



## Rural Children's Therapy Pty Ltd

### NDIS PROVIDER WORKER CODE OF CONDUCT (THE CODE)

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### Main points

- At Rural Children's Therapy Pty Ltd (“**us**”, “**provider**”), we do our best to help people, including people with disabilities. It's a privilege to work with people who want or need our help.
- To treat people well and to remain entitled to provide supports and services to people with disabilities, we must be ethical and comply with the law.
- One set of legal rules that applies to us is the National Disability Insurance Scheme (Code of Conduct) Rules 2018 (the **Rules**). These were made under the National Disability Insurance Scheme Act 2013 (the **Act**).
- To help us to do our work and to comply with the Rules, all our workers - including employees, contractors, directors, and owners – must follow the Rules when working with or for us.
- This Code tells workers what we need them to be, and how we need them to act, to comply with the Rules and to help people, including people with disabilities.
- We take this Code very seriously. If any of our workers breaches the Rules, anyone can raise a complaint. The NDIS Commissioner can investigate the complaint and take a range of actions, including education, compliance and enforcement action. The



NDIS Commissioner can also prohibit us from operating to work with NDIS participants.

- Some of our workers, including registered and unregistered health professionals, must also comply with other professional codes (e.g. codes made by National Boards, self-regulatory bodies, and/or AHPRA), and other legal requirements (e.g. under statutory codes of conduct or under child protection and mandatory reporting laws). These workers must also comply with those codes when working with us.
- To make this Code easier to read and to understand:
  - **“workers”** means all workers employed or otherwise engaged by us to deliver services and/or supports to clients and includes (but is not limited to) our employees, key personnel, contractors, agents and volunteers;
  - **“provider”** means us;
  - **“clients”** means people to whom we provide services, products and/or supports and includes, without limitation, people with disabilities who seek or receive services, products and/or supports from us;
  - we will refer to each of our workers as **“you”** in this document. If you work with or for us, you should assume that this Code applies to **you**; and
  - **“colleagues”** means other workers.
- If, with respect to a worker, there is a conflict between this Code (on the one hand), and any statutory, self-regulatory or professional code or rule that applies to the worker (on the other hand), the statutory, self-regulatory or professional code or rule prevails to the extent of any inconsistency.

## **1. What we expect from you: key principles**

The Rules set minimum expectations designed to shape our behaviour and culture when it comes to working with people with disabilities, and to empower people with disabilities. The following principles are non-negotiable requirements for working with and for us, and for working with clients with disabilities.



If you disagree with any of these principles, we do not want you to work with us. We will treat any breach of these principles very seriously, including by applying our Complaints Management and Incident Management Policies to investigate and, if warranted, to take further disciplinary and other actions, as appropriate.

Our relationships with clients are based on respect, trust, and good communication. You must be courteous, respectful, compassionate and honest.

### **(a) Clients have choice and control; and the right to express themselves**

When working with a client, you must recognise the client's human and consumer rights, including to:

- make their own decisions about, and exercise control over, their own lives;
- express themselves freely; and
- choose and control who supports them and how their supports and services are to be delivered.

### **(b) Clients make their own decisions**

#### **(i) General**

You must always assume that clients have the capacity to make their own choices and decisions.

Clients have the right to choose who does (and who does not) help them make decisions. But not all clients need or want people to support them in decision-making or to make decisions.

You must:

- engage directly with a client, not partners, family, friends, carers, advocates, support workers and others who play an important role in the client's life (collectively, **supporters**); and
- consult with a client about who (if anyone) they want to involve in their discussions and decisions about our services and supports, and other aspects of their lives.



If a client has a legal guardian or nominee, you must consult with senior management to determine which decisions need to involve the guardian or nominees. However, you must always listen to the client.

You must be considerate to supporters and be respectful of their role in the care of the client. With the client's consent, this may include being responsive in providing information.

## **(ii) Children**

If a client is a child without legal capacity to make his or her own decisions, families and other supporters play an important role in making decisions about services and supports. However, as a child grows up, they should be involved in decisions that affect them. Even for very young children, you should pay close attention to the signs (verbal and nonverbal) children may give to communicate their feelings, ideas and wishes.

