of the [Office of the Children's Guardian \(OCG\)](#).

POLICY

Find Wellbeing has adopted the **Commission's Code of Conduct** which is mandatory knowledge for all service providers, workers and volunteers. Additionally, Find Wellbeing has expectations of workers that are particular to employment with this organisation, and these are written below each clause of the [NDIS Code of Conduct](#) in this document.

This policy also outlines our specific expectations of workers who support children and young people in our services.

This **Code of Conduct** has been prepared and adopted to establish a common understanding of the standards of professional behaviour expected by both the Commission, the OCG and Find Wellbeing. It guides the obligations of Board Directors, staff and volunteers ('workers') in performing duties on behalf of Find Wellbeing. The community has an expectation that Find Wellbeing does its work ethically with efficiency, fairness, impartiality, honesty and integrity, but ultimately it is up to each worker to demonstrate professional and ethical behaviour in their decisions and actions.

All workers share a **Duty of Care** toward people with disabilities, their families and other workers at Find Wellbeing.

Staff will be required to read and sign off on this **Code of Conduct** upon employment, and then annually.

Find Wellbeing displays staff and Easy Read versions of the [NDIS Code of Conduct](#) on posters in all services.

This **Code of Conduct** will assist workers to:



- understand the [NDIS Code of Conduct](#), which is mandatory across the disability sector;
- understand Find Wellbeing's expectations for person-centred service provision;
- understand acceptable and non-acceptable support practices, especially when working with children and young people;
- fulfil their duty to Find Wellbeing and its clients to act honestly and with competence in their work;
- identify and resolve situations of conflict of interest, or improper use of their positions and confidential information received; and
- act in a way which enhances public confidence in the operations of Find Wellbeing.

THE NDIS CODE OF CONDUCT and FIND WELLBEING EXPECTATIONS

There are seven elements of the [NDIS Code of Conduct](#). It is mandatory that all workers, paid or unpaid, know and understand these elements. Workers will be asked to sign off that Find Wellbeing has provided this information to them.

In addition to Board Directors, the **Code of Conduct** applies to all workers delivering NDIS support or services, including employees, contractors and volunteers. If workers are unsure about any service delivery issue, they should consult their supervisor or talk directly with the client. If workers see something they think is a breach of the **Code of Conduct**, they should follow [Find Wellbeing's Complaint Management](#) procedure or let the [NDIS Quality and Safeguards Commission](#) know if it can't be raised internally. There are penalties for service providers who take any adverse action against workers or other people who report a possible breach of the Code of Conduct.

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

All people with disabilities have full and equal human rights to make their own decisions, live how they choose and receive the support they need. Not all adults with disabilities need or want support in decision-making so workers should consult them about who, if anyone, they want to involve in decisions about their service and support. Workers should involve young people and children in decisions that affect them in ways appropriate to their age, development and communication skills. People with disabilities have a right to question, seek extra information about or refuse any part of their service delivery. The onus is on workers to communicate in a way that ensures they understand the information and make their own preferences and concerns known to them. The Code of Conduct requires workers to consider their values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age and disability.

Find Wellbeing expects workers **will**:

- Be champions of our clients;



- Know and understand the Rights of our clients;
- Know each client's will and preferences to use as a starting point for planning safe, meaningful and purposeful supports;
- Deliver person-centred services and supports.

Find Wellbeing expects workers **will not**:

- Make decisions about clients without consultation with them;
- Prioritise administrative obligations or routine duties over the active support of our clients.

2. Respect the privacy of people with disability

People with disabilities have the right not to have their personal information disclosed to others without their informed consent — unless mandatory reporting is required. Workers should explain to people with disabilities why and what information is kept about them, who has access to it, and what to do if they believe their privacy is breached. Privacy goes beyond handling personal information to delivering services in a way that maintains personal dignity. This includes both asking permission to perform and explaining procedures that involve physical touch or invading personal space.

Find Wellbeing expects workers **will**:

- Maintain the confidentiality and privacy of all clients as detailed in Find Wellbeing's policy and procedures;
- Share information on a "Need to Know" basis only;
- Preserve the dignity of clients when providing personal care;
- Maintain the integrity and security of all Find Wellbeing documents, digital or hard copy, especially information and/or documents dealing with clients, their families, or worker records.

