



## OPTIFORM CODE OF CONDUCT

### Purpose

This Code of Conduct, in combination with the NDIS Code of Conduct (see below) aims to foster a safe, ethical and productive work environment for all Employees of Optiform.

This Code is for Optiform's Employees which for the purposes of this Code means:

- employees;
- consultants;
- students;
- volunteers;
- those granted access to Optiform property, services or infrastructure; and
- independent contractors undertaking services for Optiform.

Everything Employees do in connection with work at Optiform should be measured against:

- The highest standards of ethical conduct; and
- The highest standards of NDIS providers, which comply with the NDIS Practice Standards and associated Rules.

Employees have a personal responsibility to incorporate, and to encourage others to incorporate, the principles of these rules and values into our work at Optiform, however nothing in this Code gives to a legal right or benefit enforceable by an Employee or stakeholder of Optiform.

### Application

All Employees are expected to follow this Code. Failure to do so can result in disciplinary action, up to and including termination of employment.

All Employees have a responsibility to understand and uphold this Code and demonstrate the principles, values and standards of Optiform and this Code in the performance of their duties.

This Code applies when Employees are:

- at work, no matter where that work takes place;
- representing Optiform; and
- working or representing Optiform at:
  - conferences;
  - education, training, learning and development;
  - business trips;
  - work-related social events and functions;
  - on-line;
  - on social media; and
  - retreats.

An Employee who is found to have breached the standards contained in this Code may be exposed to disciplinary action, up to and including termination of employment.

Optiform prohibits victimisation of anyone who reports or participates in an investigation of a possible violation of this Code, our policies, or the law.

## Core Principles

The ethical principles underpinning this Code are designed to support Optiform to achieve excellence, respect and dignity in our delivery of safe Support Services to vulnerable people including children and those with disabilities.

The standards of conduct set out in this Code indicate how these principles should be practiced.

## Rights and Responsibilities Statement for Participants

Optiform endorses the Australian Charter of Healthcare Rights and strives to support the Participants to whom we provide services to:

- access health care;
- receive safe, high quality health care;
- make choices about, comment on their health care needs and have concerns addressed;
- be shown respect and be treated with dignity and consideration;
- be included in decisions;
- be informed about services, treatment, options and costs in a clear and open way; and
- privacy and confidentiality with respect to personal information.

## Participants' Rights

Optiform is committed to ethical practice and supports our Participants' rights to:

- Participate in community life;
- Be treated fairly and with respect.
- Receive quality services that are good value for money;

- Make comments, offer suggestions, raise issues or complaints about Optiform's services, policies or operations;
- Request a change the ways Optiform offers support, or change to a different service provider if dissatisfied; and
- Receive clear information about our Services that makes sense.

## Participants' Responsibilities

Optiform requires Participants receiving our services to:

- treat Optiform employees appropriately and with respect at all times;
- encourage supporters and other stakeholders to treat Optiform employees with respect and courtesy at all times;
- refrain from any violent or aggressive conduct that undermines the safety of our employees or workplace;
- provide open communication that allows us to develop a plan for the delivery of your supports that meets your needs;
- provide Optiform with the information that is necessary for us to safely and efficiently deliver your supports;
- inform us as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided;
- inform us if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a participant in the NDIS;
- abide by Optiform's policies on smoking and refrain from smoking near our employees or premises;
- take reasonable care not to damage Optiform's property or assets; and
- notify Optiform within the required period if a service is no longer required, either on a one-off or ongoing basis.

## Loyal and faithful service

Employees of Optiform must act at all times:

- in Optiform's best interests;
- honestly; and
- with the utmost good faith.

## Confidentiality

When Optiform Employees receive information that is confidential to Optiform or Optiform's Participants, confidentiality of that information must be maintained and Employees must only use the information for a purpose authorised by Optiform.

## Care and diligence

Employees of Optiform must exercise reasonable care, professionalism and diligence in everything they do.

## **Workplace health and safety**

Employees of Optiform must do everything practicable to ensure that the workplace is safe and without risks to health and safety.

## **Respect**

Employees must deal with other Employees, participants and stakeholders in a manner that is courteous and respectful, and not in a manner that may constitute harassment, bullying or discrimination.

## **Conflict of interest**

If anything an Employee intends to do for Optiform might give rise to a conflict between Optiform's interests and their own interests, or the interests of someone associated with that Employee, the relevant Employee must disclose the conflict of interest to a Director and await direction from the Director before any action is taken.

## **Reputation**

Employees of Optiform must not do anything that might damage Optiform's reputation in the industry or community.

## **Legal compliance**

Everything an Employee does for Optiform must comply with laws relating to Optiform's business and the work being performed, including those relating to:

- NDIS Practice Standards;
- consumer protection;
- trade practices;
- workplace health and safety;
- environmental protection;
- corporate regulation; and
- criminal conduct.

## **Ethical behaviour**

Employees of Optiform must behave with integrity and in accordance with community and business ethical behaviour standards, including when dealing with other Employees, Participants, stakeholders and members of the public.

## Optiform's Policies, Procedures and Systems

Employees of Optiform must comply with our policies, procedures and systems regarding the performance of work, including the policies, procedures and systems regarding:

- Sexual harassment and discrimination;
- Equal opportunity and bullying;
- email, internet and telephone usage;
- grooming and dress standards;
- punctuality;
- tidiness; and
- smoking.

### NDIS CODE OF CONDUCT

The NDIS Code of Conduct requires Employees of Optiform 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; and
- take all reasonable steps to prevent and respond to sexual misconduct.

Source: <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-05/code-conduct-workers-mar-2019-11.pdf>

### Signature

Name of Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