In some States, certain mature children are deemed to have legal capacity to make some decisions, and you should consult with key personnel to discuss how best to give effect to such decisions on a case-by-case basis.

You should treat children clients with respect and listen to their views, encourage and answer questions to the best of your ability. You must and remain alert to children who may be at risk and be aware of your mandatory and other legal reporting obligations.

## **(c) Clients must be informed about - and you must be sure they consent to - any service or support before it is delivered**

Informed consent is a client's voluntary decision that is made with knowledge and understanding of the benefits and risks involved.

Clients must be informed about all aspects of the services or supports to be delivered by us to them so they can exercise their consumer rights, including the rights set out above.

You must make clients aware of all fees and charges involved in a service or a support before the service or support is provided.



You must encourage and support clients to be well-informed about their choices by providing advice and information to the best of your ability and according to the preferences and needs of clients.

Clients:

- must give their informed consent to any services or supports to be provided to them by us; and
- have the right to question, seek additional information about, or refuse to receive any service at any time.

You must respect the right of a client to choose whether or not to pursue any service or support we offer.

You must document client consents appropriately, including considering the need for written consent for some supports and services.

#### **(d) You must communicate with clients appropriately**

You must communicate with clients in a way that is accessible and appropriate for them. This may mean using communication tools, assistive technologies and alternative forms of communication, e.g. email, text messages or symbols. It may mean using qualified interpreters and translators. Wherever possible, you should not use supporters or other staff for translation or interpretation, and prefer qualified, independent translators and interpreters. You should ensure the client consents to the use of a selected interpreter and translator.

You (and we) need to be sure that the client:

- understands what has been explained;
- is aware of the potential benefits and risks associated with the proposed plan for the delivery of services;
- has had an opportunity to ask questions, make requests, and clarify anything they are unsure about; and
- freely consents.

You must take into account a client's health literacy for any health-related supports or services.

#### **(e) You must respect every client's values, beliefs, culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability**



We welcome anyone and everyone. You must acknowledge that your own culture and beliefs influence interactions with clients. However, you must ensure that your personal views do not affect the quality of care, services or supports of a client adversely. You must not allow your moral or religious views to deny clients access to services or supports.

You must never discriminate against a client for any reason, including because of faith, ethnicity, gender, gender identity, sexuality, age and/or disability, or other grounds specified in anti-discrimination legislation. We are inclusive and aim to provide cultural and physical safety to every client. You must help us turn this aspiration into reality by making everyone feel safe and by respecting them. This means, among other things:

- having an inclusive attitude;
- acknowledging and considering an individual client's context, values and history;
- working in a way that enables all clients to feel as comfortable and safe as possible in their day-to-day interactions with you and us;
- encouraging clients to communicate their preferences for how their services, products and/or supports are to be delivered;
- offering clients culturally-sensitive activities; and
- responding to needs related to each client's gender and gender preferences.

This includes people who are receiving supports or services from us. It also includes family members, carers and other people. Anyone at all can make a complaint about our supports or services.

## **2. You must respect clients' privacy**

Privacy is an important human right. We have a detailed Privacy Policy. We expect you to have read it, and to apply it in all your work with clients and others for us. You must also comply with State, Territory and Commonwealth laws that apply to you, including the Privacy Act 1988 (Cth) and the Rules.

You must treat information about clients as confidential and apply appropriate security to electronic and hard copy information.



You need to explain our Privacy Policy to each client. Unless otherwise required by law, you need consent from clients before disclosing information.

As set out in our Privacy Policy, you must provide appropriate arrangements to enable confidential consultations and discussions to take place.

Sometimes, we may have to disclose information about a client to someone else. For example, State or Territory laws require us to report child protection matters. NDIS laws require us to report incidences of violence, exploitation, neglect and abuse, and sexual misconduct involving a client with a disability to the NDIS Commissioner and the police. In such cases, you must consult with key personnel as a priority to determine whether disclosures are required by law.

