

Policy number	AL-HR-01	Version	1
Drafted by	Mark Pietsch	Approved by management on	11/03/2020
Responsible person	Mark Pietsch	Scheduled review date	20/09/2020

Purpose

This policy affirms Ability Links's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Ability Links expect of all employees.

Ability Links conforms with the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018, which have been developed in line with the National Standards for Disability Services and the National Standards for Mental Health Services.

Ability Links endorses the *United Nations Convention on the Rights of Persons with Disabilities* and promotes equitable treatment of all people in line with the spirit of the NDIS Act. Ability Links employees, contractors and sub-contractors have an obligation to respect the rights of all people including those with a disability and deliver services in a way that maintains the principles underpinning the NDIS.

Scope

This policy applies to all employees, contractors, sub-contractors and work experience personal.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, participants and providers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

Mission Statement:

Our mission is to highlight the abilities of all people and to actively work to reduce barriers faced by the disability community through education, support and connection to resources to assist bridging the equity gap.

We work with NDIS Participants with a focus on building social capital, opportunities and self-management skills, assisting participants and nominees to be in control and informed when navigating NDIS and mainstream supports.

We acknowledge individuality and promote creative out of the box thinking by coaching participants on ways of implementing their plan in line with their goals and reasonable and necessary guidelines. We are person-centric impartial and independent service connecting participants with high quality supports and service while avoiding any conflicts of interest

Vision Statement:

"We believe in equity and will always work to actively to address barriers and advance inclusion for people that experience disabilities"

Values:

Integrity

We take the moral high ground and will not ignore ethics.. We hold ourselves to a high standard and will be honest and straightforward. We will not mislead and will be realistic when setting expectations. We make commitments we intend to keep. We tell the truth and live by our word. We acknowledge when we are wrong and will do what we can to make things right.

Care

We take the time to get to know those we work with. We partner with people and those they care about by presenting options that allow them to exercise choice and control in the decision making process, helping people to achieve their goals their way.

Diversity

We know it takes people with different ideas, strengths, interests, and cultural backgrounds to make equity a reality. We encourage healthy debate and differences of opinion.

Compassion

We listen and act to restore dignity by showing empathy and genuine care for what we do.

Commitment

Loyalty in service to our mission, vision and values

Ability Links will always;

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of those that have trusted us with their information.
- Provide supports and services in a safe and competent manner with care and skill.

- Act with integrity, honesty and transparency.
- Take into account the expressed values and beliefs of people with disability, including those relating to culture, faith, ethnicity, gender, gender identity, sexuality and age, as well as disability.
- 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 and exploitation of vulnerable people.
- Deliver services in a way that maintains standards and principles underpinning the NDIS
- Deliver services in a dignified way that maintains personal privacy.
- We will always be mindful of exposure to viruses or infection by ensuring we do not attend appointments if unwell and maintaining good hygiene practices.
- Support people with disability to make decisions and ensure they always have choice and control over all aspects of their plan including what services they wish to utilise and how the funding can be allocated or spent in achieving their approved NDIS goals.
- Provide reasonable adjustments and communicate in a form, language and manner that enables people with disability to understand the information and make known their will and preferences
- Abide by policies, procedures and lawful directions that relate to your employment with Ability Links and working with the NDIS.
- Always use a person-centred approach and place the participants interest over personal interest.
- Communicate to the participant that they always have the right to access an advocate (including an independent advocate) of their choosing to attend appointments with Ability Links.
- Avoid engaging in, participating in or promoting sharp practices and exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, participants and providers.



- Always respect employee's, participants and provider's culture, diversity, values, beliefs and rights to intimacy and sexual expression.
- Always support the participants right to dignity of risk choice.
- Always ensure each participant is informed that consent is required when collecting information and in what circumstances their information could be collect, use and retain or disclosed (including assessments) to other parties, including that the information could be provided without their consent if required or authorised by law.
- Maintain integrity by declaring and avoiding any real or perceived conflicts of interest.
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money from vulnerable people.
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Ability Links expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the HR Manager or CEO.

This policy will be regularly reviewed by Ability Links HR Manager and any necessary changes will be implemented by the QHSE&R Manager.

Related - Standard Operating Procedure

- AL-COM-01 Participant Feedback, Complaints and Resolution
- AL-COM-SOP-01 Participant Feedback, Complaints and Resolution
- AL-INC-01 Incident Management
- AL-INC-SOP-01 Child & Vulnerably Persons Protection Procedures
- AL-INC-SOP-02 Crisis Response Plan
- WRA-12 Human Resource Management