

# Code of Conduct

At Raven Community Care, our culture and values are integral to the achievement of our purpose, supporting you to be your best you.

Our values of fairness, hope, courage and perseverance and the associated expected behaviours create the culture and safe environment where our people can thrive, be highly engaged, and committed to delivering high quality services to our clients. Our values and behaviours help each individual staff member to deliver a valued contribution to achieving our strategic goals.

To provide transparency and clear accountability at the individual level the Raven Community Care Code of Conduct provides a shared understanding and expectation of the way we behave at work as individuals, towards each other, our clients, their families and carers, partners, and other professionals. Building on our values, it empowers us to carry out our roles ethically and professionally, promoting a positive, safe environment.

Raven Community Care and its employees are also required to adhere to the National Disability Insurance Scheme (NDIS) Code of Conduct (NDIS Code). The NDIS Code is founded in NDIS legislation (NDIS Act 2013) and has been included alongside Raven Community Care's Code. Raven Community Care's Code and the NDIS Code together provide the basis of a positive workplace culture, reflective of our values.

**All staff at Raven Community Care are required to read Raven Community Care's Code and the NDIS Code and associated guidance documents.**

Please read Raven Community Care's Code, the NDIS Code and the NDIS Code of Conduct Guidance for Workers and make sure you understand these documents. If there is anything that you do not understand, ask a manager to explain it.

In addition to the above, Raven Community Care's Directors and Chief Executive Officer are required to read, understand, and apply the NDIS Code of Conduct Guidance for Service Providers.

All Raven Community Care staff are required to agree with and follow the Codes.

All Raven Community Care staff are required to make themselves fully aware of both Codes. Each person must sign an acknowledgement that they have read and understood the Codes and will implement and adhere to the provisions and to Raven Community Care's core values.

Thank you for supporting Raven Community Care and the people we are here to support to be their best self.

## **INTRODUCTION**

### **Welcome to Raven Community Care**

Raven Community Care is a provider of disability support services. Through the relationships we build with our clients, their families and carers, and the practical assistance we offer, we help people to experience their best self and enjoy an active and engaged life. We are committed to human rights and self-determination, and the support we offer is guided by people's aspirations for the life they want to lead.

#### **Our values**

Raven Community Care is committed to ensuring that our work and engagement with people reflect the following values.

Staff must maintain professional boundaries with children and young people at all times. This includes avoiding dual relationships, personal friendships, inappropriate physical contact, exchanging personal gifts, private communication outside approved channels, and interactions that could reasonably be perceived as favouritism, grooming, or exploitation.

#### **Purpose of Raven Community Care's Code of Conduct**

The purpose of Raven Community Care's Code is to outline the expectations of Raven Community Care staff by prescribing standards of required behaviour. Raven Community Care has developed policies, procedures, frameworks, and guidelines to support the application of the Code and staff are required to comply with these.

Raven Community Care's Code is designed to help staff understand the responsibilities and obligations of working at Raven Community Care. The behaviours described in Raven Community Care's Code provide a shared understanding and expectation of the way we behave as individuals, towards each other, our clients, their families and carers, partners, and other supporters. Raven Community Care's Code also provides guidance on how to raise and report breaches of the standards it sets.

Raven Community Care's Code encompasses State's Code of Conduct for Disability Service Workers.

Raven Community Care's Code supplements Raven Community Care's legal obligations in areas such as Occupational Health and Safety, Equal Opportunity, and Privacy.

Raven Community Care's Code also works in conjunction with existing codes of professional conduct associated with professional registration or membership.

Raven Community Care's Code does not replace the NDIS Code. The NDIS Code sets out expectations for safe and ethical services and supports for both NDIS providers and workers. The NDIS Code, the

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NDIS Code of Conduct Guidance for Service Providers and the NDIS Code of Conduct Guidance for Workers apply to any provider or worker supporting a person who is participating in the NDIS and related services. Raven Community Care will adhere to the NDIS Code, take steps to ensure workers adhere to the NDIS Code, investigate, and take appropriate action to address any breaches.

### Scope

Raven Community Care’s Code and the NDIS Code apply to all staff at Raven Community Care and Raven Community Care expects all staff to understand and meet both codes.

The standards in Raven Community Care’s Code and the NDIS Code also apply to social activities that take place outside work premises but under Raven Community Care’s auspices, and to the making of comments about other staff or clients on social media where the status of the person making the comments as an Raven Community Care staff member is indicated or can be inferred.

