



Shoalhaven Plan
Management

Code of Conduct

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Version Control

Contact person	Role	Ver No	Date	Review Date
Warren Fahey	Consultant	1	07 August 2019	07 August 2022
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1. About Shoalhaven Plan Management Pty Ltd

Shoalhaven Plan Management Pty Ltd is a registered Provider under the National Disability Insurance Scheme (NDIS) that operates from the Shoalhaven area but is available for all NDIS Participants and NDIS Providers throughout Australia.

The NDIS Commission advises that the NDIS is the new way of providing support to Australians with disability, their families and carers. It provides all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life. It helps people with disability achieve their goals, including independence, community involvement, education, employment and health and wellbeing.

The NDIS provides people with individualised funding for support and the flexibility to manage their supports to help them achieve their goals and enjoy an ordinary life.

Our service comes with 15 years' experience supporting people with a disability in the Shoalhaven area and a sound knowledge of the NDIS. We offer:

- fast claiming and payment of invoices;
- face-to-face meetings, if requested,
- monthly statements to help you best manage your funds;
- a responsive, professional and reliable service; and
- as a small Provider, a more personal service.

Our team is here to help you manage that funding. We are here to take the hassle out of managing invoices and budgets. We are committed to ensuring that our service is always helpful, friendly, professional and efficient. Importantly, we are here to take the stress out of the system for you.

2. Purpose of Code of Conduct

A Code of Conduct sets out the relevant standards expected of all staff members in order to maintain the highest standards of integrity and leadership. It will help ensure that Shoalhaven Plan Management Pty Ltd remains effective, open and accountable to its Participants.

This Code of Conduct is designed to ensure that staff conduct business transparently, fairly, and in the best interests of Shoalhaven Plan Management Pty Ltd and NDIS Participants, working towards achieving Shoalhaven Plan Management Pty Ltd's Goals and Core Values in the best way possible.

In particular, this Code seeks to:

- Detail minimum standards of workplace behaviour. These behaviours help to build healthy and positive relationships with the people who receive services from Shoalhaven Plan Management Pty Ltd and govern the way we relate to each other, visitors and other stakeholders.
- Guide all staff members in their values and behaviours as part of their everyday work activities with colleagues, Participants and communities. It should be used in

conjunction with other relevant policies, guidelines and/or codes which may be specific to the service in which they work.

- Provide clarity for all staff members on the conduct and behaviours to be exhibited in the performance of our duties.
- Not attempt to address all possible issues which we may face in our work.
- Support our legal obligations in a number of areas for example Work, Health and Safety, and Equal Opportunity.

3. Definitions

Participant:

A Participant is a person who receives services or assistance from Shoalhaven Plan Management Pty Ltd under the NDIS and who is not working on behalf of Shoalhaven Plan Management Pty Ltd in any capacity.

Conduct

Personal workplace behaviour of an individual.

Employee or Staff Member

An employee or staff member a person who is hired to provide services in exchange for compensation (pay) (Australian Taxation Office, 2012). An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to Shoalhaven Plan Management Pty Ltd for a set time or specific task and those engaged in the performance of duties for Shoalhaven Plan Management Pty Ltd from a labour hire agency.

4. Scope

This Code of Conduct applies to all Shoalhaven Plan Management Pty Ltd staff.

5. Organisational Values

Professionalism

Working in a highly ethical and professional manner at all times. This includes communication with each Participant about the provision of supports, is responsive to their needs and is provided in the language, mode of communication and terms that the Participant is most likely to understand.

Transparency

Transparency implies openness, communication and accountability. It is an important element in fostering a work environment which incorporates it into everything that is done. Such a workplace culture is directly opposed to corruption.

Accountability

We are all responsible / answerable / liable for our actions, behaviours and use of Shoalhaven Plan Management Pty Ltd resources.

Collaboration

Collaboration is working together to achieve a goal. Being courteous, sensitive to the needs of others and honest in communications and working cooperatively with others to achieve common goals and a safe and harmonious work environment.

Respect

Respect all individuals and their diversity in cultural, ethnic, religious, age, gender, socio-economic, sexual orientation and other forms of diversity.

Confidentiality

Treat any sensitive and personal information with strict confidentiality.

Compliance

Adhere to all lawful requests and directions given by appropriate supervisors. Comply with any other policy and conduct requirements that are prescribed by Shoalhaven Plan Management Pty Ltd.

Lawfulness

At all times, comply with all applicable Australian and NSW laws.

