

Purpose

To provide staff with an understanding of the expectations Noah's Inclusion Services has of the standards of behaviour and conduct while undertaking their duties. Areas covered include general expectations of conduct; behaviours to maintain a positive and safe workplace; child safety requirements; public comment; conflicts of interest; processes if undertaking other employment or businesses; receipt of gifts and benefits; protection of resources and requirements under the NDIS Code of Conduct and NDIS Practice Standards.

Policy Statement

Noah's Inclusion Services is committed to providing quality service to clients by ensuring staff work to a high standard.

Noah's Inclusion Services place high expectations on staff conduct and performance, and requires staff to maintain a professional standard of conduct.

To adhere to the required code of conduct staff are required to comply with Noah's Inclusion Services policies, procedures and practices and relevant government legislation and standards including NDIS Practice Standards and NDIS Code of Conduct requirements for relevant staff members.

Key principles of the staff code of conduct are to:

- Maintain integrity and trust;
- Treat others in the way we would wish to be treated;
- Use resources and assets wisely;
- Promote achievements and bring out the best in others;
- Provide leadership and be a positive role model;
- Make decisions that are impartial, accountable and open;
- Act honestly and treat others with respect;
- Maintain privacy and confidentiality;
- Seek advice when there is conflict or uncertainty;
- Act in a way that protects the health and safety of yourself and others; and
- Raise issues and contribute to the continual improvement of Noah's Inclusion Services.

Additionally staff providing NDIS services and supports are to comply with the NDIS Code of Conduct and undertake the NDIS Worker Orientation Module and provide evidence of completion to the HR Manager.

NDIS Code of Conduct

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.

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.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

Operational Procedures

1. General Conduct requirements

- 1.1. Noah's Inclusion Services expects staff to maintain a high professional standard by:
 - 1.1.1. Being punctual and maintaining their agreed hours of work;
 - 1.1.2. Understanding the work they are to do and being prepared;
 - 1.1.3. Being a positive role model;
 - 1.1.4. Maintaining a professional presentation including dressing modestly;
 - 1.1.5. Acting honestly in accordance with laws, legislation and standards including NDIS Practice Standards and NDIS Code of Conduct;
 - 1.1.6. Exercising a reasonable degree of care and diligence in the performance of their duties;
 - 1.1.7. Maintaining their skills and training to the relevant level and applying these within their work;
 - 1.1.8. Treating others with respect at all times; and
 - 1.1.9. Acting in a way that does not reflect poorly on Noah's Inclusion Services or others.

2. Fairness and equity in dealings

- 2.1. All staff are expected to work together in a way that is consistent, fair and equitable and deal with matters in accordance with established policies, procedures and practices.
- 2.2. Any decision that is made is to be undertaken in a way that takes into account all relevant facts, ignoring irrelevant facts or circumstances.
- 2.3. Decisions are to be made promptly, with feedback provided if there is an expected delay.
- 2.4. When decisions are made, they are to be made and applied consistently to each person equally based on the relevant situation.

3. Maintaining positive working environments

- 3.1. All staff have a responsibility to work together in a way that creates a positive culture and demonstrates acceptable workplace behaviour.
- 3.2. No staff person will harass or discriminate against others, or support others who harass or discriminate against others.
- 3.3. All staff are required to adhere to the *Policy and Procedure Maintaining a Positive Work Environment* by ensuring they:
 - Do not act in a way that could be perceived as harassment, bullying or discrimination;
 - Raise concerns or grievances early and in a manner that promotes positive resolutions; and
 - Report matters that are of concern immediately.

4. Child Protection

- 4.1. Noah's Inclusion Service has a responsibility to work and act in a way that is respectful of, and provides security for, children.
- 4.2. All staff are expected to work and act in a way that does not endanger, degrade, exploit, intimidate or harm a child sexually, psychologically or physically.
- 4.3. All staff are responsible for reporting any matters or allegations of concern to their direct supervisor who will report the matter to the CEO.

- 4.4. All staff are required to inform the CEO as soon possible if they have been charged or convicted of any criminal offence.
- 4.5. All staff are required to inform the CEO as soon possible if they become aware that another Noah's staff member has been charged or convicted of any criminal offence.

5. Drugs and Alcohol

5.1. Staff will:

- 5.1.1. Not attend work if they are under the influence of drugs and/or alcohol;
- 5.1.2. Adhere to the requirements of the *Policy and Procedure Drugs & Alcohol* in relation to their attendance at work and events; and
- 5.1.3. Notify their direct supervisor if they are taking any medication that may affect their ability to undertake any part of their role or duties.

6. Work Health and Safety

- 6.1. Noah's Inclusion Service is committed to protecting the health and safety of others in the workplace.
- 6.2. Noah's Inclusion Service expects all staff to minimise any risks to work, health and safety by:
 - 6.2.1. Taking reasonable care for the health, safety and welfare of themselves and others at work;
 - 6.2.2. Cooperating as far as necessary to ensure compliance with any requirements of legislation;
 - 6.2.3. Complying with the requirements of the *Policy and Procedure Work, Health & Safety*;
 - 6.2.4. Advising a direct supervisor of any potential safety problems and reporting hazards and incidents;
 - 6.2.5. Minimising any risks by removing hazards where possible; and
 - 6.2.6. Isolating hazards that cannot be removed and ensuring others are aware of them.