### Framework of responsibility

Raven Community Care Directors	Approve Raven Community Care’s Code.
Raven Community Care Chief Executive Officer	<p>Delegated authority to implement Raven Community Care’s Code.          Raises awareness, ensures accessibility, monitors compliance.</p> <p>Oversees training requirements and manages breaches and reports of noncompliance. Supports managers with enquiries and actively supports reviews of Raven Community Care’s Code. Ensures employees can access Raven Community Care’s Code and the NDIS Code and that they comply with training programs.</p> <p>Monitors adherence to Raven Community Care’s Code and the NDIS Code and supports employees with questions or concerns.</p>
Raven Community Care Staff	<p>Applying and complying with Raven Community Care’s Code and the NDIS Code:</p> <ul style="list-style-type: none"> <li>Review Raven Community Care’s Code and participate in training programs.</li> <li>Seek clarification when required and raise issues of non-compliance.</li> </ul>

- Never engage in any sexual conduct with a person who they support, including actions committed by force, intimidation, coercion, or manipulation.

## **Promote the safety and wellbeing of children and young people**

Staff must comply with the organisation's Child Safe Policy, Incident Management, Risk Escalation & Mandatory Reporting Policy, Recruitment, Screening and Selection Policy, and Feedback and Complaints Policy when undertaking duties involving children and young people.

All staff have a duty to immediately report any concerns, suspicions, disclosures, allegations, incidents, or risks relating to the safety and wellbeing of a child or young person in accordance with Raven Community Care's Child Safe Policy and Incident Management, Risk Escalation & Mandatory Reporting Policy.

### **Staff are required to:**

- Apply child safe principles as outlined in the draft National Principles for Child Safe Organisations developed by the Australian Human Rights Commission.
- Observe child safe principles and expectations for appropriate behaviour towards and in the company of children, this includes supporting the safety, participation, wellbeing, and empowerment of children and taking all reasonable steps to protect children from abuse.
- Staff must promote the safety of children and young people in both physical and online environments and must only use approved organisational communication platforms when interacting with children and young people.
- Promote the safety of children and young people in both physical and online environments and only use approved organisational communication platforms when interacting with children and young people.
- Raise concerns with management if risks to child safety are identified in any of the activities, facilities, structures, procedures or staffing practices at Raven Community Care.
- Report any concern, allegation, disclosure, or observation of child abuse to the relevant person or authority as outlined in Raven Community Care's reporting procedure and in line with mandatory reporting requirements, including the reportable conduct scheme.
- Respect the privacy of children and their families by keeping all information regarding child protection concerns confidential, only discussing information with the relevant people to follow reporting procedure.
- Treat all children with respect, regardless of race, colour, sex, gender identity, sexual orientation, language, religion, political or other opinion, national, ethnic, or social origin, culture, property, disability or other status.
- Listen to and value children and young people's ideas and opinions.

## **Promote the Safety and Wellbeing of Children and Young People**

Raven Community Care recognises that some children may be more vulnerable to abuse, including children with disability, Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children in out-of-home care, and LGBTQIA+ children and young people. Staff must take additional steps where necessary to ensure these children are safe, included, respected, and able to participate in decisions affecting them.

## **Prohibited Conduct When Working with Children and Young People Prohibited Conduct**

To maintain a child safe organisation, all Raven Community Care staff, contractors, volunteers, students, and directors must not engage in any behaviour that may place a child or young person at risk of harm, abuse, exploitation, neglect, or grooming.

### **Staff must not:**

- Engage in any form of physical, emotional, psychological, verbal, sexual, or financial abuse of a child or young person.
- Use inappropriate, offensive, discriminatory, intimidating, humiliating, threatening, or degrading language towards a child or young person.
- Develop personal relationships with children or young people outside of professional service delivery arrangements.
- Exchange personal contact details with children or young people unless specifically authorised and required for service delivery.
- Communicate with children or young people through personal social media accounts, private messaging applications, or other unauthorised communication channels.
- Engage in grooming behaviour or any conduct intended to build inappropriate emotional connections with a child or young person.
- Spend unnecessary time alone with a child where this is not required for service delivery and appropriate safeguards are not in place.
- Show favouritism, provide gifts, money, or special treatment to a child outside approved organisational practices.
- Raven Community Care applies child safe recruitment and screening practices, including Working With Children Checks, reference checks, identity verification, behavioural-based

interview questions, and ongoing suitability assessments for all workers engaged with children and young people.

- Share inappropriate images, videos, materials, or content with children or young people.
- Photograph, record, or film children or young people without appropriate consent and organisational approval.
- Ignore, minimise, conceal, or fail to report concerns, allegations, disclosures, incidents, or suspicions relating to child safety.
- Encourage children or young people to keep secrets from their parents, guardians, carers, or Raven Community Care staff.
- Engage in any conduct that could reasonably be perceived as exploiting, abusing, neglecting, grooming, or placing a child or young person at risk of harm.

Any breach of these requirements may result in disciplinary action, including termination of employment, mandatory reporting to relevant authorities, notification to the Office of the Children's Guardian, and referral to law enforcement agencies where required.

