

Introduction

Life Without Barriers (LWB) Code of Conduct sets out the standards of behaviour expected of anyone who is engaged with the organisation including the Board of Directors, employees, suppliers, volunteers, consultants and carers. The Code of Conduct forms the basis for professional and ethical behaviour and the guiding principles are aligned with the organisation's purpose and values.

LWB is committed to ensuring that all individuals receive, understand and adhere to the Code of Conduct.

Guiding Principles

2.1 Relationships

- a) Actively embrace diversity and meaningfully work to build cohesion connectedness and potential with others.
- b) Respect the right to privacy and confidentiality of LWB and individuals at all times.
- c) Maintain a professional and prompt approach to all dealings with others.
- d) Act in a manner that upholds:
 - i. LWB integrity;
 - ii. LWB reputation; and
 - iii. LWB ability to deliver its services.
- e) Act ethically, honestly and with integrity in all communications and dealings.

2.2 Imaginative

- f) Remain open to new creative ideas to find solutions and build on strengths.

2.3 Courageous

- g) Stand up for the rights of others and what LWB believe will make a difference.
- h) Act in a manner that is accurate, responsible and accountable for all actions and advice.
- i) Any potential or perceived acts of bribery, fraud or corruption to be immediately reported.
- j) Use LWB resources in a proper and authorised manner at all times.
- k) Avoid any potential, perceived or actual conflict of interest. Any such conflict to be immediately declared.
- l) Ensure that decisions and actions are fair, lawful and comply with LWB policies, procedures, purpose, values and strategy.
- m) Any offers of gifts or hospitality may not be accepted and shall be reported to management.

2.4 Respectful

- n) Recognise and honour the culture, custom, history, backgrounds and differences of individuals and communities to provide dignity to all.
- o) Recognise Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and their unique rights as first peoples.
- p) Treat all individuals with respect, dignity and courtesy.
- q) Bulling, harassment or discrimination against any person is not tolerated.
- r) Protect the assets of the company, including intellectual property.

2.5 Responsive

- s) Respond flexibly, quickly and effectively to community needs and deliver on our commitments.
- t) Any event or situation that will or may impact suitability or ability to provide services to LWB or its clients, to be immediately reported.
- u) Any change to criminal record or any other matters which have the potential to impact on probity status to be immediately reported.
- v) Perform work safely, professionally, efficiently, effectively and with integrity.
- w) Accountable for professional competency, quality of work and strive to continuously improve.

Breaches of a Code of Conduct

All individuals will be held accountable for their actions. Behaviour which is contrary to the Code of Conduct will be dealt with in accordance with LWB's policies and procedures. Any breach or suspected breach will be subject to an investigation and may result in disciplinary action, termination or de-authorisation/disengagement.

In circumstances of a breach of law, the matter may be required to be referred to the appropriate government or regulatory body.

If you require further explanation or translation assistance, please speak to your case manager.

Appendix 2: Code of Conduct for Carers

SCOPE

This appendix applies to individuals delivering direct care services to LWB clients, including volunteer foster carers and contracted carers.

OUR STANCE ON CHILD SAFETY AND WELLBEING

We put children first. Every day, Life Without Barriers offers support and care to children. We want each and every one of those children to feel as safe and respected as they should. We all have a responsibility to make sure their safety comes first – and that they're well cared for, protected from abuse and given the respect they deserve.

INSTRUCTIONS

Please read and ensure you understand the Code of Conduct outlined below. In the event that you require explanation or translation assistance, please notify your contact person at LWB. Please sign your agreement to carry out your services and responsibilities in line with the Code of Conduct at the end of the document.

It is also important that you read and understand the Code of Conduct Policy. This Policy operates in conjunction with this Code of Conduct appendix, and sets out your agreement to follow this Code of Conduct and your understanding of the possible consequences of breaches of the Code of Conduct (including de-authorisation as a carer or cessation of your contract).

The Code of Conduct is written as a set of guiding principles; it does not cover all situations which you might face in your service delivery. You should use your best professional judgement and the highest level of integrity and professionalism at all times. If you have any doubt as to the applicability or interpretation of the Code of Conduct, the matter should be discussed with your contact person at Life Without Barriers.

