



# Staff Code of Conduct

## Introduction

Project Independence (PI) is dedicated to improving the lives of individuals with intellectual disabilities by creating a secure and nurturing environment. This enables them to flourish, with the support and guidance of their community, while also building financial stability through home equity investments.

For PI to accomplish this mission, it is crucial for all team members to uphold and promote the highest standards of ethical and professional behaviour. The Code of Conduct outlines the values and guidelines that PI and its employees must adhere to, ensuring proper conduct and preventing any misconduct.

The code contains rules that are designed to maintain respect and ensure the safety of PI residents. It also provides guidance to staff, enabling them to protect residents and uphold a positive image of PI. By doing so, the code guarantees the effectiveness and integrity of our work.

The Code of Conduct applies to everyone associated with PI, including employees, volunteers, and contractors. It serves as a useful tool for making ethical decisions in professional settings and is an essential component of employment conditions at PI. It is based on our values of Person-Centeredness; Accepting and Understanding Difference; Respectfulness and Confidentiality; Accountability and Integrity; Empathy; Creativity, Innovation and Adaptability.

As a NDIS provider, Project Independence (PI) and its staff are also obligated to adhere to the NDIS Code of Conduct. This code aims to ensure safe and ethical service delivery and outlines the responsibilities of workers and providers of NDIS supports. It requires them to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- respect the privacy of people with disability.
- provide supports and services in a safe and competent manner with care and skill.
- act with integrity, honesty, and transparency.
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.
- take all reasonable steps to prevent and respond to sexual misconduct.



## Code of Conduct for Project Independence Staff Members

I, \_\_\_\_\_ agree to adhere to the Project Independence (PI) Code of Conduct as detailed below.

Signature \_\_\_\_\_ Date \_\_\_\_\_

As a PI staff member, I will:

### 1. Act with honesty and integrity

- Be open and transparent in all interactions with PI residents, their family/carers, visitors, PI staff and board members.
- Treat all residents, their family/carers, visitors, staff and board members with respect, fairness, and courtesy.
- Prioritise confidentiality and respect the privacy of residents.
- Safeguard resident personal information by following PI protocols for data security.
- Maintain a professional relationship with all residents and their family/carers, including not allowing them to access my personal social media accounts, and decline access to theirs.
- Avoid any actions that may be perceived as granting preferential treatment, such as giving and receiving gifts, unless authorised by my supervisor.

### 2. Take accountability for my actions

- Take full responsibility for my own actions, decisions, and behaviours at work.
- Disclose or avoid any potential conflicts of interest.
- Ensure that all requests from supervisors are dealt with in a professional and timely manner.

### 3. Accept and understand difference

- Recognise and embrace the uniqueness of each resident, understanding that behaviours will not only be influenced by their intellectual capacities, but also physical capabilities, family and cultural background and religious beliefs.
- Unless a behaviour is harmful, accept it as part of an individual's uniqueness.
- Recognise and honour residents' individual rights to freedom of expression.
- Ensure a safe and non-judgemental environment where residents can express their choices freely without fear of reprimand.

### 4. Adopt a person-centred approach

- Prioritise the well-being and autonomy of residents.
- Recognise that residents have the greatest understanding of their own needs and preferences.



- Foster an environment that nurtures residents' decision-making, encouraging their independence.
- Adopt effective communication techniques that enable residents to understand the information being shared.
- Take a zero-tolerance approach to discrimination, harassment, bullying, abuse, violence, exploitation, and neglect directed towards any individual.

**5. Act with empathy**

- Demonstrate compassion and understanding, allowing for the unique needs and emotions of each resident.
- Foster a sense of belonging and connection by promoting inclusivity and valuing diversity among residents.
- Recognise that individuals with disabilities have equal rights, including the opportunity to live independently and become homeowners.

**6. Demonstrate creativity, innovation and adaptability**

- Embrace new ideas, concepts and opportunities for improvement.
- Remain adaptable and react confidently to changing circumstances.
- Explore alternative solutions to meet resident needs.
- Always listen to resident's needs and offer a solution that best balances the situation even if we cannot solve the problem.

**7. Comply with PI's governance, rules and agreements**

- Familiarise myself and adhere to the policies, procedures, and guidelines relevant to my work.
- Ensure a safe working environment by consistently following all workplace health and safety procedures and guidelines.

**8. Support and adhere to the PI Conflict Resolution Process:**

- Support and comply with the PI conflict resolution process which places emphasis on resolving conflict at the lowest level first.
- Move to formal processes only when all informal processes have been exhausted.
- Move to seeking a decision from the PI Board only when all other formal processes have been exhausted.
- Never discuss issues of conflict with other residents and/or their family/carers not involved in the conflict as it is a serious breach of confidentiality.