KOOMARRI

Supporting People With Disability

3.0 CODE OF CONDUCT

PURPOSE AND SCOPE

The purpose of this policy is to set out a code of conduct to govern the decision and actions of employees, contractors and volunteers in the course of their duties, having regard to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Framework.

This code applies to all Koomarri employees, contractors and volunteers and any reference in this code to employees will automatically imply the inclusion of volunteers and contractors.

This code supports Corporate Governance and the National Disability Insurance Scheme Rules.

CODE OF CONDUCT

This code of conduct is based on the principles of ethics and integrity. Koomarri is committed to ensuring that its employees and volunteers behave in an acceptable manner in accordance with these principles in all their work-related dealings with people that Koomarri supports and their families, advocates, colleagues, other organisations, service providers and the general community. The following procedures will be implemented to support our expectations of acceptable and professional behaviour.

NDIS Code of Conduct

The NDIS Code of Conduct covers Koomarri employees, contractors and volunteers delivering NDIS supports and services.

In providing supports or services to people with disability, employees, contractors and volunteers will:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable 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 may impact the quality and safety of supports and services provided to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability;
- take all reasonable steps to prevent and respond to sexual misconduct; and
- Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.

Conduct in the Course of Employment

Employees and volunteers are obligated by their employment contract to behave appropriately in the course of their employment.

This includes having an obligation:

- to act in Koomarri's interests with good faith and fidelity;
- not to place themselves in a position in which the employee's own interest conflicts with their duty of good faith and fidelity;
- not to take for themselves an opportunity within the sphere of Koomarri's operations without Koomarri's fully informed consent;
- not to use Koomarri's confidential information for their own benefit;
- to maintain Koomarri's confidence;
- to take reasonable care in working for Koomarri;
- to cooperate with Koomarri as far as it is reasonable to do so; and
- to obey Koomarri's lawful instructions.

Breaching or failing to meet these obligations will amount to misconduct.

Conduct towards Service Users

Employees, contractors and volunteers will:

- acquaint themselves with Koomari's vision, values, policies, procedures and the NDIS Rules, behave and perform all work in accordance with these;
- fulfil their responsibilities as employees or volunteers in accordance with their respective job descriptions with due care and diligence;
- co-operate with management, colleagues and other agencies or service providers to promote and deliver quality services to the people that we support;
- understand and comply with the administrative and work practices of Koomarri and maintain records as required by Koomarri under relevant legislative and audit requirements;
- respect the people that we support as valued persons entitled to the same treatment and regard as other members of society;
- observe the privacy, dignity and confidentiality rights of all persons, their families and advocates;
- fully involve people we support (and their families and advocates, where appropriate) in decisions about their lives or how they live their lives;
- encourage the people that we support, their families and advocates, to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner;
- apply the highest standards of personal conduct in their dealings with people that we support, their families, advocates and other agencies;
- adhere to professional boundaries during work time and not engage in any activities which may compromise the professional boundaries;
- maintain clear professional boundaries and ethical working relationships;
- not engage in any activities which may put the people that we support at risk in any way; and
- not make any statements or take any actions that would have the effect of alienating people that we support from his or her family or support network.

Conduct towards one another

All employees must treat other employees and managers with respect, honesty, fairness, sensitivity and dignity. Employees who supervise or manage other employees have the responsibility to model this kind of behaviour, and to ensure that the people they supervise understand the standard of performance and behaviors that are expected of them.

- At Koomarri we value diversity and expect all employees to accommodate and respect different opinions and perspectives.
- Employees must manage interpersonal disagreements by rational debate and if not resolved refer the matter to line management or the grievance process where appropriate. We expect employees to work towards common goals and behave in such a manner that promotes cohesion.
- Effective teamwork is an essential part of a productive workplace culture. Each team member needs to work cooperatively cohesively with fellow employees and actively and willingly take part in team activities (e.g. meetings) and actively work toward common goals.
- Koomarri is an equal opportunity employer and opposes discrimination. Employees and volunteers may not behave towards others in a manner that may constitute discrimination on the grounds of protected attributes such as, race, colour, age, gender, sexuality, transgender, religious belief, political opinions, physical or intellectual disability and impairment, pregnancy, potential pregnancy, breastfeeding, marital status, family/parental status or carer responsibilities, national extraction or social origin and membership or non-membership of a trade union.
- Employees may not behave towards any other person in a manner that may be perceived as harassing, intimidating, overbearing or bullying, this includes but is not limited to behaviours such as:
  - Gestures, language, display of electronic or written material and public speeches that unreasonably offends, humiliates or intimidates;
  - Unwelcome conduct of a sexual nature such as sexual harassment or sex based harassment involving inappropriate jokes, suggestive comments or the display of offensive material whether it be in print, computer, e-mail, or text message or any unwelcome behavior of a sexual nature;
  - Physical molestation including physical or sexual assault, indecent exposure, inappropriate or unwelcome touching and requests for sexual favours;
  - Bullying behavior such as verbal and physical abuse or threats, foul and abusive language or intimidation;
  - Vilifying behavior such as inciting hatred of an individual or group on discriminatory grounds, including inciting others to have serious contempt for someone or severely ridicule someone on discriminatory grounds.
- Employees may not behave in such a manner that may be perceived as threatening or of exercising power of authority over another person.