7. Public comment

- 7.1. Only staff authorised by the board of management or CEO are able to make public comment in relation to Noah's Inclusion Service matters or activities.

8. Conflict of interest

- 8.1. A conflict of interest exists where a reasonable person would perceive that a staff person could be influenced by a private interest when dealing with Noah's Inclusion Service matters. (*Refer Conflict of Interest Policy*)
- 8.2. All staff will avoid or appropriately manage any conflicts of interest.
- 8.3. Where a staff person believes a conflict of interest may exist they will notify their direct supervisor so that appropriate controls can be put in place.
 - 8.3.1. In such matters decision making duties for the area in conflict may be taken on by an alternate staff person.

9. Other business or employment

- 9.1. Where a person has, or is considering, employment or contract work that relates to the business of Noah's Inclusion Service or that might be in conflict with it, the staff person must discuss it with their direct supervisor to gain approval.

- 9.2. A staff person must ensure that any outside employment or business they engage in will not:
- 9.2.1. Conflict with their duties with Noah's Inclusion Service;
 - 9.2.2. Involve using confidential information or resources obtained through their work with Noah's Inclusion Services;
 - 9.2.3. Interfere with the days and/or hours they are required to do to fulfil the employment expectations of Noah's Inclusion Services;
 - 9.2.4. Adversely affect the reputation of Noah's Inclusion Services or the quality of service provided; or
 - 9.2.5. Put them at risk due to an unreasonable number of hours worked in any day/week or to increased stress.
- 9.3. Where any issue or conflict may exist, this is to be managed between the staff person and Noah's Inclusion Services and may result in one employment ceasing or control measures regarding decisions or access to/use of information being put in place. (*Refer Conflict of Interest Policy*)

10. Benefits and gifts

- 10.1. All staff must ensure that through the acceptance of a gift or benefit they will not be perceived as obligated in any way or expected to provide favourable treatment.
- 10.2. Staff will not accept a benefit or gift from a client or person in conjunction with their position at Noah's Inclusion Services other than those of a token value (eg. less than \$20).
- 10.3. Where a benefit or gift other than a token amount is offered it is to be politely refused.
- 10.4. If the gift or benefit cannot be reasonably refused it should be discussed with the staff person's immediate supervisor. If possible, the gift or benefit should be surrendered to Noah's Inclusion Services and shared for the benefit of Noah's Inclusion Services staff and clients.
- 10.5. Where any issue exists staff are to discuss the matter with their immediate supervisor.

11. Access to and use of information, resources and assets

- 11.1. Staff will ensure that they maintain privacy and confidentiality in relation to any information they use or access.
- 11.2. Staff will have access to only the information they need to do their job and will use information only for purposes for which it was intended.
- 11.3. All staff will use assets and resources effectively and efficiently ensuring that they are available for future use where relevant.
- 11.4. All staff will use the funds of Noah's Inclusion Services in a prudent manner, remembering that they are from a public source and limited.
- 11.5. Computer resources will be used for work purposes and in compliance with the *Policy and Procedure Computer, Internet & Email Usage*.
- 11.6. All staff are to protect the safety of assets within their control.

12. Maintaining Professional Boundaries

- 12.1. Noah's staff are required to maintain professional boundaries with clients at all times. Professional Boundaries define legitimate, appropriate and ethical interaction between the Noah's staff member and the child or family they work with. Professional boundaries exist to protect both the professional and the client.

- 12.2. In order to maintain professional boundaries Noah's staff should not to mix their personal and professional lives. Where possible staff should avoid working with people they connect with outside of work.
- 12.3. Noah's staff should avoid developing friendships / personal connections with clients.
- 12.4. Where a Noah's staff member has a personal relationship with a client, the staff member is required to disclose this to their supervisor. To promote worker safety and client safety this relationship may need to be managed

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Relevant Legislation and Standards (used to develop policy and procedure)	NDIS Practice Standards 2018 The NDIS Code of Conduct 2019 Disability Service Standard 6 Anti-Discrimination Act 1977 Disability Discrimination Act 1992 Privacy Act 1988 National Privacy Principles 2001 Work Health & Safety Act 2011 Smoke-Free Environment Act 2000 Tobacco Legislation Amendment Act 2012		
Related Policies	Performance Management Maintaining a Positive Work Environment Conflict of Interest		
Related Policies, Procedures and Work guides	Procedures attached: <ol style="list-style-type: none"> 1. General Conduct requirements 2. Fairness and equity in dealings 3. Maintaining positive working environments 4. Child Protection 5. Drugs and Alcohol 6. Work Health and Safety 7. Public comment 8. Conflict of interest 9. Other business or employment 10. Benefits and gifts 11. Access to and use of information, resources and assets 12. Maintaining Professional Boundaries 13. 'Quality, Safety and You' - NDIS Worker Orientation Module Forms Nil		
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	1	1 March 2014	1 September 2015
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