

LIFE INDEPENDENCE DISABILITY SERVICES

www.lifeindependence.com.au

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CODE OF CONDUCT

Policy number	1	Version	1
Drafted by	Merryn Farnsworth	Approved by	20/11/2020 manager
Responsible person	Merryn Farnsworth	Scheduled review date	20/11/2021

INTRODUCTION

This code of conduct describes the principles of behaviour, governance and service delivery Life Independence demonstrates. The policy outlines an ethical direction of service and exists in the context of how the service delivers disability support to National Disability Insurance Scheme (NDIS) participants. The Code of Conduct is designed to be read by participants, supporters, staff and other relevant stakeholders. The policies purpose is out show the ethical framework that Life Independence follows.

PURPOSE

This code of conduct can be used to determine all policies, processes and other ways of delivering services by outlining a framework led by core principles adhered to by Life Independence. All staff employed in any capacity by Life Independence are to follow this structure. The guiding ethical aim of the approach to services is that services are to be delivered in a person cantered and participant led manner to encourage choice and control.

LEGISLATION, RULES & GUIDELINES

Anyone receiving services from Life Independence can expect that the service delivered will be complaint with all applicable legislation and guidelines including the requirements and conditions of the following:

- Victorian Charter of Human Rights and Responsibilities Act, 2006
- The National Disability Insurance Scheme (Code of Conduct) Rules, 2018.
- National Disability Insurance Agency Act, 2013 (Cwlth)
- UN Convention on the Rights of Person with Disabilities
- Commonwealth Privacy Act 1988
- Privacy and Data Protection Act 2014 (Victoria)
- Occupational Health and Safety Act, 2004 (Victoria)
- National Disability Insurance Scheme (Reportable Incidents) Rules 2018.

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SCOPE OF POLICY

This policy applies to all Life Independence staff or any person acting in any capacity that is taken to be representing Life Independence and its interests.

COMPLIANCE REQUIREMENTS

As a condition of employment all Life Independence staff must read and provide a signed receipt for this policy acknowledging their commitment to abide by all the principles outlined in this policy. It is a further requirement that any person representing Life Independence completes the online webinar Worker Orientation Module 'Quality, Safety & You' published by the NDIS Quality & Safeguards Commission.

NON COMPLIANCE CONSEQUENCES

In the event that a staff member is found to be non compliant with this policy they will be liable to disciplinary action. This may include but not be limited to immediate termination, counselling or other actions deemed appropriate and in keeping with the law.

PROCEDURES

This Code of Conduct is not designed to be used as a manual on procedure for performing duties on behalf of Life Independence. Should staff require procedural information, companion documents are available on the Life Independence website. Staff are expected to access the sources available through the service website for full information on policies, procedures, legislation and all other relevant information relating to service delivery with Life Independence.

DECLARATION OF INTENT

This Code of Conduct is meant to demonstrate the values held by Life Independence in relation to service delivery. Policies, procedures and practices are designed to fit the size and scope of Life Independence to effectively meet the requirements of our clients. This code of conduct confides that intent into a set of principles acting as a framework of best practices guided by individual elements.

PRINCIPLES OF CONDUCT

All services provided by Life Independence address and achieve the following principles of service

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of people with a disability
- Provide Supports and services in a safe and competent manner with care and skill.

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- Act with integrity, honesty and transparency.
- 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 a disability.
- Take all reasonable steps to raise and act on concerns about matters that may impact the quality and safety of supports and service provided to people with a disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

MEETING THE PRINCIPLES OF THIS CODE OF CONDUCT

The following elements provide a guide to ensure all people dealing with Life Independence can understand principle led services. They should be used in conjunction with all other Life Independence policies and guidelines. Should these elements not be adhered to you will know this code has not been complied with.

- Services delivered to clients will be individualised to meet the clients rights to freedom of expression allowing them to determine who provides their support and how choices and control over options for service is determined.
- Services provided will be respectful and protect the privacy of clients ensuring all information collected will only be released or shared with client consent.
- Clients have the right to ask staff to produce evidence of relevant worker safety checks complying with legislation ensuring client confidence in safe and competent service delivery.
- Services will be delivered with integrity, honesty and transparency allowing people to ask to see the Conflict of Interest Register and policies in a manner that suits their needs.
- The Complaints Policy is available on the service website for public access allowing understanding for how rights and quality of service are protected. Any concerns or situations that may impact the quality or safety of the service can be raised in writing either via the service website, by email, formal letter or verbally.
- A commitment to zero tolerance for violence, exploitation, neglect or abuse as outlined in the Safety from Abuse Policy available through the service website.
- Preventing and responding to sexual misconduct is protected through compulsory staff training policies relating to sexual misconduct available through the service website.

Anyone receiving services from Life Independence can access all policies, procedures and practices through the service website. These resources provide further insight into the ethical overview and the delivery of ethical and principle driven services.