Find Wellbeing expects workers **will not**:

- Use confidential information learned at Find Wellbeing to gain personal benefit or benefit any other person;
- Not disclose information concerning any matter otherwise than required by law or with signed permission of the client;
- Gossip about clients, their families or co-workers.

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

All workers under the NDIS are expected to have adequate expertise and competence necessary for safe and skillful service delivery. Workers must have and maintain the required qualifications and skills. Workers should decline directions from an NDIS provider, person with disability or their family or carer to undertake duties that they are not qualified or trained to deliver. Workers can make a report to the NDIS Commission if such a direction is made. Workers should also comply with their own professional code of conduct and relevant work, health and safety requirements. Workers should ensure that accurate and timely records are



kept about an NDIS client's service history, medication and support needs. Workers must never work under the influence of drugs or alcohol.

Find Wellbeing expects workers **will**:

- Give the whole of their time and attention to the business of Find Wellbeing when on duty;
- Follow the authorised policies, decisions, instructions and practices of Find Wellbeing whether or not workers agree with or approve of them;
- Follow all client plans and profiles whether or not workers agree with or approve of them, and attend all training provided;
- Act in a professional manner towards clients, families and co-workers by promoting and maintaining an environment that is respectful, safe, co-operative, encouraging, and free from any type of harassment, bullying or discrimination; and that preserves every person's right to safety and dignity;
- Be conscientious of their [Duty of Care](#) to our clients;
- Be both physically and mentally fit for work;
- Work safely;
- Be responsible for undertaking and maintaining the competency required for the support provided to clients.
- Provide and maintain your [NDIS Worker Screening Check](#); and if applicable, the [Working with Children Check](#).

Find Wellbeing expects workers **will not**:

- Come to work under the influence of drugs or alcohol;
- Hold outside employment without notification to your Virtual Care Manager;
- Undertake activities with clients that have not been risk assessed and approved;
- Perform duties that they have not been trained and their competency assessed for.

4. Act with integrity, honesty and transparency.

Integrity and honesty are crucial to developing trust between workers and people with disabilities so workers must be transparent about their qualifications and any limits on their competencies. Workers must disclose to your NDIS provider if they have failed a worker screening clearance or been subject to a professional misconduct finding. People with disabilities have a right to get information about the comparative cost and effectiveness of treatments and the risks and benefits of service options. Workers should declare and avoid any real or perceived conflict of interest in their work. Workers should avoid giving, asking for or accepting inducements or gifts that may influence decision-making or service delivery under the NDIS. This includes people with disabilities, their family or carers, or other service providers. Workers must avoid unethical practices such as over-servicing and high-pressure sales.

Find Wellbeing expects workers **will**:



- Be scrupulously ethical in the use of Find Wellbeing's human and physical resources at all times.
- Use Find Wellbeing's resources effectively and economically and not use them for private purposes unless such use has been pre-authorised and proper payment is made.
- Be honest and act with integrity;
- Work with accuracy and completeness;
- Treat people equally and fairly;
- Be accountable for their words and actions;
- Follow all Find Wellbeing Policies and Procedures;
- Act with the best interests of the clients, their families and their co-workers;
- Observe Professional Boundaries;
- Declare all outside employment;
- Avoid **Conflicts of Interest** or at least disclose and manage them following approved processes.

Find Wellbeing expects workers **will not**:

- Conduct practices such as:
 - using their position or influence to solicit gifts or benefits either for themselves or for another person. However, gifts of a nominal value or acts of hospitality (valued under \$100) may be accepted by workers. Any gift valued in excess of \$100 must not be accepted without specific approval of the Virtual Care Manager.

Acceptance of gifts and hospitality is a matter for workers to judge that they, their position or Find Wellbeing will not in any way be compromised or appear to be compromised by acceptance of the gift or hospitality. Workers must be able to provide a satisfactory explanation of their decision/action if challenged.