### **Equity, Diversity, Inclusion and Non-Discriminatory Practice Equity, Diversity and Inclusion**

Raven Community Care is committed to providing services that are respectful, inclusive, culturally safe, and free from discrimination. We recognise and value the diversity of all children and young people and are committed to ensuring every child feels safe, respected, heard, and empowered.

Raven Community Care staff must:

- Treat all children and young people fairly, equitably, and with dignity and respect.
- Provide services that are inclusive and responsive to individual needs, backgrounds, identities, and lived experiences.
- Promote the participation and inclusion of children regardless of their disability, race, ethnicity, culture, language, religion, gender identity, sexual orientation, family circumstances, socioeconomic background, or other characteristics.
- Support culturally safe practices for Aboriginal and Torres Strait Islander children and young people.
- Respect the cultural, linguistic, religious, and personal identities of children and families.
- Use respectful and inclusive language at all times.
- Identify and remove barriers that may prevent children from participating fully in services and decision-making processes.
- Actively listen to and value the views, wishes, and experiences of children and young people.

- Challenge and report discriminatory, exclusionary, bullying, harassing, or inappropriate behaviour whenever observed.

Raven Community Care supports a workplace and service environment where diversity is valued, inclusion is promoted, and all children and young people are provided equal opportunities to participate, contribute, and thrive.

## The NDIS Code of Conduct

The National Disability Insurance Scheme (Code of Conduct) Rules 2018 sets out the NDIS Code of Conduct, which applies to all NDIS providers and persons employed or otherwise engaged by them, regardless of whether they are registered. The NDIS Code of Conduct supports the rights of people with disability in the National Disability Insurance Scheme to have access to safe and ethical supports and reflects the core values and principles set out in the National Standards for Disability Services, the National Mental Health Standards, and the National Disability Insurance Scheme Act 2013.

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

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions; and
- Respect the privacy of people with disability; and
- Provide supports and services in a safe and competent manner, with care and skill; and
- Act with integrity, honesty, and transparency; and
- 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
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability; and
- Take all reasonable steps to prevent and respond to sexual misconduct.

### **NDIS Code of Conduct Guidance for Workers**

All staff are required to read the NDIS Code of Conduct Guidance for Workers. This document provides guidance for workers on how they should apply the NDIS Code to their daily practice and consequences for breaching the NDIS Code.

### **NDIS Code of Conduct Guidance for Service Providers**

Raven Community Care, as a NDIS registered service provider, is also required to apply the NDIS Code of Conduct

Guidance for Service Providers. This document provides guidance for Raven Community Care's Directors and Chief Executive Officer on their responsibilities in relation to applying the NDIS Code and consequences for breaching the NDIS Code.

## Complying with Raven Community Care's Code and the NDIS Code

### Making good decisions

Part of working at Raven Community Care is about making good decisions. When faced with a decision and you are unsure of how to act, or whether your proposed actions are within Raven Community Care's Code and the NDIS Codes, you can ask yourself the following questions:

- The Policy Test – Is my proposed action consistent with this Code and other Raven Community Care policies and procedures?
- The Legal Test – Is my proposed action legal? Does it conflict with any applicable law or regulation?
- The Values Test – Is my proposed action consistent with Raven Community Care's values? Is it ethical and honest?
- The Mirror Test – What are the consequences of my proposed action? How will I feel about myself if I take the action?
- The Others Test – What will others think about my proposed action?
- The Media Test – Would I be concerned if my proposed action was headlined in the media?

If, after you have considered these points, you have any doubts about a decision you face, you should discuss the decision with your manager. In addition, if you believe there is a potential breach of Raven Community Care policy or procedures, you should discuss the matter with your manager.

### Reporting concerns and/or alleged breaches of Raven Community Care's and/or the NDIS Code

Anyone can discuss a concern or make a complaint about alleged breaches of Raven Community Care's Code and/or the NDIS Code.

Staff should report any alleged breach or concerns about an alleged breach of Raven Community Care's Code and/or the NDIS Code to their manager. If the staff member is not comfortable reporting the allegation to their manager, they should report the allegation to the CEO or a Director.

Managers have a responsibility to address concerns and alleged breaches of both codes promptly and in a fair and reasonable manner. The manager or more senior member of staff must follow Raven Community Care's Workplace Investigation Procedure. The NDIS Commission may also investigate

alleged breaches of the NDIS Code by providers and/or workers. For further information regarding alleged breaches of the NDIS Code please refer to the NDIS Guidance.

Staff also have the right to approach an external agency in relation to their complaint.

### **Protection for people who raise concerns about a breach of Raven Community Care's Code and/or the NDIS Code**

Raven Community Care is committed to protecting any person who raises concerns about a breach of either code from victimisation. Any attempt to take detrimental action against a person or persons raising a concern or allegation regarding a breach of the codes will be taken seriously and may lead to disciplinary action.

