



NURTURE + STRENGTHEN + CONNECT OUR COMMUNITY

CONDUCT POLICY

CODE OF CONDUCT

The CODE OF CONDUCT represents a commitment to ethical, fair, and safe behaviour within LIVEfree PROJECT. The Code gives reference to provisions for safe programs with children and other vulnerable persons. It is the responsibility of all workers whether staff or volunteers to uphold this commitment and abide by the standards set out in the Code.

We all have a duty to our organisation, our colleagues and to the community to behave responsibly, ethically and in a manner that reflects well on not-for-profit organisations.

The Code is positively stated with the expectation of positive response. However, a serious breach of the CODE OF CONDUCT may face disciplinary action. This may include withdrawal from the program/ activity and may result in dismissal, or legal action.

Our goal is to provide ALL PERSONS engaged in our organisation with an expectation of care that raises the standard of our interactions with the whole PROJECT organisation, its staff, and its volunteers. This embrace is to ALL PEOPLE - those who are vulnerable, those who are specifically diagnosed with a disability and ALL persons otherwise in our care without exception.

OUR STANDARD OF CONDUCT

1. Stay Connected:

- Maintain strong, personal, healthy holistic relationships; engaging with appropriate professional supervision and self-care supports accepting responsibility for maintaining supports when needed.
- Position yourself regularly, in environments that are reflective of the values of LIVEfree PROJECT.
- Engage in programs/ activities that feed and nourish strong emotional health and increase connectedness for personal wellbeing and bring supportive practice to our personal practice that then in turn reflects excellence in our organisations standing within community.
- Supervisors and Managers are to provide support and counselling in the event of a minor or major traumatic incident experienced by staff or volunteers. Any hazard or incident report must be actioned as soon as received.
- LIVEfree Project will support all disability workers within our organisation to understand and apply this code in the course of their daily work.

2. Be Authentic:

- Carry out the responsibilities of your organisation's role with integrity.
- Respect individual rights and self-determination
- Act with integrity, honesty, and transparency reflecting a deep sense of respect for all persons and their sacred stories.
- Deliver services safely and competently, consistent, and reliable in maintaining commitments and responsibilities within the organisation and community.
- Ensure quality and safety
- We have a zero tolerance for any use of illegal substances, the impact of this is something that we are passionate about as we care with autonomy for those struggling with addiction.
- Extending care in accordance with the organisation's Mission and Vision statements as well as our Core Values.
- Endeavour to care intentionally for the organisation, its workers, volunteers, and the people to whom we serve in the community.
- Be reliable in duties, work commitments, rosters, training requirements, team meetings and understanding and actioning policy and procedure requirements.
- Actively seek to empower participants through holistic and intentional care that continues to offer supportive strategies and hope through uniquely designed programs, engagements and activities that meet client needs – with the goal to extend dignity, respect, and value to each person.

3. Bring Honour

Conduct yourself in a way that sets a good example for others and represents the organisation well both inside and outside organisation programs. This includes respectful language, appropriate dress, and behaviour.

- Volunteers & employees are expected to treat all persons with dignity and respect regardless of age, sex, religious affiliation, sexual orientation, or personal circumstances.
- Volunteers & employees are not to engage in any illegal activity or assist persons engaged in illegal activities.
- It is expected that employees will report to their supervisor any behaviour within the organisation that could be considered illegal or have the potential to seriously affect the good standing of the organisation.
- Speak well of our community, our organisation, its staff, and members and programs.
- Be a co-operative team member and follow directions given by the staff and/or director.
- Advise PROJECT Director if you are accused or convicted of any criminal offense or if relevant criminal proceedings are pending.

- Avoid any conflict between your private interests and your role within the organisation.
- It is not appropriate for an employee to use their position for private gain or advantage.
- Volunteers & employees must declare any interests that could be construed as potentially conflicting with their role in the project to their supervisor.
- Prevent and respond to violence, neglect, abuse, exploitation, and sexual misconduct

4. Privacy

Protect the privacy of others. Not all information that may be received in the course of your duties is public:

- Respect privacy
- PROJECT workers must not disclose confidential information received in the context of pastoral care, engagements, client meetings to their spouse, family, friends, colleagues, or any other person without the consent of the person providing the information, except where disclosure is required by law; or disclosure is clearly in the public interest. (Such as to avoid the risk of serious injury or harm to any person)

5. Ensure Safe Practice :

Volunteers & employees are required to comply with all our policies and procedures. When responsible for the supervision of others, volunteers & employees must act with high regard to the duty of care they have over these people, particularly when it comes to minors.