- gaining personal benefits while using the money of Find Wellbeing or clients. This includes claiming all rewards and loyalty programs, shopper/fuel dockets, and discounted goods that do not belong to them.
 - using their influence as a trusted person to convince clients to make choices that reflect their preferences.
- Stealing money or belongings from clients, families, and co-workers.
- Conceal a **Conflict of Interest**.

A **Conflict of Interest** is a situation in which a person is in a position to derive personal benefit from actions or decisions they make as a Managing Director or worker of Find Wellbeing.



These benefits can be:

- Financial - any private or personal interest where they or a family member or close associate is likely to make a financial gain. Examples of financial gain are being involved in a tender process for buildings, equipment or motor vehicles when they, a family member or an associate's business is a potential tenderer accessing client information owned by Find Wellbeing to provide supports to a Find Wellbeing client in their own independent NDIS business.
- Non-financial - any private or personal interest which does not pertain or relate to money such as kinship, friendship, membership of an association, society or trade union or involvement or interest in an activity. An example is being involved in the selection process or employment decisions involving a member of their family, or a close personal friend.

The fact that the Managing Director and workers have a professional relationship with Find Wellbeing and a private or personal interest in relation to a particular matter does not necessarily mean that the two must be in conflict. What is important is how any conflict, real or perceived, is dealt with.

Not hold employment outside of Find Wellbeing that is in competition or conflict with the business of Find Wellbeing or might conflict with the worker's Find Wellbeing duties unless approved by Find Wellbeing.

All workers are required to inform their Virtual Care Manager in writing of any outside employment on the [Declaration of Outside Employment](#). Prior to approving a request for outside employment, the Manager will review the request to ensure the following five conditions are met:

- a. the outside employment does not affect the worker's efficiency or effectiveness in performing their duties at Find Wellbeing including consideration of WHS fatigue management;
- b. the outside employment does not relate to Find Wellbeing's business or conflict with the worker's duties with Find Wellbeing;
- c. any outside employment is performed wholly in the worker's private time;
- d. no plant, equipment or facilities of Find Wellbeing are used in connection with the outside employment; and
- e. Find Wellbeing records including client, family and staff information are not used in connection with outside employment.

Directors, Managers and other Senior Staff members must give notice to the Chairman of the Board (Chairman) or to the Chief Executive Officer (CEO) as appropriate of his or her becoming bankrupt or the making of a composition arrangement or assignment for the benefit of his or her creditors. Directors, Executive, and Managers must declare annually that they continue to be a proper person to hold a key position at Find Wellbeing under the NDIS Commission regulations.



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

If the safety or the quality of support for people with disability is at risk, workers should take immediate action to address the reasons why. Ensure the person is safe and consult with them about how they would like to resolve the issue. It could be as simple as changing the timing of meals or moving a piece of furniture so it's easier to maneuver a wheelchair. Or the issue impacting quality or safety could be more complex and may require raising at an organisational level. It is the worker's responsibility to be familiar with Find Wellbeing systems for complaints and incident management and to follow established procedures. This includes supporting Find Wellbeing to meet its reportable incidents obligations.

Find Wellbeing expects workers **will**:

- Take personal responsibility for their words and actions;
- Properly follow all Find Wellbeing's policies, procedures, work instructions and risk assessments;
- Use Take 5 dynamic risk assessment skills to assess, manage and monitor risks;
- Listen to client/family feedback and support them to follow the Find Wellbeing's Complaints Management procedure;
- Report all incidents and near misses, and in particular Reportable Incidents within specified timeframes.

Find Wellbeing expects workers **will not**:

- Ignore or discard notifications from a client, family member or another worker of environments or behaviour that are unsafe.
- Take shortcuts in their work.

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

People with disabilities are at a far greater risk of and are more likely to experience violence, abuse, neglect and exploitation than those without a disability. Workers play an important role in helping to prevent, intervene early and respond to violence, abuse, neglect and exploitation. If an incident or criminal act does occur, after ensuring the safety of the person affected, workers must report it to their supervisor and/or other authorities, including the police where appropriate. Workers should work with Find Wellbeing to reduce and eliminate restrictive practices. This includes behaviour involving seclusion, chemical, mechanical, physical or environmental restraint.

Find Wellbeing expects workers **will**:

- Act as a supporter of people with disability;
- Report any wrongdoing.



