



Code of Conduct

Policies & Procedures

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CODE OF CONDUCT

Scope

This Code of Conduct applies to all 123 Support Services staff.

Purpose

A Code of Conduct sets out the relevant standards expected of all 123 Support Services staff members in order to maintain the highest standards of integrity and leadership. It will help ensure that remains effective, open, and accountable to its Participants.

This Code of Conduct is designed to ensure that staff conduct business transparently, fairly, and in the best interests of and NDIS Participants, working towards achieving' Goals and Core Values in the best way possible.

In particular, this Code seeks to:

- Detail minimum standards of workplace behaviour. These behaviours help to build healthy and positive relationships with the people who receive services from and govern the way 123 Support Services relate to each other, visitors and other stakeholders.
- Guide all staff members in their values and behaviours as part of their everyday work activities with colleagues, Participants and communities. It should be used in conjunction with other relevant policies, guidelines and/or codes which may be specific to the service in which they work.
- Provide clarity for all staff members on the conduct and behaviours to be exhibited in the performance of our duties.
- Not attempt to address all possible issues which 123 Support Services may face in our work.
- Support our legal obligations in a number of areas for example Work, Health and Safety, and Equal Opportunity.

Definitions

TERM	DEFINITIONS
Participant	A Participant is a person who receives services or assistance from under NDIS and who is not working on behalf of 123 Support Services in any capacity.
Conduct	Personal workplace behaviour of an individual.
Employee or Staff Member	An employee or staff member, a person who is hired to provide services in exchange for compensation (pay) (Australian Taxation

Office, 2012). An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to 123 Support Services for a set time or specific Qld and those engaged in the performance of duties for 123 Support Services from a labour hire agency.

Organisational Values

Professionalism

Working in a highly ethical and professional manner at all times. This includes communication with each Participant about the provision of supports, is responsive to their needs and is provided in the language, mode of communication and terms that the Participant is most likely to understand.

Transparency

Transparency implies openness, communication, and accountability. It is an important element in fostering a work environment which incorporates it into everything that is done. Such a workplace culture is directly opposed to corruption.

Accountability

123 Support Services are all responsible / answerable / liable for our actions, behaviours, and use of resources.

Collaboration

Collaboration is working together to achieve a goal. Being courteous, sensitive to the needs of others and honest in communications and working cooperatively with others to achieve common goals and a safe and harmonious work environment.

Respect

Respect all individuals and their diversity in cultural, ethnic, religious, age, gender, socioeconomic, sexual orientation, and other forms of diversity.

Confidentiality

Treat any sensitive and personal information with strict confidentiality.

Compliance

Adhere to all lawful requests and directions given by appropriate supervisors. Comply with any other policy and conduct requirements that are prescribed by 123 Support Services.

Lawfulness

At all times, comply with all applicable Australian and Qld laws.

Responsibilities of Each Member of Staff

All 123 Support Services staff members are required to:

- be familiar with 123 Support Services' Code of Conduct;

- agree to abide by this Code and additionally, if an employee, to sign and return the Code of Conduct Agreement;
- adhere to the minimum standards of conduct in the Code at all times whilst carrying out their responsibilities at work.

Code of Conduct Agreement

The purpose of the agreement is to:

- set out minimum standards of behaviour as examples for each of 123 Support Services' organisational values;
- provide a means to capture the written agreement of all staff members to a Code of Conduct, through the Code of Conduct Agreement which will be retained by 123 Support Services within the individual's personnel file; and
- act as a future reference source to assist whenever a particular situation might arise.

Implementation of the Code

Each current staff member will receive a copy of the Code of Conduct once approved by the Director at an information session, or as part of another training course. Each current staff member will then be asked to read and return a signed copy of the Code of Conduct Agreement to 123 Support Services for retention as detailed above, after attending an information session.

New staff members will be required to read the Code when commencing work for 123 Support Services and additionally be required to sign the Code of Conduct Agreement within two weeks of such commencement.

Breach of the Code

This Code of Conduct guides staff members to carry out 123 Support Services activities in an ethical manner. All staff members have a responsibility to act consistently with the behaviours in this Code. Where it is established that a staff member has breached the Code of Conduct or exhibited a behaviour which is unacceptable to 123 Support Services or related 123 Support Services policies, they may be subject to an investigation into their behaviour and actions which may result in a variety of sanctions including formal warnings, performance management or termination of employment or being asked to leave .

Where it is suspected that a criminal offence has been committed, the matter will be referred to the Police.

Reporting a Breach of the Code

There are informal and formal ways of raising a breach of this Code. If you believe that a suspected breach of the Code may have arisen, you are encouraged to raise this in the first instance with the person concerned (where you feel you can) or in all other cases with the person to whom you report.

If the breach involves your manager or the person to whom you report, you should raise this direct with the Director.

Effectiveness and Review

The Director will review this Code each 12 months on the anniversary of its approval.