You must deliver services to clients in a dignified way that maintains personal privacy. Our Privacy Policy contains more information about this.

Without limiting any of the above requirements, you must:

- not use or release information without proper authority;
- not allow personal visitors to see or otherwise access confidential, personal or sensitive information;
- not discuss or provide information on social media that could identify clients or divulge personal information about a client;
- maintain the security of confidential and/or sensitive information, including that stored on communication devices; and
- not disclose, use or take advantage of information obtained in the course of working for us (including, without limitation, client lists, professional know-how and other resources created by or for us), including when you cease to work for us.

### **3. You must provide supports and services in a safe and competent manner**

The safety of our clients and workers is our paramount priority.

#### **(a) You must be competent**



We require you to have and to maintain the expertise and competence necessary to deliver supports and services delivered. This includes:

- adopting the principles underpinning the NDIS as summarised in Part 1 of this Code;
- being and remaining qualified to do your job competently;
- being honest about your qualifications, experience, and ability to provide particular supports and services (and your knowledge, skill and experience gaps);
- not misrepresenting by misstatement or omission your experience, qualification or position;
- developing and maintaining your skills and experience (e.g. through supervision, being mentored, and through training);
- being familiar with our policies and procedures;
- complying with any other professional codes of conduct, codes of ethics, or other professional standards that apply to you; and
- complying with health and safety laws and policies.

You must recognise your limits and seek help from others when this is in the best interests of a client. You must seek advice and support when you need it to do your job competently.

You must not use your possession of a particular qualification to mislead or deceive clients as to your competence.

You must support the right of the client to seek a second opinion if they want one.

If you are asked by anyone to do something for a client that you are not competent to do, you should decline and speak to your supervisor. If you are not comfortable speaking with your supervisor, you can speak directly with the Compliance Officer. You will never be disciplined or punished for declining to do something that you are not competent to do safely.

**(b) You must be unimpaired, e.g. by drugs or alcohol (including prescription drugs), a health condition, and/or by fatigue**

You must not provide services, products or supports while under the influence of drugs or alcohol. For prescription drugs, you must not provide services, products or supports if the drugs you are taking may





impair your work or competence or otherwise affect client or worker safety.

If you suspect or know you have a health condition that may affect adversely your judgement or performance, you must:

- not work with or for us until your judgment and performance are unimpaired;
- not rely on self-assessment, and consult a doctor or other health professional as appropriate about the ways you may need to modify your practice to follow professional advice; and
- be aware of your legal and professional responsibilities to make notifications in relation to certain impairments, and comply with them.

You must:

- seek expert, independent, objective advice when you need healthcare, and be aware of the risks of self-diagnosis and treatment;
- understand principles of immunisation against communicable diseases; and
- comply with legislation in relation to self-prescribing.

You must recognise and take steps to minimise the risks of fatigue, including complying with State and Territory workplace health and safety laws. You must try to work safe hours whenever possible.

### **(c) You must act if clients are at risk because of a colleague**

You must take steps to protect clients from being placed at risk of harm posed by a colleague's conduct, practice or ill health. This includes, without limitation, contacting your supervisor as soon as possible.

You must take steps to assist a colleague to receive help if there are concerns about the colleague's performance or competence. This may include speaking with the colleague, the colleague's supervisor, the colleague's professional regulator, or board or other professional organisation.

### **(d) You must stay up-to-date with skills and knowledge**



You must keep your knowledge and skills up to date to ensure you remain competent. This requires, among other things, that you undertake continuing professional development (**CPD**) and comply with any professional CPD obligations.

