CODE OF ETHICS

POLICY NUMBER: NDIS GOV 12

INTENT

This policy outlines the ethical standards and principles expected of all employees, volunteers, and contractors of Real Living Options Association Inc. when delivering services. It aims to ensure that services are delivered in a way that upholds the rights, dignity, and wellbeing of all participants.

DEFINITION

Code of Ethics: Code of behaviour for the Management Committee, Staff and Volunteers of the Association.

POLICY STATEMENTS

- Real Living Options Association Inc. is committed to providing high-quality, person-centred support in line with the NDIS Code of Conduct and all relevant legislation. All staff and volunteers are expected to uphold the highest ethical standards in their professional conduct, decision-making, and interactions with Participants, families, colleagues, stakeholders and the community.
- The Management Committee, Staff and Volunteers of Real Living Options Association Inc. have a legal and moral responsibility to manage the Service in the best interests of the community it serves.
- Management Committee, Staff and Volunteers will always demonstrate professional ethical behaviour, in their responsibilities to the Service, in their relationships with each other and in their service to the community and will be required to adhere to this Code of Ethics**.**

PROCEDURES

The Management Committee shall:

- Be diligent, attend Management Committee meetings and devote sufficient time to prepare for meetings to allow for full and appropriate participation in the Committee's decision making.
- Observe confidentiality relating to non-public information acquired by them in their role as Management Committee Members and not disclose such information to any other person.
- Always act honestly and in good faith in the interests of the Service and its objects ensuring that all stakeholders are accorded fair treatment, dignity and respect
- Meet regularly to monitor the performance of management and the Service as a whole. To do this the Committee will ensure that appropriate monitoring and reporting systems are in place and that these are maintained and utilised to provide accurate and timely information to the Management Committee. (Refer Governance Policy for more information).
- Ensure as far as practicable that there is an appropriate separation of duties and responsibilities between itself and Senior Staff and that no individual has unfettered

powers of decision-making. (Refer to Governance Policies and Financial Delegations for related information).

- Ensure as far as practicable that the independent views of Management Committee members are given due consideration and weight.
- Ensure as far as practicable that stakeholders are provided with an accurate and balanced view of the performance of the Service, including both financial and service provision.
- Ensure as far as practicable appropriate use of the property, resource and facilities of the Service
- Ensure as far as practicable appropriate use and disclosure of Service information.
- Regularly review its own performance as the basis for its own development and quality assurance. Individual Committee Members should also review their own performance with a view to ensuring a suitable contribution to Committee deliberations and decision making and if found lacking should either pursue training or assistance to improve their performance or resign.
- Carry out its meetings in such a manner as to ensure fair and full participation of all Management Committee Members.
- Ensure as far as practicable that the Service's assets are protected via a suitable Risk Management Strategy.
- Ensure as far as practicable that personal and financial interest does not conflict with the duty to the Service. (Refer Conflict of Interest Policy for more information).

Staff and Volunteers shall:

- Publicly and privately support the Service and each other.
- Acknowledge the strengths and weaknesses of others and act with courtesy and respect.
- Always act honestly and in good faith in the interests of the Service and its objects ensuring that all stakeholders, particularly those who are recipients of the Service, are treated fairly, according to their rights.
- Respect the rights and dignity of participants by:
    - Promoting and protecting individual rights, choices, and privacy
    - Supporting autonomy and decision-making in line with person-centred practices
- Respecting cultural, linguistic, religious and gender diversity, be truthful, transparent and trustworthy in all communications and actions.
- Avoid conflicts of interest or disclose them when they arise.
- Accurately represent qualifications, experience, and capabilities.
- Perform their duties to the best of their ability and in line with best practice taking into account their skills, experience, qualifications and position and act in a safe, responsible and effective manner at all times.

- Be punctual and reliable in attendance and adhere to prescribed and authorised hours of duty.
- Comply with the prescribed Terms and Conditions of their Employment Agreement.
- Follow Real Living Options Association Inc. policies, procedures and safety guidelines.
- Record their attendance for duty truthfully and accurately in the manner prescribed.
- Notify the Service of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the Service.
- Carry out duties in a lawful manner and ensure the Service carries out its business in accordance with the law and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the Service, the public and colleagues.
- Observe safe work practices so as not to endanger themselves and/or others. (Refer to Workplace Health and Safety Policies for more information).
- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of Staff, Management Committee or Participants.
- Ensure as far as practicable that all transactions, agreements and records that flow from relationships with Real Living Options Association Inc. stakeholders will be accurately and openly recorded in the Service's books and records and no entries will be made which obscure the true nature of a transaction.
- Ensure as far as practicable that Real Living Options Association Inc. will market its service with integrity and accuracy.
- Ensure as far as practicable that personal and financial interests do not conflict with their duty to the Service.
- Undertake no personal or business activities for personal gain while at the Service or while conducting business of the Service.
- Work within the Service's Principles, Policies and Workplace Practices.
- Discuss issues where appropriate/relevant with the Management Committee, General Manager or Supervisor, whichever is applicable/appropriate to determine whether or not a contemplated action is ethical.

DELEGATIONS

Management Committee

- Responsible for Implementation and review of this policy

All Management Committee Members, Staff and Volunteers

- Responsible to adhere to all applicable clauses
- After leaving the Service, maintain the confidence of all information that is not publicly available

General Manager

- Ensure as far as practicable appropriate training is provided to staff in relation to this policy

RELATED DOCUMENTATION

Governance Policy
Financial Delegations Policy
Workplace Health and Safety Policies
Conflict of Interest Policy.
Conduct of Management Committee Meetings Policy

REFERENCES

National Disability Practice Standards and Quality Indicators
National Disability Insurance Scheme Act 2013

NDIS Code of Conduct
Privacy Act 1988
Disability Discrimination Act.

AMENDMENTS/REVIEWS

Amended 13.09.12; Amended 27.11.14, Amended 26.04.18, Amended 23.06.22

Amended 04.09.25