



Aurora Support Services

Code of Conduct

To support our Statement of Commitment we agree to the following Code of Conduct :

Respect Rights and Privacy of Individuals

We are committed to upholding the rights and privacy of the people we support and employ, whilst enriching their lives with appropriate supports and services and to treat each other with dignity and respect.

Respect Cultural Differences

We support and encourage participants and staff to being able to express their feelings, preferences and contributions to decision making enabling them to become effective self-advocates by facilitating the development of self-expression and relevant skills.

Staff have a responsibility and are committed to providing safe and skillful supports for the development of skills, whilst responding to interests and needs that may differ to peers of culturally diverse backgrounds and religions.

Provide Safe and Quality Supports

Everyone has an equal right to be supported and heard when submitting a Compliment / Complaint as they are an important opportunity for improvement to the quality of services. Our Compliments and Complaints Management system together with our Policies and Procedures assist to resolve the complaint in a timely, confidential and supportive manner.

Act with Integrity, Honesty and Transparency

We acknowledge the privileged position of trust we hold and will maintain a professional standard, committing to provide supports with integrity, honesty and transparency within legislative practices, DHHS Guidelines, NDIS Code of Conduct, National Standards for Disability Services and organisational policies and procedures.

No Sexual or Physical Abuse, Exploitation, Harassment or Neglect

Aurora Support Services takes a Zero Tolerance approach to violence and abuse and all staff, participants and visitors have a responsibility to ensure their behavior is appropriate and their actions do not affect another person's career / placement, health or well-being, with harassment (including sexual), bullying or occupational violence.

Report any Form of Abuse

It is everyone's basic human rights to safety and security and abuse of any type / manner must be reported and dealt with immediately. It is the duty of all involved or who may witness any ill dealings or abuse, to immediately report the incident to the relevant authorities.

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