It is your responsibility to ensure you completely understand and adhere to both the Code of Conduct Policy and the Code of Conduct as amended and notified to you, from time to time.

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I will uphold the vision, mission and values of LWB:

Relationships

- a. I will always act respectfully towards, and in the best interest of our service users.
- b. I will respect the right to privacy and confidentiality of all service users, their families, those in my care and any other persons that I come across as part of my role. In particular, I will be mindful of social networking sites and respecting privacy, confidentiality and professional boundaries. This means that I will not interact with service users on social networking sites, and I will be careful not to breach any person's privacy if I use social networking sites.
- c. I will focus on the capabilities and possibilities of others;

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- d. Act in a manner that upholds:
- LWB integrity;
 - LWB reputation; and
 - LWB ability to deliver its services;
- e. I will maintain professional boundaries in all my relationships and be mindful of any vulnerabilities of service users or their families.

Imaginative

- f. I will remain open to new creative ideas to find solutions and build on strengths

Courageous

- g. I will advocate for the rights of those in my care
- h. I will ensure that I provide honest, accurate and responsible advice and information as requested

Respectful

- i. In circumstances where I am approved to use Life Without Barriers' resources, I will use them in a proper and authorised manner at all times;
- j. I will take reasonable steps to avoid or immediately declare any potential, perceived or actual conflicts of interest in line with the Conflict of Interest Policy and Procedure;

Responsive

- k. I will familiarise myself and comply with all laws relevant to my areas of responsibility and service delivery;
- l. I will perform my role and responsibilities efficiently, effectively and with integrity;
- m. I will remain accountable for, and strive to improve my professional competencies and quality of work or the care that I provide;
- n. I will comply with any lawful and reasonable direction given by an authorised person within Life Without Barriers;
- o. I will ensure I understand and remain familiar with Life Without Barriers' policies and procedures
- p. I will ensure I understand and remain familiar with LWB's ICT Acceptable Usage Policy at all times;
- q. I will immediately notify LWB of any event or situation which will or may impact on my suitability or ability to provide services to LWB or its clients.
- r. I will ensure that my decisions are made fairly, lawfully and in line with Life Without Barriers' policies, procedures and stated vision, mission, values and strategy.
- s. I will treat all service users, their families, my colleagues, stakeholders and all other people with respect, dignity and courtesy;

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- t. I will make sure not to bully, harass or discriminate against any person, and I will report any behaviour of this nature to my Supporter of Carer (SOC) or contact person at Life Without Barriers.

I will familiarise myself and comply with all laws (State and Commonwealth) relevant to my areas of responsibility including the legislated requirements for licensing and accreditation. This includes:

TAS – Children, Young Persons and their Families Act 1997 (TAS)

I agree to uphold the Charter of Rights for a child in care as per the requirements of the relevant State or Territory body. I will ask my SOC or contact person at Life Without Barriers if I have not received the Charter of Rights for my State or Territory.

I commit to cooperating with the Commission for Children and Young People in my State and assisting the Commission in exercising its role to safeguard the welfare and interests of children and young people. I will take the responsibility for ensuring I understand the requirements of the Commission in my State by asking my contact person at LWB.

In relation to users of our services who have a disability, I commit to complying with all provisions and requirements of the *Disability Services Act 1986 (Cth)* and the related State based legislation. Including:

TAS – Disability Services Act 1992

In particular, I agree to uphold the standards set out to guide the administration of the legislation as applicable to me. These principles state that:

- Each person with a disability who is seeking a service has access to a service on the basis of relative need and available resources;
- Each person with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals;
- Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the service he or she receives;
- Each service recipient's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected;
- Each person with a disability is supported and encouraged to participate and be involved in the community;
- Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community;
- Each service recipient is encouraged to raise, and have resolved without fear of retribution, any complaints or disputes he or she may have regarding the service provider or the service;
- Each service provider adopts quality management systems and practices that optimise outcomes for service recipients;

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- Each person with a disability enjoys working conditions comparable to those of the general workforce;
- The employment opportunities of each person with a disability are optimised by effective and relevant training and support;
- Each person employed to deliver services to a person with a disability has relevant skills and competencies;
- The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients.