### **(e) You must be professional at work**

Amongst other requirements, you must:

- dress in a professional way appropriate for the work you do, taking into account the range of views our clients have on dressing appropriately (including cultural preferences for dressing conservatively);
- carry out your duties diligently and efficiently;
- arrive on time for work, including giving yourself enough time to prepare for appointments;
- not absent yourself from the workplace without proper prior notification;
- if working as a full-time employee, obtain prior written approval from the Compliance Officer to undertake secondary employment;
- if working as a part-time employee, obtain prior written approval from the Compliance Officer to undertake secondary employment where there is the potential for a conflict of interest with employment with us or if the total work being undertaken raises issues about excessive working hours. (We will not unreasonably withhold this consent);
- comply with all lawful and reasonable directions given by us;
- if professionally registered:
  - immediately report all changes in professional registration (such as the imposition of conditions on registration or the granting of undertakings in respect of registration) to your supervisor;
  - immediately report to your supervisor any current investigation, enquiry or proceeding against you for professional misconduct, incompetence or incapacity, or any similar investigation or proceedings in any country;
  - immediately report to your supervisor any finding made against you of professional misconduct, incompetence or incapacity or any similar finding in any country; and
  - immediately report to their manager the withdrawal or suspensions of any privileges, benefits or entitlements



(including in relation to billing and insurance) regarding your practice as a professional;

- meet and greet clients and potential clients with courtesy;
- answer the telephone professionally and with courtesy, taking detailed notes and relaying messages to the appropriate staff member(s) in a timely manner;
- avoid conduct that could bring you, us, any of our staff, or clients into disrepute, including (without limitation) when using social media;
- act in a way which protects and promotes our reputation and interests and the services and supports we offer;
- except where required by law, not make any public comment on matters related to us or our business without prior written approval of the Compliance Officer;
- report criminal charges or convictions against you involving offences punishable by imprisonment for 12 months or more to the Compliance Officer within 5 days of the charge being laid or a conviction recorded; and
- report bankruptcy or similar proceedings against you being threatened, instituted or filed, promptly to the Compliance Officer.

#### **(f) You must keep adequate records**

You must maintain timely and accurate records of the services, products and supports you provide to clients. This includes:

- keeping up-to-date, timely, factual, objective and legible records of each client's history, medications, services and support needs, any clinical findings, investigations, information given to clients, and your interactions with clients in a form that can be understood by your colleagues; and
- maintaining sufficient details to facilitate continuity of client supports and future services.

You should make records at the time of the event described or as soon as possible afterwards.

All client records should show respect for clients and must not contain demeaning or derogatory remarks.



Regardless of whether they are in physical or electronic form, you must ensure that records are held securely and are not subject to unauthorised access consistent with our Privacy Policy.

### **(g) Ending professional relationships and coordinated care**

In some cases, the relationship you have with a client may become ineffective or compromised and may need to end.

You must facilitate coordination and continuity of care.

### **(h) Insurance**

When required by law or by professional self-regulation, you must have sufficient professional indemnity insurance.

### **(i) Investigations**

You must cooperate with any legitimate inquiry or investigation into the treatment of a client and/or a complaint that applies to your work.

### **(j) Supervision and assessing colleagues**

We support the training of students and the future workforce. As a potential supervisor of students, we want you to develop the skills, attitudes and practices of an effective teacher. If you are supervising a student, you must make sure that the student obtains adequate oversight and feedback to support the student and to act in the client's best interests, and avoid any conflict of interest in the supervisory relationship.

If you are required to assess a colleague's performance, you must be honest, objective and constructive. You must not provide references or reports about colleagues without the prior written consent of the Compliance Officer. Any such reference or report must be accurate, and all claims in such references or reports must be correct and substantiated, with no material omissions.

### **(k) You must follow our Infection Control Policy**



You must follow our **Infection Control Policy**, and adopt the precautions set out in that policy for infection control. You must also comply with laws relating to infection control.

You must maintain a high level of personal hygiene including washing hands with soap or sanitiser before and after each appointment in accordance with our Infection Control Policy.

You must not smoke on-site or within view of clients.

#### **4. You must act with integrity, honesty and transparency**

We want you to trust us and we need to be able to trust you. Your clients need to be able to trust you. This requires you to work and to act with integrity, honesty and transparency.

##### **(a) You must provide accurate information about yourself to us and to your clients**

This means, when interacting with clients and/or with us, you must be transparent about:

- your qualifications, skills, experience and competencies to deliver supports, products and services; and
- any limitations of your skills, experience or competencies.

You must provide us with a current resume or curriculum vitae, which must be accurate and not contain any material omissions.

