

Code of conduct

1. Introduction

- 1.1** Ability SDA commits to providing a professional, safe, supportive and productive working environment. This can only happen when everyone cooperates and complies with the appropriate standards of conduct.

Ability SDA strives to ensure all aspects of their services are honest, courteous, reliable and are delivered by responsible people. We encourage all of our staff members to take pride in everything they do and always seek new and improved ways of providing our services.

2. Scope

The [National Disability Insurance Scheme \(Code of Conduct\) Rules 2018 \[F2018L00629\]](#) outlines the requirements of a NDIS Provider.

3. Details

- 3.1** As a registered NDIS provider, Ability SDA will ensure the following:

In providing supports or services to people with disability, a Code-covered person must:

- (a) act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (b) respect the privacy of people with disability; and
- (c) provide supports and services in a safe and competent manner, with care and skill; and
- (d) act with integrity, honesty and transparency; and
- (e) 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; and
- (f) take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- (g) take all reasonable steps to prevent and respond to sexual misconduct.

- 3.2** Ability SDA considers the following acts to be unacceptable. Any Employee or Contractor found engaging in these acts will be subject to disciplinary action which may include reprimand, warning, suspension or dismissal:

- Wilfully damaging, destroying or stealing property belonging to fellow Employees, Ability SDA, SIL and other service providers or tenants;
- Fighting or engaging in disorderly conduct within properties;

- Refusing to follow or failing to carry out the reasonable instructions of a Manager or Employee of Ability SDA;
- Ignoring work duties or wasting time during working hours;
- Coming to work under the influence of alcohol or any drug, or bringing alcoholic beverages or drugs on to a Ability SDA property;
- Intentionally giving any false or misleading information;
- Using threatening or abusive language towards a fellow Employee, Employee of a SIL or other service provider or tenant;
- Employees are prohibited from smoking in or surrounding Ability SDA properties;
- Wilfully or habitually violating health and safety regulations;
- Failing to wear clothing conforming to standards set by Ability SDA in line with the Personal Appearance Policy;
- Not taking proper care of, neglecting or abusing Ability SDA equipment or tools;
- Using Ability SDA equipment in an unauthorised manner;
- Breaching any Workplace Health and Safety policies and procedures;
- Not complying with Ability SDA policies and procedures.

3. Fraudulent and corrupt behaviour

3.1 Ability SDA Employees will:

- Not engage in fraud or corruption;
- Report any fraudulent or corrupt behaviour;
- Report any breaches of the code of conduct; and
- Understand and abide by the accountability requirements of your employment contract with Ability SDA.

4. Record keeping and use of information

4.1 Ability SDA Employees will:

- Record actions and reasons for decisions to ensure transparency;
- Ensure the secure storage of sensitive or confidential information;
- Comply with Ability SDA record keeping requirements;
- Ensure any logins and/or passwords or other confidential files, records, data and any other information is stored in a safe place and not distributed to an unauthorized person; and
- Where permissible, share information to allow others to fulfil their role.

4.2 Ability SDA Employees commit to:

- providing everybody encountered during work with dignity and respect;
- being part of a successful and professional team;
- trust my colleague's skills, capabilities and knowledge;

- act with honesty and integrity;
- communicate effectively with my colleagues and customers;
- being focused, committed and driven;
- taking responsibility for reporting improper conduct or misconduct, which has been, or may be occurring in the workplace. Report the details to the relevant people or agency; and
- taking responsibility for contributing in a constructive and positive way to enhance good governance and the reputation of the Directors.

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