I acknowledge the need to assess my suitability as a person to be involved in the provision of care and services to children, young people or people with a disability and all supporting staff. Further to this,

- I declare that I am “safe” and “suitable” to have direct contact with clients, service users and people in care;
- I understand and am committed to the principles for administering the legislation relevant to the type of care I provide;
- I am able to provide care in a way that meets the standards of care defined by the applicable legislation, including the legislated Statement of Standards;
- I understand the policies, practices and procedures implemented by Life Without Barriers to ensure that the care provided meets the standard of care requirements; and
- I will complete any training as required by LWB to maintain my compliance with client service delivery obligations.

I agree to:

- Provide written consent for checks of my criminal, child protection, domestic violence and relevant traffic offence histories to be conducted every two years or as required in accordance with relevant legislation;
- To ensure my employees (where applicable), subcontractors or any other person associated with a service user or client is deemed to be a suitable person;
- Advise adult household members (as defined by the relevant legislation and LWB Policy and Procedure) that they must undergo suitability and probity checks as well as meet the obligations of a carer;
- Advise LWB of any changes to members of the household as they occur;
- Provide substantial proof of my identity such as original copies of my birth certificate, passport or driver’s license, and, where relevant, proof of a change of my surname such as a marriage or divorce certificate, that can be sighted and copied by Life Without Barriers;
- Immediately disclose any changes to my criminal or other histories such as a new charge or conviction or change in circumstances as per State requirements, to my contact person at Life Without Barriers and consent to this information being forwarded to the relevant Government department as required by legislation;

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- Immediately disclose changes to address to Life Without Barriers; and
- Provide evidence of training and / or qualifications if requested by Life Without Barriers;

I understand and accept my Direct Care Obligations as per the relevant legislation in relation to the provision of care in my own home, or within a residential setting providing services to children, young people or people with a disability. I accept the following stipulations:

Residential setting

I will ensure that the residence and its surrounds:

- Are kept safe at all times
- Are clean
- Are in good repair
- Are properly ventilated
- Have sufficient lighting
- Have sufficient heating

Furniture, Furnishings and Equipment

I will ensure the residence has

- Adequate, furniture, furnishings and equipment
- Adequate facilities for the preparation, refrigeration and hygienic storage of meals and refreshments
- Adequate facilities for the storage of equipment and bedding
- Sufficient equipment suitable for the indoor and outdoor recreational needs of the person
- At least one telephone available for use
- Smoke detectors installed

Swimming Pools

I will ensure that any swimming pool at the residence must be adequately fenced in accordance with the relevant local and State legislation.

Care of people placed with you by Life Without Barriers

For each person placed in my care, I will ensure that:

- The health, safety and welfare and progress of the person are promoted;
- The person is encouraged to participate, as far as is reasonably practicable, in the ordinary life of the community;

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- The person's religious and cultural identity will be supported and efforts made to enhance these key community networks;
- The same standards of care and discipline are applied to all children and young people residing in the home, and
- The child or young person is encouraged to maintain a connection with birth and extended family.

Bedrooms

I will ensure that

- I provide adequate sleeping accommodation for the person placed in my care;
- The sleeping accommodation is appropriate for the age of the person placed and accounts for the person's requirements and privacy and:
 - The person is provided with a separate bed equipped with a clean and comfortable mattress and bed clothing appropriate to the climate;
 - Linen on the person's bed is changed weekly (or more frequently if necessary);
 - Adequate facilities are provided for storage of the person's clothing and personal belongings.

Study

I will ensure that a client placed in my care is attending school or undertaking studies, and is provided with facilities for quiet study that are adequate, having regard to the age and needs of the client.

Health and Medical Attention

- I will ensure that the person placed in my care is supplied with such medical and dental treatment or other ancillary healthcare as is necessary;
- I will notify Life Without Barriers support staff as soon as practicable (within 24 hours) after a person placed in my care is admitted to hospital;
- I will follow directions or recommendations from a medical practitioner in regards to the care or treatment of a person in my care.
- The carer will encourage healthy lifestyles including provision of exercise opportunities, health balanced diet and sound menu planning practices.