You must also:

- have and maintain an NDIS worker screening check as required by law and comply with our **Worker Screening Policy**;
- maintain any qualifications and credentials required to do your job competently;
- work only within your permitted scope of practice; and
- inform us immediately if you are subject to a finding of professional misconduct, charged with a criminal offence, or cease to be qualified to do your job for any reason whatsoever.

##### **(b) You must provide accurate information about services and supports to clients**



You must provide accurate, accessible and timely information about the cost and efficacy of available supports and services, including costs, options, research supporting the efficacy of supports, and risks and benefits of service options.

You must not make claims about whether treatments of supports are effective unless such claims have been and can be substantiated independently. For example, you must not make claims that you can cure cancer or terminal illnesses.

### **(c) You must declare and avoid potential and actual conflicts of interest**

You must declare and avoid conflicts of interest and potential conflicts of interest. These include things like:

- personal relationships with clients or their supports;
- financial or commercial interests in providers or organisations providing services or supports to clients; and
- your beliefs and values that may impact on the delivery of supports or services.

You must act in the best interests of clients when making referrals and when providing services and supports.

If you think you may have a potential or actual conflict of interest, you must declare it at the earliest time practicable before a service or support is provided and speak to the Compliance Officer about how to manage and resolve it. You must inform clients when you have an interest that could affect or could be perceived as likely to affect client care.

### **(d) No additional fees, gifts or other inducements**

Clients should not be expected to give gifts or anything else for your services other than the agreed professional fees for our services and supports. You must not ask for or accept any gift, fee, money, goods, food, favours or services of any kind from a client or a supporter without the prior written approval of the Compliance Officer. Exceptions will



usually be granted for small gifts of minor value like cards or a box of chocolates, or for culturally appropriate gifts of minor value. If such “token” gifts are accepted, you must document them in a file note.

We do not have any referral or other arrangements with any provider or organisation as it could be perceived as affecting our independence and integrity and our ability to act in clients’ best interests. You must not take part, directly or indirectly, in any arrangement with another provider or other organisation for any referral, kick-back and similar arrangement that could produce a favourable decision of market benefit for anyone (including you or us).

You must not ask for or accept fees or other inducements to meet sales representatives and third-party contractors. You must not offer inducements to colleagues or enter into arrangements that could be perceived to provide inducements to any person or business.

If you or a member of your family have a financial or commercial interest in another organisation or company providing services, products or supports that could potentially or actually create a conflict of interest with your obligations to us and/or a client, you must declare it and, with the Compliance Officer, agree and document how such conflict will be managed and negated to protect our interests and the interests of clients. This is your responsibility and you must not allow any personal or family financial or commercial interests in another organisation or company affect client care.

### **(e) No financial dealings or “sharp practices”**

You must not encourage clients to give, lend or bequeath money or gifts in a way that will benefit you (directly or indirectly).

You must not influence clients or their supporters to make donations to other people or organisations.

You must not become involved financially with clients or supporters, e.g., through loans, equity investments or investment schemes.

Sharp practices are practices that are unfair or take advantage of people. They include things like over servicing, high pressure sales and inducements, misusing funds, and providing services or supports that are inconsistent with a client’s wishes or plan. These types of behaviours



are unethical, and some of these behaviours are unlawful. You must not engage in them.

## **(f) Advertising**

You must comply with statutory and professional rules on advertising of health and other services, as well as relevant Commonwealth and State and Territory laws that relate to advertising and marketing of goods and services. Any advertising or promotion must be ethical and legal.

## **(5) You must report any concerns about the quality and safety of supports and services to clients**

Client and worker safety are our key priorities.

We have a detailed **Risk Management System**. You are expected to read and to be familiar with it.

Given our services and products, risk is unavoidable. However, we all have an important role to understand and apply our risk management principles to minimise risks to clients, colleagues and to others.

As detailed in our **Risk Management System and our Incident Management and Reportable Incidents System Policy**, you must notify us of risks, incidents and near misses. We take a non-punitive approach to incident management and prioritise open disclosure.