- Have a sound understanding of each client's Care and/or Support Plan, Risk Profile, Communication Profile, One Page Profile and any other health or behaviour management plans;
- Complete all training provided in the 'Keep Our Clients Safe' and 'Zero Tolerance' modules, and maintain ongoing professional development;
- Implement authorised Restrictive Practices following the strategies set out in the client's BSP and prescribed by the Behaviour Support Practitioner in training sessions;
- Follow the Incident and Reportable Incident procedures to make proper and timely reports.

Find Wellbeing expects that workers **will not**:

- Demonstrate any behaviour that causes physical or emotional harm or neglect to clients;
- Turn a blind eye to the unsafe actions of others;
- Ignore or discard notifications from clients or families of unsafe environments or behaviours;
- Use any Restrictive Practices that are not authorised in a client's Behaviour Support Plan (BSP).

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

People with disabilities have a right to sexual expression and to develop and maintain sexual relationships. However, they are at an increased risk of all forms of sexual violence and sexual misconduct. Workers are expected to adhere to the highest standards of behaviour, by having professional boundaries with people with disabilities. This includes preventing and responding to any inappropriate behaviour by anyone to a person with a disability. Find Wellbeing has a guidance policy that distinguishes between inappropriate and appropriate touching and between sexual misconduct and appropriate conversations about sexual support and family planning needs. Workers must report any sexual misconduct, unlawful sexual or physical conduct or inappropriate relationships to Find Wellbeing, who will notify the NDIS Commission and other authorities. Workers should support people with disabilities, so they feel safe to make a complaint without fear of retribution or loss of services.

Find Wellbeing expects workers **will**:

- Know and practice the appropriate professional boundaries of working with Find Wellbeing's clients.
- Report any sexualised behaviours of clients so that professional supports can be arranged;
- Respond to clients demonstrating sexualised behaviours using approved positive behaviour support strategies;
- Interact with clients using age appropriate and socially acceptable language, touch and actions;
- Report any wrongdoing they see in a timely manner so proper interventions and reporting can occur;
- Respond to notifications of sexual misconduct and inappropriate interactions by supporting clients/families to follow the Complaint Management procedure.



- Find Wellbeing expect workers **will not**:
- Have consensual sexual intercourse with a client;
- Rape a client;
- Groom a client;
- Hug, fondle, kiss or any other unwarranted and inappropriate touching of a client;
- Expose a client to any form of communication that is sexual or suggestive in nature including language, physical sexual acts of themselves or others, messaging, texting, jokes, written material, obscene gestures;
- Declare sexual feelings for clients in any spoken or written form.
- Ignore or discard notifications from clients or families of unsafe environments or behaviours.

CHILD SAFE CODE OF PRACTICE

Find Wellbeing is a Child Safe Organisation.

At all levels of our organisation, Find Wellbeing commits to creating appropriate cultures, adopting strategies and acting to prevent harm to children. Find Wellbeing do this by developing and maintaining policies that adhere to the Child Safe Standards, and having risk assessed procedures and environments. Find Wellbeing will be vigilant in its staff recruitment and provide appropriately targeted staff training. Through acceptance of this **Code of Conduct**, workers will act to systematically:

- Adhere to organisational policies and procedures to ensure children are safe and free from harm.
- Adhere to organisational policies and procedures to ensure any incidents of harm to children are identified and reported to the appropriate authorities through our Incident Reporting System. Respond appropriately to disclosures, allegations and suspicions of harm through our [Complaint Management System](#).

Find Wellbeing will apply appropriate risk management strategies to ensure that its systems are robust to protect children from abuse and neglect.

This Code of Conduct sets expectations for how staff, volunteers and contractors should behave around children. This is important to help prevent children from being harmed. Child abuse takes many forms and can include physical, sexual and psychological abuse, ill-treatment and neglect. Find Wellbeing's [Policy for Child Safety and Protection](#) provides more information about these different types of abuse.



This **Code of Conduct** identifies positive child safe behaviours that we encourage all adults to support. It also identifies behaviours that we consider unacceptable. Engaging in unacceptable behaviour is a breach of this **Code of Conduct** and may result in managerial or disciplinary action.

