

# National Premier Disability Services Code of Conduct

*This Code of Conduct applies to all employees, volunteers and consumers of  
National Premier Disability Services Pty Ltd.*

## 1. Introduction

National Premier Disability Services respects and supports the fundamental right of disability service consumers to continue living independently within the community and will deliver high quality support services to maintain the dignity and respect of their consumers. National Premier Disability Services promotes choice and inclusion and will support their consumers to engage with services or representatives of their choice in relation to the consumers support needs. National Premier Disability Services Code of Conduct sets out, in principle, the behaviours and standards of conduct expected of all employees who provide support services to consumers and to uphold the rights of people with disabilities.

## 2. Confidentiality

- Confidentiality is paramount to the professional work of National Premier Disability Services. All employees, volunteers and consumers must maintain and respect each individual's right to privacy and confidentiality.
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- The information regarding the consumer and their family's needs will be shared only with employees to assist in developing and facilitating the individualised plan of the consumer- in the best interest of the consumer and not for any other purpose.
- Any information regarding consumers and their family's needs may be shared with community agencies - only with the consumer and/ or family's consent. This is with the exception of any emergency situation where our obligations require us to contact emergency services and follow emergency procedures.
- We are legally required to keep and store confidential and personal information of your plan, services, records and reports for seven years. This includes but is not limited to; the storage of information that is required to carry out the services requested by and delivered to the consumer.
- National Premier Disability Services will not misuse personal or sensitive information (including health and financial information) of the consumer that we may have obtained during the course of providing support services.

### **3. Conflict of Interest**

Individuals must maintain their professional integrity by recognizing and reporting potential conflict of interest.

For example:

- Financial gain
- Personal knowledge that may compromise the integrity of either party
- Relationship gain
- And any other matter which may raise direct or indirect conflict of interest.

### **4. Respectful and Fair Behaviour**

- All employees, volunteers and consumers must communicate honestly and openly
  - Everyone must have access to a grievance procedure
  - Everyone's view point must be valued and respected
  - Everyone should welcome diversity and engage in inclusive practices
  - Treat all members of the National Premier Disability Services community, including consumers, employees, family members and representatives with respect and dignity at all times.
  - Recognise that each consumer is an individual, with different support needs, inclusive of those with complex or specialised support needs.
  - Respect other people's personal, cultural, linguistic and religious preferences and backgrounds.
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- Provide support services with empathy and sensitivity, without exploitation, abuse, discrimination or harassment.
- Respect the consumers right to choose the support they want and from whom they want it, free from victimization.

## **5. Our Consumers**

Above all else, our first responsibility is to the consumers who have chosen National Premier Disability Services to provide them supportive, reliable, safe, professional and high-quality services. Everything we do will be tailored according to the needs of the consumer and assisting the consumer to meet their goals.

## **6. Consumer Rights**

In acknowledgment of the vulnerability that people with disabilities experience, our service endorses the rights of each individual person:

- To a voice
- To dignity and respect
- To participation
- To be a disabled person
- To receive quality supports and services
- To be treated equally and to be given choice

## **7. Ethics**

- Act at all times, honestly, truthfully, and in accordance with the terms of use of the National Premier Disability Services policies and procedures.
  - Ensure all representations made, and information provided to National Premier Disability Services consumers is honest, accurate, and up to date.
  - Accurately record and report to National Premier Disability Services the number of hours during which the support services are legitimately provided to consumers.
  - Act in good faith to National Premier Disability Services and not act in a manner which is contrary to the interests of National Premier Disability Services.
  - Not offer to provide services to consumers on terms, other than those set out in the NDIS Support Service Agreement with National Premier Disability Services. If a consumer approaches a support
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worker to provide support services on terms other than those disclosed in the Service Agreement, the support worker must immediately notify National Premier Disability Services of the request.

- Not request or receive cash payments or other forms of compensation from consumers directly, in respect of support services which are provided, which should properly be billed and paid via National Premier Disability Services

## **8. Respect and support**

- National Premier Disability Services respects and supports people with a diverse nationality, culture, social and/or religious background and have a no tolerance discrimination policy.
- We acknowledge that the above may dictate the way in which the individualised plan may be developed to better support the consumers' needs and preferences.
- All consumers will be respected and supported at all times.
- National Premier Disability services aims to support our consumers with achieving their goals, gaining independence and supporting our consumers to have choice.

## **9. Our Families**

- We acknowledge and value the uniqueness and diversity of families including cultural and religious beliefs and the values of people with disabilities.
- We acknowledge the rights of each family to confidentiality, privacy, information and participation.
- We support families to exercise freedom of choice in accessing quality disability support services.
- We will inform families of policies and procedures that relate to all aspects of their participation with National Premier Disability Services.
- We are accountable to families by adhering to legislative requirements regulating providing support services to people with disabilities.
- We are conscious of the key relationships that exist in work environments and ensure that professional boundaries are maintained.

## **10. Colleagues**

- Recognise and respect the dignity and rights of individuals and will conduct themselves in a professional manner at all times when representing National Premier Disability Services.
  - Practice open and effective communication.
  - Will be fair and consistent in decision making within a co-operative framework.
  - Recognise and observe boundaries that support professional relationships.
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- Be accountable in their work relationships and will value each individual and their contribution.