We have published detailed **Incident Management and Reportable Incidents System Policy and Procedures**. You must read these documents before you work with your first client. You must follow these policies and procedures at all times when you are working with or for us.

If, ever, you think there is a reason to think that the safety of a client or anyone else at work may be compromised, you must inform your supervisor or other key personnel as quickly as possible, and you must comply with the **Incident Management and Reportable Incidents System Policy**.

You must recognise there may be a power imbalance in your relationship with some clients, including some clients with disabilities.





You must not commit or participate in any form of violence, neglect or exploitation of a client. This is never acceptable and we will take prompt action against any worker who engages in such practices. Such action may include suspension, termination, an investigation and/or reports to the NDIS Commissioner, other regulatory or self-regulatory bodies, and/or to the police. You must fully cooperate with any investigation action taken by the NDIS Quality and Safeguards Commission, other regulatory authorities and/or the police (as the case may be).

We require you to use your own initiative to be alert to situations that may give rise to violence, exploitation, abuse, or neglect of a client and take all appropriate and safe steps within your control to avert such situations.

If an incident or act of violence, abuse, neglect, or exploitation does occur, you should immediately report the incident to the Incidents Officer and/or other authorities (including the police).

If, during a consultation, a misadventure or accident occurs, and a client is injured, you must render first aid and seek appropriate emergency assistance immediately.

You need to be aware and follow mandatory reporting laws and requirements; and speak with your supervisor or other key personnel if you are unsure about your obligations.

You play a key role in making sure our client services and supports are high-quality and safe and that any issues or concerns get raised as soon as possible.

You also play an important role in improving our services and supports by listening to client feedback, including complaints. We have published a **Complaints Management and Resolution System – Policy**. You must read this before you work with your first client. You must follow this policy at all times when you are working with or for us.

We expect you to take **immediate action** when you identify or are notified about a potential issue or something else that affects the quality and/or safety of our supports or services. Your first priority should be ensuring you and the client are safe. Wherever practicable (and except in an emergency), you should consult with the client about what to do about the issue. The solution may be simple, or may involve a full risk



assessment with the involvement of key personnel under our **Risk Management System**.

You also play an important role in preventing violence, abuse, neglect and exploitation of clients. Again, you must understand and follow our **Incident Management and Reportable Incidents System Policy and Procedures**. If you think that we have not dealt with your concerns about a potential incident appropriately, or if you think the matter might be of more systematic significance, you can raise the issue directly with the NDIS Commissioner or other regulator or self-regulatory body, and we will not threaten or take any adverse action against you because of such reporting.

### **(6) No restrictive practices**

Restrictive practices are practices or interventions that restrict the rights or freedom of movement of a client. They breach human rights. We are committed to the elimination of these practices. You must not engage in any restrictive practice with respect to any client.

### **(7) No sexual misconduct or inappropriate relationships with clients; mandatory reporting; and support for clients**

You must maintain professional boundaries.

You must not engage in sexual or other non-professional relationships with clients or supporters.

If you become aware of any sexual misconduct, unlawful sexual or physical conduct involving a client or a supporter, you should notify the Incidents Officer, who will work with you to alert the NDIS Commissioner and any other relevant regulator, self-regulator or authority, such as the police. For the avoidance of doubt, this includes abuse towards a client from a third party such as a supporter.

You have a responsibility to support clients so they feel safe to make a complaint or report about alleged sexual misconduct by others without fear of adverse action, retribution or the loss of services. In conjunction with the Incidents Officer, you should take steps to facilitate access for the client to an independent advocacy support or support for harm or trauma experienced, if the client wants such support.



## **(8) Respecting your colleagues**

To help our clients, we need to work as a team and to trust each other to do a professional job.

You must treat your colleagues with respect. This means, amongst other things:

- communicating clearly, effectively, respectfully and promptly with colleagues who are working with a client;
- respecting the contribution of colleagues involved in the care of a client; and
- behaving professionally and courteously to colleagues and all our workers at all time, including when you use social media.

