CODE OF CONDUCT

POLICY NUMBER: NDIS GOV 15

INTENT

To ensure Management Committee Members, Staff, Volunteers and Contractors adhere to the Real Living Options Association Inc. Code of Conduct and the NDIS Code of Conduct (Workers) and participate in building a culture of professionalism and lawful and appropriate conduct.

DEFINITION

***Code of Conduct**: an agreement on rules of behaviour for staff, volunteers, and contractors of the Association.*

***NDIS Code of Conduct (Workers)**: a set of rules that apply to all workers and service providers delivering NDIS supports or services, including staff, contractors, and volunteers.*

POLICY STATEMENTS

- The Code of Conduct Policy outlines the professional ethics and behaviours expected of all Management Committee Members, Staff, Volunteers, and Contractors to assist in creating a positive, caring and effective workforce.
- The Code of Conduct Policy is supported by the Service Principles, Policies and Procedures and Standard Operating Procedures and Documents of Real Living Options Association Inc.
- All Management Committee Members, Staff, Volunteers, and Contractors have a duty to be familiar with and apply themselves consistently to the Code of Conduct Policy and Code of Conduct document.
- In particular, all Management Committee Members, Staff, Volunteers, and Contractors must:
    - Ensure their conduct is lawful and appropriate and will not impact negatively on the Participants of Real Living Options Association Inc.
    - Ensure their conduct is lawful and appropriate and will not impact negatively on any employees, volunteers or stakeholders of Real Living Options Association Inc.

  - Ensure their conduct is lawful and appropriate and will not impact negatively on the reputation of the service and delivery functions of Real Living Options Association Inc. or on its staff, volunteers, and contractors carry out their duties in a safe and effective manner with integrity, ensuring a high standard of performance.
  - Declare any conflict of interest with personal activities.
- This policy applies at all times during which Management Committee Members, Staff, Volunteers, and Contractors undertake duties related to their appointment with Real Living Options Association Inc. including when travelling offsite or representing the Service
- Real Living Options Association Inc. is dedicated to providing an environment for Participants, Representative/Nominees, Management Committee Members, Staff, Volunteers, Contractors, and visitors that is proactive, reactive, safe and professional in accordance with the belief that the service will be conducted ethically, efficiently and honestly.
- This policy reflects the relevant standards, various legislative and other obligations which are expected of Management Committee Members, Staff, Volunteers, and Contractors.
- Real Living Options Association Inc. will have appropriate regard to local and regional differences and cultural diversity and customs in determining whether conduct is inappropriate.

PROCEDURES

- All Management Committee Members, Staff, Volunteers, and Contractors must sign the relevant Code of Conduct document which includes the organisations Code of Conduct and the NDIS Code of Conduct (Workers) when their appointment or employment commences.
- All Management Committee Members, Staff, Volunteers, and Contractors will have access to and understands the policies and procedures, workplace practices and other relevant information.
- Failure to comply with the Code of Conduct and/or related policies may result in disciplinary action in accordance with the processes outlined in the Misconduct and Discipline Policy or relevant laws.

DELEGATIONS

Management Committee – President

- Ensure as far as practicable all Management Committee Members receive training on the Code of Conduct and sign a Code of Conduct document at their induction.

General Manager

- Ensure as far as practicable all Staff, Volunteers and Contractors receive training on the Code of Conduct and sign the relevant Code of Conduct document at their induction and are familiar with their duty of care in the Code of Conduct and Workplace Health and Safety Policies.
- Oversee the Support Team to ensure Lifestyle Assistants receive training on the Code of Conduct and sign the Code of Conduct document at their induction.
- Review whether Staff, Volunteers and Contractors are complying with the Code of Conduct.

Support Manager

- Ensure Lifestyle Assistants sign the Code of Conduct document at their induction and as far as practicable, receive training on the Code of Conduct.
- Ensure as far as practicable that all Lifestyle Assistants are adhering to the Staff, Volunteer and Contractors Code of Conduct document.

All Management Committee Members, Staff, Volunteers, and Contractors

- Must comply with the Code of Conduct.

RELATED DOCUMENTATION

Code of Conduct for Staff and Volunteers.
Policy NDIS GOV 2 Induction of Committee.
Policy NDIS STAFF 4 Induction.
Policy NDIS STAFF 11 Misconduct and Discipline.
Policy NDIS WHS 1 Workplace Health & Safety.

REFERENCES

Disability Services Act 2006 (Qld).

Privacy Act (1988).

National Disability Insurance Scheme Act 2013 (NDIS ACT).

NDIS Rules.

NDIS Code of Conduct (Workers).

NDIS Practice Standards and Quality Indicators 2018.

Human Rights Act 2019.

AMENDMENTS/REVIEWS

Amended 01/09/2010.

Amended 20/06/2012.

Amended 09/08/2012.

Amended 26/04/2018.

Amended 27/02/2020.

Amended 01/06/2023.

Amended 21/05/2026.