6. Responsibilities of Each Member of Staff

All staff members are required to:

- be familiar with Shoalhaven Plan Management Pty Ltd's Code of Conduct;
- agree to abide by this Code and additionally, if an employee, to sign and return the Code of Conduct Agreement; and
- adhere to the minimum standards of conduct in the Code at all times whilst carrying out their responsibilities at work.

7. Code of Conduct Agreement

The purpose of the agreement is to:

- set out minimum standards of behaviour as examples for each of Shoalhaven Plan Management Pty Ltd's organisational values;
- provide a means to capture the written agreement of all staff members to a Code of Conduct, through the Code of Conduct Agreement which will be retained by Shoalhaven Plan Management Pty Ltd within the individual's personnel file; and
- act as a future reference source to assist whenever a particular situation might arise.

8. Implementation of the Code

Each current staff member will receive a copy of the Code of Conduct once approved by the Director at an information session, or as part of another training course. Each current staff member will then be asked to read, sign and return a signed copy of the Code of Conduct Agreement to Shoalhaven Plan Management Pty Ltd for retention as detailed above, after attending an information session.

New staff members will be required to read the Code when commencing work for Shoalhaven Plan Management Pty Ltd, and additionally be required to sign the Code of Conduct Agreement within two weeks of such commencement.

9. Breach of the Code

This Code of Conduct guides staff members to carry out Shoalhaven Plan Management Pty Ltd activities in an ethical manner. All staff members have a responsibility to act consistently with the behaviours in this Code.

Where it is established that a staff member has breached the Code of Conduct or exhibited a behaviour which is unacceptable to Shoalhaven Plan Management Pty Ltd or related Shoalhaven Plan Management Pty Ltd policies, they may be subject to an investigation into their behaviour and actions which may result in a variety of sanctions

including formal warnings, performance management or termination of employment or being asked to leave Shoalhaven Plan Management Pty Ltd.

Where it is suspected that a criminal offence has been committed, the matter will be referred to the Police.

Reference will be made to the Human Resources Policy and Procedures.

10. Reporting a Breach of the Code

There are informal and formal ways of raising a breach of this Code. If you believe that a suspected breach of the Code may have arisen, you are encouraged to raise this in the first instance with the person concerned (where you feel you can) or in all other cases with the person to whom you report.

If the breach involves your manager or the person to whom you report, you should raise this direct with the Director.

11. Effectiveness and Review

The Director of Shoalhaven Plan Management Pty Ltd will review this Code each 36 months on the anniversary of its approval.

CODE OF CONDUCT AGREEMENT

I agree to abide by the Code of Conduct for Shoalhaven Plan Management Pty Ltd whilst working for Shoalhaven Plan Management Pty Ltd.

Value	I will demonstrate this by the following behaviours:
<p>Professionalism High level of professional and ethical behaviour</p>	<ul style="list-style-type: none"> • A commitment to assisting Participants with compassion and respect. • Acknowledging that I am responsible for behaving in accordance with Shoalhaven Plan Management Pty Ltd's Core Values and the Code of Conduct. • Acting in a way that enhances the reputation of Shoalhaven Plan Management Pty Ltd. • Keeping up-to-date with advances and changes in my work area and participating in relevant training, information sessions and meetings. • Only making comments in public including social media (e.g Twitter, Facebook, YouTube) and in the media on behalf of Shoalhaven Plan Management Pty Ltd when authorised by the Director. • Ensuring any public comments made as a private citizen are identified as personal opinion and not necessarily the opinion of Shoalhaven Plan Management Pty Ltd. • Conducting myself honestly, reliably, being punctual and acting without favouritism at all times. • Implementing the policies and decisions of Shoalhaven Plan Management Pty Ltd impartially. • Acknowledging that I will not misuse or manipulate my position with the Shoalhaven Plan Management Pty Ltd to gain any personal benefit. • Dressing in an appropriate professional manner when conducting Shoalhaven Plan Management Pty Ltd activities. • Accepting supervision, guidance and requesting support from others when needed.
<p>Transparency Openness, communication and accountability</p>	<ul style="list-style-type: none"> • Making decisions which take all the relevant facts into account, in a fair and impartial manner. • Maintaining adequate documentation to support any decisions made as part of my work responsibilities as well as for any Participants I may assist. • Refraining from offering gifts to Participants especially children or vulnerable individuals. • Accepting personal gifts or other benefit only when I consider them of token value (typically say less than \$25 in value), offered in the spirit of goodwill where nothing is expected in return. • Declaring any personal gifts worth in excess of \$25. • Ensuring that any employment outside Shoalhaven Plan Management Pty Ltd does not give rise to any conflict or perceived potential conflict of interest. • Recognising good performance and addressing performance concerns quickly, fairly and openly for any people I may manage or supervise. • Raising any workplace related issue or grievance in accordance with Shoalhaven Plan Management Pty Ltd policy.
<p>Accountability Responsible, answerable and liable for actions, behaviours and use of Shoalhaven Plan Management Pty Ltd resources</p>	<ul style="list-style-type: none"> • Refraining from fraudulent or criminal behaviour, bribery or the inappropriate or unauthorised use of any Shoalhaven Plan Management Pty Ltd resources (e.g. internet, email, technology, financial and misuse of any donations, grants and external funding received). • Avoiding real or perceived conflicts of interest at all times. • Accurately recording, reporting and maintaining Shoalhaven Plan Management Pty Ltd information. • Taking responsibility for my work and my performance for Shoalhaven Plan Management Pty Ltd. • Respecting and protecting the physical and intellectual property of Shoalhaven Plan Management Pty Ltd.
<p>Collaboration Working together to achieve</p>	<ul style="list-style-type: none"> • Working collaboratively with others and to the best of my ability to achieve Shoalhaven Plan Management Pty Ltd's aims and objectives. • Actively supporting, encouraging and promoting diversity in our people