### **Consequences of breaching Raven Community Care's Code and/or the NDIS Code**

Possible outcomes for a staff member who has breached Raven Community Care's Code and/or the NDIS Code may be:

- Counselling
- Coaching
- Performance improvement plans
- Disciplinary action
- Referral to the relevant registration board where the staff member is a registered health practitioner
- Referral to the police or relevant legal authority or Government agency under Raven Community Care's legal obligations
- Termination of employment

Certain sections of both codes reflect the requirements of legislation, and breaches of these conditions may be punishable under law. There may also be terms and conditions in contracts that could be enacted.

When NDIS providers, or persons employed or otherwise engaged by NDIS providers, are found to have breached the NDIS Code of Conduct, the NDIS Commissioner is able to take a range of actions as appropriate, including education, compliance and enforcement action or prohibiting them from operating in the NDIS market.

### **Further information about the Codes**

For further information about Raven Community Care's Code and/or the NDIS Code please contact Raven Community Care's Director.

### Relevant legislation, standards and codes

NDIS Code of Conduct and Guidance

NDIS Quality and Safeguarding Framework December 2016

Fair Work Act 2009 (Cth)

Sex Discrimination Act 1984 (Cth)

Racial Discrimination Act 1975 (Cth)

Age Discrimination Act 2004 (Cth)

Disability Discrimination Act 1992 (Cth)

International Convention on the Rights of Persons with Disabilities 2006

Child Safe Standards

Human Services Standards

National Standards for Disability Services

### Supporting policies and procedures

Raven Community Care's OneDrive contains all the supporting policies, procedures, guidelines, and forms relevant to Raven Community Care's Code. A full list of these is available on the OneDrive in the Policy Framework Spreadsheet.

## Definitions

Any defined terms below are specific to this document:

**Abuse** is a violation of a person's human rights and has several forms such as financial abuse, emotional abuse, physical abuse, sexual abuse, and neglect. To be effective, zero tolerance of abuse requires a clear understanding of what abuse is and the types of behaviour that are abusive.

- **Financial abuse:** The misuse of a person's assets, property, possessions, and finances without their consent. It includes:
  - Denying a person, the use of their own assets, property, possessions, and finances
  - Theft, fraud, exploitation, and pressure in relation to assets, property, possessions, and finances
  - Obtaining assets through deception.

- **Emotional abuse:** Actions or behaviours that reject, isolate, intimidate, or frighten by threats, or the witnessing of family violence, to the extent that the person's behaviour is disturbed, or their emotional or psychological wellbeing has been, or is at risk of being, seriously impaired. This includes:
  - Rejecting, isolating, terrorising, and ignoring behaviours
  - Denying cultural or religious needs and preferences
  - Emotional abuse perpetrated by other people with a disability
  - Where a person subjects another person to behaviour that may result in psychological trauma, such as bullying, harassment, humiliation, and threats.
- **Physical abuse:** Actions that involve the inappropriate use of physical contact or force against a person. This includes:
  - Threats of physical abuse
  - Excessive use of physical force or restraint by a staff member
- **Sexual abuse:** Actual or attempted unwanted sexual actions that are otherwise forced on a person against their will or without their consent using physical force, intimidation, or coercion.
- **Neglect:** The failure to care adequately for a person to the extent that the health, wellbeing, and development of the person is significantly impaired or at risk.

**Advocate:** a person who helps represent the interests of the individual concerned by supporting them to express their views and concerns, and ensuring they have access to choices, options and information that is fully accessible. An advocate does not have legal guardianship over the individual concerned and must be chosen by the individual.

**Child:** a child or young person is a person under eighteen years of age.

**Client:** includes clients of Raven Community Care, their family or carers.

**Disciplinary action:** the circumstances surrounding a staff members' actions and the seriousness of such actions will determine the appropriate level of disciplinary action to be undertaken and can include performance counselling; verbal or written warnings; investigations; referral to the police and/or relevant legal authority and/or termination of employment.

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**NDIS Workers:** includes but is not limited to employees, key personnel, sole traders, contractors, sub-contractors, agents in the NDIS sector, and volunteers.

**Recently exited clients:** consistent with the Australian Psychological Society ethical guidelines, recently exited clients refer to clients exited from Raven Community Care's services within the last two years.

**Staff:** includes employees, trainees, directors, students on placement, reference groups, volunteers and contractors of Raven Community Care; including the employees of contractors, subcontractors, and employees of labour hire companies assigned to work at Raven Community Care.

**Victimisation:** subjecting, or threatening to subject, someone to something detrimental because they have raised a concern or made a complaint about an alleged breach of the Code or, helped someone else to raise a concern or make a complaint.

**Staff name:**

**Date:**

**Staff Signature:**

**Company representative's name:** Magdi Oueik

**Date:**

Company representative's Signature