## 11. Professionalism

- Be committed to the principles of honesty, respect, trust and integrity that underpin all of one's professional practice.
  - Demonstrate and commit to reflective practices that encompass an awareness of strengths, limitations and well-being.
  - Demonstrate a commitment to professional development, knowledge and skills.
  - Act at all times professionally, ethically and honestly, and in the best interests of National Premier Disability Services.
  - Deliver reliable, high quality and personalized support, acting at all times in accordance with the instructions, support plan and/or goals of the consumer.
  - Be aware of the appropriate professional boundaries in providing services to consumers, and act at all times to protect the boundaries of the professional relationship. For example, a disability support worker (support worker) cannot be a beneficiary of a disabled person or consumer's will, nor engage in any physical relationship with a consumer, nor take unfair advantage of, or exploit any relationship with, the consumers in any way.
  - Immediately report any form of abuse or neglect of a child, an elder or a person with a disability to the relevant state authority.
  - Immediately report any accident or incident to the appropriate emergency service (e.g. Police, Fire, Ambulance) and/or regulatory body (e.g. NDIS Quality and Safeguards Commission, Department of Social Services), that occurs during the provision of service. This includes and is not limited to; the support worker, consumer and or any other witness.
  - Immediately report any episode or incident which raises concerns about the standards of supports provided by another service provider, carer or informal supports.
  - Document all details of any accident/incident (via appropriate forms or progress note) that occur during service delivery.
  - Not act in a vulgar manner, nor expose consumers or any member of consumers' households to pornographic, sexually explicit or otherwise inappropriate material.
  - Not be under the influence of alcohol or drugs at any time while providing services to a consumer or while representing National Premier Disability Services.
  - Maintain and keep up to date all; qualifications, police checks, licenses and registrations, required to provide the support services requested by the consumer.
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## 12. Community

Acknowledge the role of community in setting community standards and articulating community needs and will be responsible to the community by:

- Liaising and co-operating with agencies and professions which support people with disability and their families
- Engaging in culturally appropriate and non-discriminatory practices
- Actively promoting National Premier Disability Services in the wider community
- Work within the legislative framework and quality assurance process to promote the wellbeing of people with disability
- Develop and sustain services which are characterised by openness, accountability, accessibility and professionalism.

## 13. Health and Safety

- Always act with due diligence in regard to the health, safety and wellbeing of the consumers and employees.
- Execute support services safely, and in accordance with the standards and legislation surrounding disability services.
- Only provide support services for which he or she is capable and qualified to provide, and which are safe to provide.
- Report any concerns regarding the health and safety of the consumer immediately to the consumers elected contact and/or representative. In an emergency, immediately call 000. In the event of an accident/incident, document all details relating to the incident on an incident recording form and progress notes.

## 14. Financial Matters and Conflicts

- Avoid situations which may give rise to pecuniary or other conflicts of interest.
  - In general, disability support workers must not deal with the finances of consumers (if a situation arises where this is necessary, he or she does so ensuring the best interests of care consumers are upheld, and that any actions, advice or decision of the support worker are not influenced by self-interest or of personal gain, or other improper motives). Support workers undertake to record
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details (via a ledger and progress note) of any occasion where financial transactions are required and where possible advise the consumer's chosen representative.

- Support Workers are not to accept gifts from consumers which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the support worker and care consumers. In situations where a gift has been received, the support worker undertakes to advise the family and/or the consumer's chosen representative and record a progress note including details of the gift received.

## **15. As members of National Premier Disability Services Team**

- Employees and consumers will only present themselves as spokespersons for the company when authorised;
- Employees and consumers will ensure organisational resources and materials are used ethically, effectively, efficiently and carefully for the use they are intended;
- Employees and consumers are required to be aware of and commit to work within the companies' mission, vision, values, policies and procedures and comply with relevant legislation and quality standards requirements.

## **16. General**

It is important to set expectations for appropriate behaviour for all people in National Premier Disability Services. This document outlines how employees and consumers should behave:

- Mutual respect
- Dignity
- What sort of language is acceptable
- Rules for giving or receiving gifts
- Appropriate use of social media
- Behaviour around children, if applicable
- No tolerance for bullying or harassing
- Setting boundaries and expectations on the services that will be provided and to whom

## **17. Breaches of the Code of Conduct**

In the event of an incident or complaint relating to National Premier Disability Services' Code of Conduct, the matter will be dealt with under the Grievance and Complaints policy as stipulated in the Policies and Procedures of National Premier Disability Services. National Premier Disability Services has

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a No Tolerance Policy for Discrimination, Bullying, Harassment or Abuse to protect our consumers and employees.

It is essential that procedural fairness and natural justice be shown to all parties concerned.

If the matter relates to harm to a person with disability, the matter will be immediately reported to the relevant authorities for investigation and appropriate measures.

If you have read the National Premier Disability Services code of conduct and agree with the content, please sign below.

Name: .....

Signature: .....

Date: .....