Obligations of ALL our services and Interactions with ALL people:

Note: This specifically mentions persons engaged in services with disability for our NDIS Compliancy. However, these obligations are inclusive of ALL CLIENTS engaged in the PROJECT'S services and with our staff, interns, and volunteers.

1. A disability service worker must provide services without engaging in abuse, exploitation, harassment, or neglect.
2. A disability service worker must report any form of abuse or suspected abuse.
3. A disability service worker must not engage in sexual abuse or misconduct and must report such conduct by other workers, people with a disability, family members, carers, or community members.
4. A disability service worker must show respect for cultural differences when providing a service.
5. A disability service worker must act ethically with integrity, honesty, and transparency.

LIVEfree Project has a zero tolerance of abuse.

Abuse is a violation of a person's human rights and has several forms such as financial, emotional, physical, sexual or neglect. Employees and volunteers are not to engage in any abusive behaviours towards participants or other staff.

Financial Abuse: The misuse of a person's assets, property, possessions, and finances without their consent. For example,

- Denying a person with a disability the use of their own assets, property, possessions, or finances
- Theft, fraud, exploitation, and pressure in relation to assets, property, possessions, and finances
- Obtaining assets through deception

Emotional Abuse: Actions or behaviours that reject, isolate, intimidate or frighten by threats, or the witnessing of family violence, to the extent that the person's behaviour is disturbed, or their emotional/psychological wellbeing has been, or is at risk of being seriously impaired. For example:

- Rejecting, isolating, terrorizing, and ignoring behaviours
- Denying cultural or religious needs and preferences
- Emotional abuse perpetrated by other people with a disability
- Where a person subjects another person to behaviour that may result in psychological trauma, such as bullying, harassment, humiliation, and threats

Physical Abuse: Actions that involve the inappropriate use of physical contact or force against a person. For example:

- Threats of physical abuse made to a person with a disability by another person
- Excessive use of physical force or restraint by a staff member

Sexual Abuse: Actual or attempted unwanted sexual actions that are otherwise forced on a person with a disability against their will or without their consent, using force, intimidation, or coercion.

Neglect: The failure to care adequately for a person with a disability to the extent that the health, wellbeing, and development of the person is significantly impaired or at risk.

Our Code of Conduct is in line with NDIS requirements and promotes safe and ethical service delivery. This is achieved through:

- Acting with respect for an individual's rights to freedom of expression, self-determination, and decision-making in accordance with relevant 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
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with a disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- Take all reasonable steps to prevent misconduct

NDIS Home Visit Guidelines:

To ensure the safe delivery of supports and ensure that work in client's homes do not pose a risk to health and safety by ensuring that any identified risks are acted upon as soon as possible, LIVEfree Project will implement the following steps.

To ensure that work in client's homes does not pose a risk to health and safety by ensuring that any identified risks are acted upon as soon as possible. These factors may include:

Emotional factors

- Client and family member's history and another services history of that client.
- Client current behaviour.
- Likelihood of changes in client behaviour, health status, domestic, social and support networks.

Physical factors

- Substance abuse, access to weapons by client or by others on the premises.
- Presence of animals or vermin.
- Hazardous substances used in the home.
- Infectious diseases.
- Manual handling activities involved.
- Equipment and work environment.
- Heat/cold/confined spaces/noise/light/electricity/moving or falling objects.
- Threat of violence by client or others, including neighbours, relatives and pets.

Prior to Home Visits

All workers must make a pre-visit phone call to confirm time/place and check safety for the initial visit, then the following steps are to be followed:

- A Home Visit Checklist form is to be completed prior to commencing service or at time of first service and added to the clinical records.
- A client risk profile may also need to be completed.

- Routine reviews of this information should be undertaken.
- The referring agency is required to provide a full client history, including a history, of violence and any existence of an Apprehended Violence Order.
- In situations where safety is an issue, the client visit should take place at a neutral venue. This venue should not be an isolated place.

