



NDIS Code of Conduct Policy

Version 1.1
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Contents

NDIS Code of Conduct Policy	3
1.1. Purpose	3
1.2. Application of Policy	3
1.3. Procedures	4
1.4. Performance Standards	4
1.5. Review of the Policy	5

1.1. Purpose

The purpose of this policy is to promote the health, safety and wellbeing of our clients by setting out acceptable, appropriate and ethical conduct for DST staff delivering supports to NDIS clients.

The NDIS Code of Conduct Policy references the following:

- NDIS Code of Conduct 2019 and updated 2023
- UN Convention on the Rights of Persons with Disabilities
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Act 2013
- NDIS Quality and Safeguarding Framework

This policy relates to all of Down South Therapy activities and applies to all employees, contractors, students, advocates, directors and others who may act on behalf of Down South Therapy.

1.2. Application of Policy

Down South Therapy affirms the rights of all people including people with disability to be respected, to have their dignity and privacy upheld, to have their right to expression and decision-making opportunities safeguarded, and that they are not exposed to any form of abuse or neglect while using our service, so they can feel safe from harm, as far as possible.

We expect that everyone who is associated with Down South Therapy will share our commitment to maintaining an organisational culture that upholds the NDIS Code of Conduct as detailed below.

NDIS Code of Conduct

- 1. Act with respect for individual rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.**
 - Deliver services in a way that maintains the standards and principles underpinning the NDIS
 - Support people with disability to make decisions
 - Communicate in a form, language and manner that enables people with disability to understand the information and to make known their will and preferences
 - 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
- 2. Respect the privacy of people with disability.**
 - Comply with Commonwealth and State and Territory privacy laws
 - Deliver services in a dignified way that maintains personal privacy
- 3. Provide supports and services in a safe and competent manner, with care and skill**
 - Ensure workers have the necessary training, competence and qualifications for the supports and services delivered
 - Provide services consistent with relevant professional codes
 - Meet relevant work health and safety requirements
 - Maintain appropriate and accurate records and follow security procedures
 - Hold appropriate insurance
- 4. Act with integrity, honesty and transparency**
 - Recommend and provide supports and services appropriate to the needs of the participant
 - Maintain integrity by declaring and avoiding any real or perceived conflicts of interest
 - Avoid engaging in, participating in or promoting sharp practices

- 5. 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**
 - Foster and environment where people with disability, their families, carers, advocated and workers feel safe to make a complaint or report issues.
 - Operate effective complaints processes
 - Operate effective incident management system
 - Undertake investigative and disciplinary action and comply with external investigations
- 6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability**
 - Commit to eliminating any form of violence, abuse, neglect and exploitation
 - Identify and respond to incidents of violence, abuse, neglect and exploitation, and report these to the NDIS Commission and, as appropriate, to other relevant authorities
 - Reduce and eliminate restrictive practices
- 7. Take all reasonable steps to prevent and respond to sexual misconduct**
 - Have in place clear guidance for staff behaviour
 - Operate effective processes for dealing with sexual misconduct
- 8. Prohibition on charging and representing higher prices for the supply of goods for NDIS Participants**
 - DST recognises that NDIS participants have the right to equality and non-discrimination when purchasing goods in the NDIS market. They also have the right to access appropriate and affordable services, devices and other assistance for disability related needs.
 - DST undertakes that all service price differentiations are based on the actual cost of providing services to NDIS clients and those differentiations can and will be explained to participants when required.

1.3. Procedures

Staff, contractors and Directors of Down South Therapy will –

1. Treat all clients, their families/carers and other staff members with dignity and respect and inline with the NDIS Code of Conduct and the DST Code of Conduct.
2. Complete the DST NDIS Code of Conduct Training either as a whole of staff training or individually during staff orientation.
3. Complete the DST Zero Tolerance Framework Training either as a whole of staff training or individually during staff orientation.
4. Sign the NDIS Code of Conduct Agreement on completing of training to acknowledge understanding the NDIS Code of Conduct as well as agreeing to uphold the 8 obligations as outlined above.

1.4. Performance Standards

The following performance standards must be met and implemented effectively:

1. Our clients and their families/carers report they feel respected and welcomed by all service staff.
2. Clients and families/carers freely express their needs and wishes about the service
3. Clients and families/carers report trusting our service to advocate for their rights and the meeting of their needs
4. Clients and Families/carers raise concerns and issues as they arise within the service.
5. All therapy staff are fully training on the NDIS Code of Conduct and put the 8 obligations in to practice everyday.

1.9 NDIS Code of Conduct Policy	Version: 1.1	Uncontrolled Copy When Printed	Page 4 of 5
Last Review: 15 th August 2024	Review Period: 2 Year		

6. All therapy staff understand and sign the NDIS Code of Conduct Agreement.

1.5. Review of the Policy

This policy will be reviewed on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.