

1. Policy Statement

Our employees contribute to the success of our organisation and that of our participants. Irabina Autism Services fully endorses that all employees are not deprived of their basic human rights.

Furthermore, our employees/volunteers have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing.

At Irabina, all staff have the responsibility to ensure that:

- Participants have the right to make their own decisions, to be free to live the life they choose, and to have the same rights and freedoms as any other member of the community
- Participants have the right to freedom of expression and the right to make decisions about, and exercise control over, their own lives.
- Children's and young people's families have a key role in engaging with Irabina,
- Children and young people and their families have the right to be informed about all the aspects of the delivery of supports they receive in a form of communication, language and manner that enables them to understand,
- Expressed values and beliefs of participants, including those relating to culture, faith, ethnicity, gender, gender identity, sexuality and age as well as type of disability is taken into account when engaging with Irabina,
- Privacy is protected in a dignified way of everyone that receives supports and services of Irabina,
- Participants receive supports in a safe and competent environment, with care and skill,
- Participants and their families receive care and support with integrity, honesty and transparency.

2. Purpose

This policy affirms Irabina Autism Services belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Irabina expects of all employees.

This policy describes how employees are expected to conduct themselves whilst at work and reflect/uphold the organisation's values, professionalism, reputation and future.

3. Policy

Our Code of Conduct policy applies to all employees and volunteers and provides the framework of principles for conducting business, dealing with other employees, participants and suppliers. The Code of Conduct is aligned to the NDIS Code of Conduct and the National Disability Insurance Scheme (Code of Conduct) Rules 2018, which are NDIS rules made under the National Disability Insurance Scheme Act 2013 (NDIS Act). The NDIS Code of Conduct applies to all NDIS all persons employed or otherwise engaged by Irabina. This Code of Conduct Policy is also aligned to the Victorian Child Safety Standards and the National Principles for Child Safe Organisations.

Irabina management, staff and volunteers are committed to ensuring that we:

- act with respect for our participants' individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people
- 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 may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct,
- have zero tolerance for child abuse,
- actively work to listen to and empower children,
- have systems to protect children from abuse, will take all allegations very seriously and will responds to them consistently in line with the organisation's policies and procedures and
- are committed to promoting cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

4. Breaches of the Irabina Code of Conduct and the NDIS Code of Conduct

Irabina Autism Services expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. For any breach of his code, the Irabina Incident Management Policy and Procedure should be applied. This policy and procedure contains within it, the management of reportable incidents to the NDIS Commission, information about the Reportable Conduct Scheme to the Commission for Children and Young People and the Notifiable Data Breach Scheme to the Office of the Australian Information Commissioner.

Any employee in breach of this policy may be subject to disciplinary action, including termination. The Commission has responsibility for overseeing the compliance of NDIS providers and workers with the NDIS Code of Conduct when delivering supports and services in the NDIS sector. As a provider, Irabina is expected to adhere to the Code, take steps to ensure their workers adhere to the Code and to investigate and take appropriate action to address any breaches.

Anyone can make a complaint about supports and services funded under the NDIS, including alleged breaches of the Code. This includes people with disability, family members, friends, workers, advocates and other providers. In the first instance, people are encouraged to contact us at Irabina to make complaints, and this will be managed in accordance with the Irabina Feedback and Complaints Policy and Procedure.

The NDIS Commission can commence an investigation as a result of any information it receives about an NDIS provider or worker's potential breach of the Code whether it is in relation to a complaint, a

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reportable incident or from any other source. The NDIS Commission will work with all relevant people and conduct investigations fairly and efficiently and in accordance with the principles of natural justice.

Penalties for breaching the Code will depend on the nature of the breach. For breaches of a less serious nature, the NDIS Commission may, for example, decide to use training and education, warnings and directions. For the most serious breaches, the NDIS Commission may choose a different response, for example, going to court to have civil penalties imposed, deregistering NDIS providers, or banning NDIS providers or workers from providing services and supports in the NDIS sector.

5. Key Responsibilities

Role	Responsibility
Executive Management/Clinical Services Manager	Responsible for communicating Irabina's expectations to all staff. Also responsible to support staff appropriately in the workplace and provide a work environment that facilitates effective performance of duties.
Clinicians/ Employees/Volunteers	Ensure compliance with the policy during all aspects of Irabina business.

6. Definitions

Term	Meaning
Consumer	All end users (parents/guardian/carers, those with ASD and related conditions, Professionals, Schools, etc.) of goods or services provided by Irabina or is directly affected by, the services
Disciplinary Action	The circumstances surrounding an employee's actions and the seriousness of such action will determine the appropriate level of disciplinary action to be undertaken and can include: performance counselling, verbal or written warnings, investigation and/or termination of employment.
Carer	Someone who provides support and help to a person with disability in the activities of their day to day life but not as an employee or person otherwise engaged by an NDIS provider. A carer will often be a family member or guardian of the person.
Complaints Process	In addition to the NDIS Commission having a complaints function overseen by a Complaints Commissioner, registered NDIS providers are required to have effective internal complaints management and resolution systems that are appropriate for the size of a provider and for the services or supports they provide.
Sexual Misconduct	Inappropriate behaviour that may include: <ul style="list-style-type: none"> • asking the person on a date • touching any part of a person's body in a sexual way • touching a person in a way they do not wish to be touched • displaying their genitals to the person

Term	Meaning
	<ul style="list-style-type: none"> • coercing, by pressuring or tricking, a person to engage in sexual behaviours or acts • making sexual or erotic comments to the person – in person or by text message, email or social media message (as well as written comments, this includes images and audio) • making sexually suggestive comments or jokes • intentionally staring at a person in a way that makes them feel uncomfortable • making comments about a person’s sexuality or appearance • making requests of a sexual nature, including to remove clothing, for sexually explicit photographs, videos or for sexual activities • showing the person pictures or videos of naked people, or people undertaking sexual activities • ignoring or encouraging sexual behaviour between people with disability that is non-consensual or exploitative. <p>This list does not cover all situations and there may be other activities or behaviours that constitute sexual misconduct.</p>
Participant	A person who the CEO of the NDIA decides meets the NDIS access requirements in response to a valid access request and so becomes a participant in the NDIS.
Incident Management System	The incident management system that registered NDIS providers are obliged to implement and report on to the NDIS Commission, in accordance with the NDIS (Incident Management and Reportable Incidents) Rules 2018.
Support	Things to help a person undertake daily life activities and enable them to participate in the community and reach their goals.
Worker	Persons employed or otherwise engaged by an NDIS provider. For example, people working in the disability support sector in either a paid or voluntary capacity for an NDIS provider.

7. Related Documents

Irabina HR Manual Media Policy

Public Affairs Policy

National Disability Insurance Scheme (Code of Conduct) Rules 2018

The National Disability Insurance Scheme Act 2013 (NDIS Act)

The Irabina Duty of Care – Child Safety Policy

The NDIS Code of Conduct

The Irabina Feedback and Complaints Policy and Procedure

The Irabina Incident Management Policy and Procedure

The National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

The National Disability Insurance Scheme (Incident Management) Rules 2018

Irabina Recruitment Policy