

Policy

Lifely acknowledges that working in an environment that is based on values of equity, respect and empowerment positively influences workers behaviour to deliver positive outcomes for people living with disability.

The obligations in this Code are fundamental to the rights of people with disability as set out in the *UN Convention of Rights of Persons with Disabilities*.

This Code must be read in conjunction with the [NDIS Code of Conduct - Guidelines for NDIS Provider](#) and the [Code of Conduct for Disability Service Workers](#).

All workers will adhere to the following:

1. Act with respect for individual rights to freedom of expression including cultural difference, self-determination, and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy and confidentiality of people with disability including the use of photographic images/video with permission only (*Australian Privacy Act 1988*)
3. As a priority provide supports and services in a safe and competent manner with care and skill.
4. Act ethically with integrity, honesty, transparency and in a non-discriminatory manner.
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. A worker must provide services without engaging in abuse, exploitation, harassment, or neglect.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability. Any form of abuse or suspected abuse, exploitation, harassment, or neglect must be reported immediately.
7. Take all reasonable steps to prevent and respond to sexual misconduct. A worker must not engage in sexual abuse or misconduct and must report any such conduct by other workers, people with a disability, family members, carers, or community members.
8. Our commitment to Child Safety as outline in Lifely's *Child Safety Policy*
9. Adhere to the principles of equality, respect, and empowerment in all dealings with participants, other agencies and / or community members.

10. Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
11. Perform their duties as best they can, taking into account their skills, experience, qualifications, and position. Employees must act in a safe, responsible, and effective manner. Where a skills gap is identified, the employee concerned is responsible for seeking assistance in the form of training, development, or mentoring.
12. Be punctual and reliable in attendance at work and adhere to their prescribed and authorised hours of duty.
13. Perform duties impartially and in the best interests of participants.
14. Provide services in a timely manner, responding to the individual needs of people while balancing service demands.
15. Provide services in such a way that participant informed choice and decision making is supported.
16. Be accountable and work within the required position description.
17. Under no circumstances solicit or accept gifts, including monetary, from participants and report any unsolicited gifts as per organisational policy.
18. Declare any conflict of interest including other employment, board membership or volunteering.
19. Declare any legal proceedings that may impact on Lifely including crimes of violence, fraud, or dishonesty.
20. Display appropriate and moderate language that does not contain profanity or cannot be deemed as offensive.
21. Comply with the prescribed terms and conditions of their employment/engagement.
22. Record their attendance for duty in the manner prescribed.
23. Notify us of any inability to attend work as early as possible so as not to inconvenience others or delay the work.
24. Carry out their duties in a lawful manner and ensure we carry out our business in accordance with the law and recognise both legal and moral duties of their role.
25. Respect and safeguard our property, the public and colleagues; and observe safe work practices so as not to endanger themselves or others.
26. Maintain confidentiality regarding any information gained through their work and not divulge personal information about other employees, or commercial information about suppliers and customers, except as is necessary to properly perform the functions of their role.

27. Ensure that all transactions, agreements, and records that flow from relationships with suppliers and customers will be accurately and openly recorded in our books and records, and no entries will be made which obscure the true nature of a transaction.
28. Ensure that we market our services with integrity and accuracy.
29. Ensure that personal and financial interests do not conflict with their duty to us; and
30. Undertake no personal or business activities for personal gain while at work, representing our organisation or conducting our business: procedures associated with such activities will not be carried out on our computers without open and express permission of a higher authority

All workers will support ZERO TOLERANCE OF ABUSE OF PEOPLE WITH A DISABILITY

Breaches of this Code

Any breach of this Code of conduct by any worker will be viewed as a serious matter that may attract internal disciplinary action (Depending upon the nature and seriousness of the matter, this may include counselling, a warning, demotion or dismissal) and/or external consequences that may include a review of a worker's registration, sanctions imposed on the organization by the NDIS and or referral to Police or actions through Civil Courts.

Anyone can make a complaint about supports and services provided by Lifely including alleged breaches of this Code. This includes people with disability, family members, friends, workers, advocates, and other providers. People are encouraged to contact Lifely to make a complaint.

Any worker aware of a breach of this code must report the alleged breach IMMEDIATELY to the direct supervisor.

It is Lifely's obligation to thoroughly investigate any alleged breach of this Code

Outcome:

The Lifely Code of Conduct (Code) provides clear expectations around professional behaviour for workers. Additionally, this Code ensures compliance with the NDIS Code of Conduct and the DHHS Code of Conduct for disability service workers.

Policy Links:

- [HR 002 - Counselling and Disciplinary Warnings Procedure](#)
- [HR 005 - Employee Assistance Program Procedure](#)
- [Man 022 - Code of Conduct](#)

Definitions:

- **Worker:** includes an employee, a contractor or sub-contractor (including an employee of a contractor or sub-contractor), a labour hire employee, an outworker, an apprentice or trainee, a student, a volunteer (including a Board Member).

References:

- NDIS Commissions NDIS Code of Conduct – Guidance for NDIS Providers

Standards:

NDIS Quality and Safeguard Standards

- NDIS Practice Standards – Provider Governance and Operational Management

Community Care Common Standards

- Standard 1 – Effective Management

National Quality Standards - Education and Care Service National Regulations - OSHC

- Quality Area 7 – Governance and leadership

Child Safety Standards

- Standard 1 – Governance and leadership

Departments:

- All Departments