### **(b) Teamwork and personal accountability**

We all want our workplace to be safe, and for people to enjoy working with and for us. We know that we do our best work when we work together as a team.

You must collaborate when working in a team. Working in a team does not, however, change your personal accountability for your conduct and the care you provide. When you are working with others, you must:

- understand your role and fulfil your responsibilities associated with your role;
- advocate for clear allocation of responsibilities;
- together, appoint a team leader or coordinator to oversee client care, recognising that the client has the ultimate right and responsibility for making informed decisions about our services and supports;
- communicate effectively with team members;
- make sure clients know the roles of team members;
- act as a positive role model for team members;
- avoid and eliminate any bullying or harassment of anyone in the workplace and, if you see others engaging in such behaviours, report it to key personnel, including the Compliance Officer; and
- support students and colleagues who are being supervised within the team.



### **(c) Advocacy**

We expect you to recognise that there are significant disparities in the health status of people, some of which stem from historical, social, cultural, language, geographic, health-related, disability-related, legal status, and other factors. We expect you to use your expertise and influence to advance the health and wellbeing of all our clients.

### **(d) Resources**

We want our clients to have access to appropriate services and supports for their needs. But you must also use resources efficiently and fairly, and to avoid excessive, unnecessary, unwanted and unreasonable services.

You must use technology, including social media, e-health and personally controlled electronic health records appropriately and consistently with professional codes. For example, you must:

- use all equipment, goods, resources and materials provided for work-related purposes only, and not for outside business practice or political purposes - for example, you must not operate a private business from our workplace, use work tools to make repairs to personal property or carry out home renovations. However, reasonable personal use may be made of phones or computers provided that work performance is not affected and any instructions about such personal use are followed;
- follow any special directions or conditions that apply to the authorised use of resources such as the use of cars for non-official purposes; and
- not use our internet, email and other information technology resources for accessing, transmitting, storing or downloading pornographic, sexually explicit, violent, or otherwise inappropriate material.

## **9. What happens if there is a breach of this Code?**

Possible outcomes for a worker who has breached the Code may include (without limitation):

- counselling;
- performance improvement plans;



- formal disciplinary action;
- referral to the relevant registration board or professional body;
- referral to the NDIS Commissioner;
- referral to the police or other law enforcement bodies in cases of suspected possible criminal activity; and/or
- termination of employment or contract, including summary dismissal.

Certain sections of the Code reflect the requirements of legislation, and breaches of these conditions may also be punishable separately under law.

## **10. You must report breaches**

You should report any breach, or concerns about a breach, of this Code to your supervisor or (if you are uncomfortable reporting it to your supervisor) the Compliance Officer. Any attempt to take detrimental action against a person who raises a legitimate breach of the Code will be treated seriously and may lead to disciplinary action, including termination.

## **12. Review of Code**

This Code will be reviewed periodically - at least once every three years – to ensure it is appropriate and effective.

## **13. Status of this Document**

This Code is intended to document this provider's Code of Conduct for Workers, consistent with the Rules and the Act, as well as general principles of professional conduct.

## **14. Distribution of this Document**

This Code forms part of the provider's compliance system. A copy is provided to every worker; and anyone else who wants a copy of it.

## **15. Who is responsible for making sure this Code is followed?**

**You.** This policy forms part of the provider's compliance system.



The Compliance Officer has primary responsibility for training all workers to comply with the requirements of this Code.

The Compliance Officer also has primary responsibility for the oversight and review of the Code.

On all matters relating to the Code, generally, the Compliance Officer reports to senior management of the provider, including Jemimah McPherson, who bear ultimate responsibility for setting the objectives of the Code and monitoring compliance.



**Your acknowledgement:**

By signing this Code:

I confirm I have read and understood this Code, and agree to comply with its provisions at all times while working for or with us; and

I acknowledge my commitment to achieving the best outcomes for clients and playing my part in ensuring that my working environment is safe and supportive and compliant with this Code.

Print name \_\_\_\_\_ Jemimah McPherson \_\_\_\_\_

Signature 

Date \_\_\_\_\_ 27/03/2023 \_\_\_\_\_



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