See COVID-19/ Pandemic Policy for information about infectious conditions and strategies to manage this risk.

During Home Visit

- A mobile phone should be charged and kept on during a client visit. The phone should have a programmed emergency number.
- Upon arriving at the home check for unsafe situations such as uncontrolled pets, unexpected visitors, heated arguments and do not enter premises if you feel unsafe.
- Any changes to the work or workplace where a hazard is identified should be reported verbally to supervisor and documented via a hazard report form and entered into clinical documentation and in any handover as required.
- If door is answered by an unfamiliar person check that the client is present and expecting your call before entering.
- Carry identification such as a business card or ID card which has office contact details included but avoid providing surname on ID.
- Where worker safety could be an issue, workers should park their car to allow for a quick exit and facing the direction of travel. It may be necessary to park some distance away.
- Avoid carrying valuables into the home whenever possible – consider use of a lanyard with car keys and mobile phone attached or carry in a pocket.
- Minimise the manual handling of materials and utilise suitable equipment and lifting techniques where transport is required.
- Workers should contact the office if they have an emergency call – or ring 000.
- Workers should always leave an address where they will be visiting a client with organisation
- Workers should always estimate the length of the visit and arrange to ring the office (or out of office hour contact number) on completion or to advise that extra time is required
- Where workers are visiting several clients a schedule of visits should be provided so that they can be contacted, and the worker should ring the office at the end of the shift or if problems arise.
- If the worker feels unsafe, the worker must leave the situation. The worker always has the right to refuse to see a client.
- Any incident must be recorded on the appropriate form even if considered minor and the visit has been completed as it may warn of future more serious problems.

- Unless absolutely necessary, do not use a client's phone; if ringing from the client's phone, punch in other numbers after the call to ensure that a 'recall' facility cannot be used to trace the call.
- In the client's home, choose a safe place to sit. Be aware of access and egress of the premises and ensure exits are not locked.
- Only undertake agreed work and refer any requests for other tasks to your supervisor
- Request that clients do not smoke in the house during a visit and those animals are restrained.
- Complete all file notes and reports at a suitable work area as per service agreement with client.
- The worker should share any concerns about safety with their supervisor before leaving the office to meet the client. If necessary, the worker may be accompanied by another worker. A contact person should remain available until the worker rings to report that he/she has left the situation

NDIS Quality Safeguards

LIVEfree Project adheres to and implements the guidelines outlined by the NDIS Quality and Safeguard Commission in the outworking of our service.

NDIS Code of Conduct

As an organisation and NDIS provider, LIVEfree Project upholds the clear and enforceable expectations for ethical conduct in the delivery of supports and services set by the NDIS Safeguards. These expectations include:

Incident Management and Reportable Incidents

LIVEfree Project will follow our WHS Policy when handling matters of reportable incidents, which includes notifying the NDIS Commission of relevant matters. These incidents include:

- Death
- Serious Injury
- Abuse or Neglect
- Sexual or Physical Assault
- Sexual Misconduct, and
- Unauthorised Use of Restrictive Practices

Complaints Management and Resolution

LIVEfree Project will follow our Grievance Policy when handling matters of complaints. In line with NDIS Safeguard guidelines LIVEfree Project will:

- Act on complaints raised by promptly taking steps to act on complaints received that may impact upon quality and safety.

- Empower people to speak up by creating a culture that encourages, values, and learns from complaints will help you continuously improve your practice.

Practice Standards – Worker Screening

LIVEfree Project as part of recruitment and hiring processes ensure that workers do not present an unacceptable risk to people with a disability. This is done through:

- Mandatory screening of all paid or voluntary staff
- Identifying and recording the roles and jobs that work with participants for regular checks, obtaining relevant clearances and maintain records of all workers who engage within these roles

Restrictive Practices and Behaviour Support

LIVEfree Project will follow Restrictive Practises and Behaviour Support – however our level of support services are generally not with clients within care living arrangements.

*This policy has been written in correspondence with **NDIS Code of Conduct/NSW/VIC Disability Services Code of Conduct and the NDIS Safeguard Commission Guidelines***

I agree and will uphold the outlined Code of Conduct, valuing its content and engaging it in all the interactions that take place within our organisation whether it be in person, through technology or any platform of contact in a manner that this policy describes.

Name: _____

Signature: _____

Date: _____