Positive Behaviour Support of clients or service users placed with you, or in your care

I will ensure that the person in my care:

- Is given positive support towards socially acceptable behaviour
- Is not subjected to or threatened with:
 - any form of corporal punishment;
 - any punishment that takes the form of immobilisation, force feeding or depriving of food; or
 - any punishment that is intended to humiliate or frighten the person

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Performance of Unreasonable Duties

I will not require a person placed in my care to perform duties that are unreasonable, having regard to the person's age and physical and intellectual development.

Discharge of People Placed by Life Without Barriers

I will not discharge a person who has been placed into my care into the care of any other person, otherwise than:

Into the care of:

- An authorised direct care provider or employee of Life Without Barriers; or
- A person who is entitled to custody of the child; or
- An authorised officer; or

With the written consent of the Director-General of the Department of Community Services (or their delegated representative) or the principal officer of Life Without Barriers; or

Pursuant to an order of a court having jurisdiction to make orders with respect to the care and custody of children.

Animals

I will ensure that any animal kept at the home as a pet is clean, well cared for and does not pose a risk to the client or any person associated with LWB.

I acknowledge my responsibilities regarding mandatory reporting (including reportable conduct, matters of concern or reporting allegations of abuse, neglect or exploitation), as per the State or jurisdiction's legislation and the licensing requirements of the relevant program. I agree to:

- Familiarise myself with the requirements regarding mandatory reporting for my service stream and the State where I am;
- Act in accordance with the applicable legislation and requirements, including making the formal notifications of reportable conduct, matters of concern or reporting of allegation of abuse, neglect or exploitation in accordance with the legal requirements
- Fully support the rights and responsibility of other persons engaged by Life Without Barriers to make formal notifications as per above;
- Not act nor behave in a way that deliberately discourages other persons from their mandatory reporting requirements (including reportable conduct, matters of concern, reporting allegation of abuse, neglect or exploitation) or that alienates or vilifies colleagues who may have reported such matters or allegations; and
- Play my part in promoting an environment in which my colleagues and I feel encouraged and supported in making the mandatory reports and notifications as required of me;

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- Familiarise myself with and fully adhere to the recording procedures for reporting matters of concern/ or allegations of abuse, neglect or exploitation as detailed in Life Without Barriers' Policies and Procedures.

In keeping with legislative requirements, I accept that I must not access, use or disclose any official information, including information maintained on a case file, information of a confidential nature regarding the organisation's business or affairs, and any other information which the organisation tells me is confidential, without proper authorisation from Life Without Barriers Management in writing or lawful reason. Specifically, I will ensure that:

- Official information is only used for direct care related purposes and not for personal benefit;
- Confidential information is not, and cannot, be accessed by unauthorised people;
- I only discuss sensitive information, both within and outside of the organisation, with people who are authorised to have access to the information. If I am unsure about who has proper authority, I will discuss the matter with my contact person at Life Without Barriers. I will not discuss or display confidential details in public places, social networking websites or forums;
- I maintain the secure storage of data such as files and I will report all unauthorised access to my contact person at Life Without Barriers.

I will conduct my relationships with all people, their families and external organisations in a professional and ethical manner. In light of this, I will ensure that:

- I maintain a professional relationship with all people and their families, who are and have been users of LWB's services;
- I do not engage in any abusive or exploitative behaviour with all people and their families, who are and have been users of our services;
- I maintain professional relationships with organisations outside Life Without Barriers that I may have cause to deal with during the course of my delivery of services;
- I do not approach referring or funding bodies without specific authorisation in writing from Life Without Barriers;
- I recognise that I have a responsibility to participate in regular visits from external agencies, internal staff, clinicians and other practitioners as required;
- I do not engage in any sexual activity with current users of our service or their family members. I also understand that sexual activity with former users of our service is discouraged, and prohibited with former users of our service under the age of 18 years or older if the person is the subject of a statutory order;
- I treat all people and members of their families in a respectful and caring manner that acknowledges their human rights, cultural background, gender and stage of personal development.

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In order to provide the safest and highest quality care, I will not take any illicit drugs (or have them on the premise) or be under the influence of alcohol whilst a child, young person or any other individual is in my care.

If I am unable to care for the person who is under my care (due to health or other unexpected circumstances), I will contact LWB to discuss and arrange an alternative plan for the person under my care.