

Code of Conduct Policy

1. Purpose

This Code of Conduct sets out the expectations of behaviour for all staff, contractors, volunteers, and directors of SilaCa Tasmania. It ensures that our organisation operates in line with the **National Disability Insurance Scheme (NDIS) Code of Conduct Rules 2018**, Tasmanian legislation, and the values of respect, inclusion, and person-centred support.

Our aim is to provide high-quality, safe, and respectful disability support services that protect the rights and wellbeing of all participants.

2. Scope

This Code applies to:

- All employees, contractors, casual staff, directors, and volunteers engaged by SilaCa Tasmania.
- Any person representing SilaCa Tasmania in an official capacity.

3. Principles of the NDIS Code of Conduct

All workers must:

1. Act with Respect for Individual Rights

- Respect the rights of people with disability to freedom of expression, self-determination, and decision-making.
- Ensure supports are delivered in a way that upholds dignity, privacy, and cultural diversity.
- Never discriminate on the basis of disability, race, culture, gender, religion, age, or sexual orientation.

2. Respect Privacy

- Protect and respect the confidentiality of participants' personal, medical, and financial information.
- Only share information when legally required or with the participant's consent.

- Follow SilaCa Tasmania's information management and record-keeping policies.

3. Deliver Services Safely and Competently

- Provide supports and services with due care, skill, and diligence.
- Work within the scope of your training, skills, and role description.
- Seek guidance or supervision when faced with tasks outside your expertise.
- Avoid practices that could cause harm or place participants at risk.

4. Act with Integrity, Honesty, and Transparency

- Be open and truthful in all interactions with participants, families, colleagues, and regulators.
- Declare and avoid any conflict of interest.
- Never misuse your position for personal or financial gain.
- Ensure accurate and honest documentation and reporting.

5. Promptly Take Steps to Raise and Act on Concerns

- Report incidents, risks, or misconduct immediately in accordance with the Incident Management Policy.
- Cooperate fully with investigations.
- Never conceal wrongdoing or discourage others from reporting concerns.
- Use SilaCa Tasmania's complaints and feedback system to raise issues constructively.

6. Prevent and Respond to Violence, Abuse, Neglect, Exploitation, and Discrimination

- Be vigilant in recognising signs of harm.
- Take immediate action to safeguard participants if harm or risk of harm is identified.
- Report all allegations of abuse or neglect to management and, where required, to the NDIS Quality and Safeguards Commission.
- Treat all participants and colleagues with dignity and respect.

7. Comply with All Laws, Policies, and Procedures

- Adhere to all relevant Commonwealth and Tasmanian legislation, including NDIS Practice Standards, Work Health and Safety requirements, and anti-discrimination laws.
- Follow all SilaCa Tasmania policies, including those on incident management, medication management, emergency and disaster response, confidentiality, and workplace health and safety.

4. Professional and Workplace Conduct

In addition to the NDIS Code of Conduct requirements, SilaCa Tasmania expects all workers to:

- **Maintain Professional Boundaries**
 - Do not form inappropriate personal, financial, or social relationships with participants.
 - Avoid accepting significant gifts or benefits from participants or their families.
 - Never engage in physical, verbal, or emotional misconduct.
- **Promote a Safe and Inclusive Workplace**
 - Treat all colleagues with courtesy, fairness, and respect.
 - Work cooperatively as part of a team.
 - Do not engage in bullying, harassment, or discrimination.
 - Comply with all WHS requirements, including reporting hazards.
- **Commit to Continuous Improvement**
 - Actively engage in training and professional development.
 - Reflect on feedback and seek opportunities to improve practice.
 - Participate in organisational reviews, audits, and continuous improvement initiatives.

5. Breach of the Code of Conduct

Failure to comply with this Code may result in:

- Performance management or retraining requirements.

- Disciplinary action up to and including termination of employment/engagement.
 - Reporting to the NDIS Quality and Safeguards Commission or other regulatory bodies.
 - Legal action, where appropriate.
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6. Acknowledgement

All workers are required to read, understand, and agree to abide by this Code of Conduct. An **Acknowledgement Form** will be signed during induction and kept on record.