Some examples of concerning behaviours are also provided below. These are behaviours that on their own may not constitute a breach of the **Code of Conduct** but together may indicate a pattern of behaviour that poses a risk to the safety of children.

Find Wellbeing expects that workers **will**:

- Treat all children and young people with respect
- Listen to and value children and young people's ideas and opinions
- Welcome all children and their families and carers by being inclusive
- Actively promote cultural safety and inclusion
- Listen to children and respond to them appropriately
- Welcome parents and carers to participate in decisions about their child's training schedule and any other matters about their safety
- Report any conflicts of interest (such as an outside relationship with a child)
- Adhere to all relevant Australian and NSW legislation and our child safe policies and procedures
- Work within a team to ensure that the needs of the child (and their family) remain the paramount focus
- Participate in all compulsory training
- Raise concerns with management if risks to child safety are identified, including cultural, environmental and operational risks
- Report and act on any concerns or observed breaches of this **Code of Conduct**
- Take all reasonable steps to protect children from abuse
- Respect the privacy of children and their families by keeping all information about child protection concerns confidential
- Inform parents and carers if there are situations that need to be safely managed but are outside the boundaries of this **Code of Conduct** (such as driving an athlete to a swimming competition or undertaking one-on-one training sessions)
- Take a child seriously if they disclose harm or abuse
- Ensure breaches of this Code are reported immediately
- Uphold the rights of the child and always prioritise their needs

Find Wellbeing expects that workers **will not**:

- Condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
- Ignore or disregard any concerns, suspicions or disclosures of child abuse
- Exaggerate or trivialise child abuse issues



- Use hurtful, discriminatory or offensive behaviour or language with children
- Fail to report information to police if it's known a child has been abused
- Engage in unwarranted and inappropriate touching involving a child
- Persistently criticise and/or denigrate a child
- Deliberately prevent a child from forming friendships
- Verbally assault a child or create a climate of fear
- Offer children and young people alcohol, cigarettes or other drugs
- Show children pornographic images
- Encourage a child to communicate with a worker in a private setting
- Share details of sexual experiences with a child
- Use sexual language or gestures in the presence of children

In addition, workers will understand the following types of behaviour may be of concern:

- Being alone with a child when there is no professional reason for doing so
- Showing favour to one child over others
- Babysitting, mentoring/tutoring, supporting a child out of work hours (without Find Wellbeing's approval for this kind of outside employment)
- Taking the child into a worker's home whilst providing supports; or to any other place when there is no professional reason for doing so
- Communicate with a child in any application online

Complaints

All staff, volunteers, families and community members are encouraged to speak up if they have concerns about the safety of children. This can be done by following the steps in our Complaint Management Process, which is displayed on every site and available on our website www.findwellbeing.com.au for more details please see Find Wellbeing's [Complaint and Incident Reporting Procedure Policy](#)

Reporting

Some breaches of this **Code of Conduct** may need to be reported to the NSW Police, the [NDIS Quality & Safeguards Commission](#), the [Department of Communities and Justice](#) and the [Office of the Children's Guardian](#). Find Wellbeing's [Complaint and Incident Reporting Procedure Policy](#) provides more information about our reporting obligations to external authorities. Workers are reminded of Find Wellbeing's protections and confidentiality provisions for anyone making a report.

Breaches of our Code of Conduct

Workers who breach our **Code of Conduct** may also be subject to disciplinary action. This can include increased supervision, appointment to an alternative role, suspension or termination from the organisation. More information can be found in Find Wellbeing's [Performance and Misconduct Policy](#).



PLEASE NOTE:

An adult in child-related work at Find Wellbeing will commit an offence if they know another adult at Find Wellbeing poses a serious risk of abusing a child (under 18 years), and they have the power to reduce or remove the risk and they negligently fail to do so.

All adults in NSW are required to report information to police if they know, believe or reasonably ought to know that a child (under 18 years) has been abused.

Any questions regarding the Code of Conduct can be directed to your Manager, General Manager, or the CEO.

RELEVANT LEGISLATION

[National Disability Insurance Scheme Act 2013](#)

[Children's Guardian Act 2019](#)