Value	I will demonstrate this by the following behaviours:
common goals and a harmonious work environment	<p>and those who use our services.</p> <ul style="list-style-type: none"> Supporting Shoalhaven Plan Management Pty Ltd in creating a culture where there is genuine care for the individual's welfare and where safety in the workplace is respected as a worthy and core belief in its own right. Ensuring relationships between staff members and Participants (including interactions on social media) maintain appropriate boundaries and avoid behaviours that will adversely affect the area and team in which I work. Informing Shoalhaven Plan Management Pty Ltd of any changes in my personal circumstances which may impact on my work, performance or attendance.
Respect Respecting differences and diversity	<ul style="list-style-type: none"> Respecting individual differences, diversity, privacy and personal space. Abstain from all forms of disrespectful or unlawful behaviour such as discrimination of any kind, harassment, bullying and victimisation. Valuing and acknowledging the opinions and contributions of others. Not exploiting Shoalhaven Plan Management Pty Ltd Participants including children and other vulnerable people in any way and promptly acting and reporting on any reasonable suspicion that exploitation is occurring.
Confidentiality Treating sensitive and personal information with strict confidentiality	<ul style="list-style-type: none"> Protecting and respecting the privacy and confidentiality of Shoalhaven Plan Management Pty Ltd its people, Participants, donors, partners and other supporters. Treating all Participants and their personal information with dignity and respect. Never making public details of any Participants of Shoalhaven Plan Management Pty Ltd including photos (unless with consent), names, or other identifying information. Maintaining confidentiality after leaving Shoalhaven Plan Management Pty Ltd.
Compliance Abiding to all lawful requests and directions and compliance with Shoalhaven Plan Management Pty Ltd policies and procedures	<ul style="list-style-type: none"> Complying with any lawful and reasonable directions given by persons in authority. Refraining from being under the influence of alcohol or non-prescribed drugs whilst undertaking Shoalhaven Plan Management Pty Ltd activities. Acknowledging that alcohol and non-prescribed drugs are not to be consumed during working hours and that gambling activities are not to be conducted on Shoalhaven Plan Management Pty Ltd premises. Recognising that failure to adhere to this Code may result in disciplinary action. Complying with Shoalhaven Plan Management Pty Ltd policies and procedures. Acting responsibly when becoming aware of any suspected unethical behaviour, or wrongdoing by any volunteer or staff member and promptly reporting such conduct to my Manager or Supervisor or the Director.
Lawfulness Acting at all times in accordance with Australian and NSW laws	<ul style="list-style-type: none"> Behaving in a lawful manner. Disclosing any charge or conviction that may impact on my ability to undertake my responsibilities. Working safely, reporting any concerns and supporting the safety, health and well-being of all Shoalhaven Plan Management Pty Ltd people and others we interact with. Supporting and not victimising anyone who might raise a breach of this Code or of any Shoalhaven Plan Management Pty Ltd policies.

..... / /
Name of Staff Member **Signature:** **Date**

..... / /
Name of Witness **Signature:** **Date**