

**POL 0004****Code of Conduct Policy**

<b>Responsibilities and Delegations</b>	
The Policy Applies To	Committee of Management Administration Staff Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Specific Responsibilities	Committee of Management Administration Staff Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

<b>Policy Context – this policy relates to :</b>	
Standards	NDIS Practice Standards Core Module 1, Rights and Responsibilities – Person Centred Supports (Client Rights & Human Rights) and NDIS Practice Standards Core Module 2, Governance and Operational Management - Human Resource Management (Conditions of Employment)
Legislation	Equal Opportunity Act (1984) Disability Discrimination Act (1992) Sex Discrimination Reform Act (2012) Racial Discrimination Act (1975) Human Rights and Equal Opportunity Commission Act (1986) Workplace Relations Act (1997) National Disability Insurance Scheme Act 2013 NDIS Quality and Safety Standards Fairwork Act 2009
Contractual Obligations	NDIS Terms of Business Aurora Support Services Individual Participant Agreements Continuity of Support Program Funding Agreement Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> <li>Organisational Ethical Framework</li> <li>Code of Conduct Diagram Poster</li> <li>Codes of Conduct and Practice Standards</li> </ul>
Organisational Related Forms / Documents	<ul style="list-style-type: none"> <li>Induction Schedule – Committee of Management</li> <li>Induction Schedule – Staff, Students and Volunteers</li> <li>Statement of Work Practices</li> <li>Employee Professional Standards</li> </ul>

## 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, Dept of Families, Fairness and Housing (DFFH) 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.