

2024

# STAFF CODE OF CONDUCT

HUMAN RESOURCE MANAGEMENT POLICY  
OPERATIONAL DIRECTOR | CHRISTINE NEILAND



## 1 PURPOSE

Rainbow Care adopts the NDIS Code of Conduct, in addition to the Code of Conduct for Aged Care that promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS and Aged Care providers and workers.

## 2 SCOPE

The below Staff Code of Conduct applies to all employees and volunteers of Rainbow Care.

## 3 COMPANY CORE VALUES

The below company values are the set of guiding principles and fundamental beliefs that help Rainbow Care staff function together as a team and work toward a common vision and goal of having a positive impact on those we support.

### **Responsive**

Actively listening to our staff and participants and providing rapid response and follow ups, check ins ensures that our clients and staff feel valued and heard.

### **Pride**

Pride in who we are as individuals, as a community and what Rainbow Care works towards in becoming an industry leader in inclusive practice supporting the LGBTIQ+ communities in accessing in-home and community supports.

### **Connection**

Recognising that we work with socially isolated and vulnerable people, where building connections to other people, groups, communities and place can be an empowering experience

### **Inclusion**

Acknowledging that every person deserves the right to be celebrated and supported in being their authentic self.



### Integrity

Being genuine, honest and guided by human rights principles in our responses to each other and our clients enables us to hold and sustain a safe space

## 4 STAFF CODE OF CONDUCT

Rainbow Care provides services under both NDIS and Aged Care and as such all staff must adhere to the code of conduct across both.

### 4.1 THE NDIS CODE OF CONDUCT

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

There are guidelines available to help both NDIS providers and workers understand their obligations under the NDIS Code of Conduct.

### 4.2 AGED CARE CODE OF CONDUCT

The below Code of Conduct has been developed by the Commonwealth Department of Health and Aged Care, in response to one of the recommendations of the Royal Commission. It is modelled on the National Disability Insurance Scheme (NDIS) Code of Conduct and applies to aged care providers, their workers and governing bodies.



**The Code outlines 8 elements of expected behaviour:**

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services safely and competently, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Provide care, supports and services free from:
  - all forms of violence, discrimination, exploitation, neglect and abuse
  - sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
  - all forms of violence, discrimination, exploitation, neglect and abuse
  - sexual misconduct.

## 5 IMPLEMENTATION

This code of conduct is synergised with below foundations being incorporated into all Rainbow Care policies and procedures:

- **ethical principles** - includes workplace behaviour and respect for all people
- **values** - includes an honest, unbiased and unprejudiced work environment
- **accountability** - includes taking responsibility for your own actions, ensuring appropriate use of information, exercising diligence and duty of care obligations and avoiding conflicts of interest
- **standard of conduct** - includes complying with the job description, commitment to the organisation and proper computer, internet and email usage
- **standard of practice** - includes current policies and procedures and business operational manual
- **disciplinary actions** - includes complaints handling and specific penalties for any violation of the code.