If you believe you have been or are experiencing discrimination, harassment or bullying, you are encouraged to make a complaint to your line manager or People, Culture and Compliance (PC&C). An employee who lodges a complaint with their line manager or the People, Culture and Compliance Branch should have no fear of retribution. All cases will be handled confidentially and professionally.

You should also refer to Koomarri's
1.21 Cultural & Linguistical Diversity
3.1 Bullying and Harassment Policy
3.2 Recruitment & Selection Policy

Non-Discriminatory Workplace

As much as Koomarri expects employees to be non-discriminatory in the manner in which they treat one another, Koomarri also aims to create and maintain a workplace free from discriminatory practices in the way we go about doing business. Employees have a shared responsibility to ensure that discrimination is not part of workplace practices and procedures.

- Employees that witness discriminatory behaviour have a positive obligation to report such actions to their supervisor or manager or if such action involves your supervisor or manager, another senior officer.
- Unlawful discrimination may lead to disciplinary action being taken against offending staff.
- Discrimination may relate to a person's attributes or association with another person who maintains attributes relating to:

- ■ accommodation status;
- ■ age;
- ■ breastfeeding status;
- ■ disability;
- ■ employment status;
- ■ gender identity;
- ■ genetic information;
- ■ immigration status;
- ■ industrial activity;
- ■ marital status;
- ■ criminal record;
- ■ parent, family, carer or kinship status/responsibilities;
- ■ physical features;
- ■ political belief or activity;
- ■ pregnancy;
- ■ profession, trade, occupation or calling;
- ■ race;
- ■ relationship status;
- ■ religious belief or activity;
- ■ sex or sexual characteristics;
- ■ sexual orientation;
- ■ subjection to domestic and/or family violence;
- ■ association (whether as a relative or otherwise) with a person who has a protected attribute.

You should also refer to Koomarri's:
3.2 Recruitment & Selection Policy
3.1 Bullying and Harassment Policy and Procedure

Personal Conduct and the law

- Refrain from engaging in any illegal activities and or knowingly assisting colleagues, service users or volunteers to engage in illegal activities. Illegal activities are activities which could result in a criminal conviction in a court of law and may relate to but are not limited to activities associated with fraud and corruption, theft.
- You are expected to be aware of, and comply with applicable legislation, awards, contracts and agreements, Koomarri policies and local laws relevant to your area of work. You are entitled to have access to any legislation that may be relevant to your work.
- You are expected to obey legal, reasonable directions from direct supervisors/managers. You have the right and responsibility to respectfully question how you do your work, particularly if you think there is an imminent risk to the safety of yourself or others, or alternate better practice of doing something, or if you think that a direction may be in breach of the law. When you have recorded your suggestion or concern you are required to work as directed by your direct supervisor/manager, except where there is an imminent risk to safety. If the matter cannot be resolved within the workgroup, it should be immediately referred to your manager.
- If you are charged with having committed any indictable offence, are subject to an indictable offence conviction, or are subject to a summary conviction, you should immediately report the circumstances to your direct supervisor, Access Canberra and the People, Culture and Compliance Team.

Diligence, Duty of Care and Attention

Koomarri aims to conduct its business with integrity, honesty and fairness and to achieve the highest standards in service delivery. You contribute to this aim by carrying out your duties honestly, responsibly, in a conscientious manner and to the best of your ability. This includes:

- maintaining punctuality and not being absent from your workplace during work time without reason;
- giving priority to official duties over personal activities during work time;
- refraining from excessive mobile phone usage during work time and avoiding mobile phone usage during active support;
- not making decisions that impact or change the agreed upon service and supports without seeking authorization to do so;
- not wasting time unnecessarily and interrupting other staff;
- helping Koomarri achieve its vision and goals by contributing to improvement of systems and practices;
- conducting yourself in a way so others gain confidence and trust in the way Koomarri does business and provides services;
- not allowing your conduct to distract or prevent others from working; and
- not exposing Koomarri to a judgement for damages against it, as a result of your negligence or breach of any law or policy.

If you are responsible for managing or supervising others, your diligence, care and attention must extend to ensure that:

- you model the values and principles outlined in this Code and ensure that employees within your area of responsibility understand and comply with the Code;
- you do not come under a financial obligation to any employee you supervise or manage;
- your work, and the work of those you supervise, contributes to the achievement of Koomarri's goals;
- employee performance is monitored and individuals are given constructive and regular feedback on their performance in line with procedures;
- you consult with employees about workplace hazards, including psychosocial hazards, assess the risks to health and safety, implement control measures and review the control measures;
- where practicable, and within Koomarri policies and budgets employees may be given training opportunities to assist them in developing their careers;
- employees are provided with information that is vital for effective work performance;
- the opinions of employees are respected and considered;
- workloads are fairly distributed and employees have clear goals and performance standards;
- resourcing for a work team is neither excessive nor inadequate for the job;
- employees who collect, handle or disburse service user assets or funds are properly supervised;
- employee work times, overtime, allowances and absences are correctly recorded on timesheets;
- attendance records are sent to payroll system; and
- appropriate action is taken if breaches of this Code occur.

You should also refer to Koomarri's policy on:
3.14 Performance Management Agreement

Professional Boundaries

Professional boundaries refers to a legal and ethical obligation that Koomarri employees have to maintain a high standard of conduct within the limits of the professional relationship between Koomarri employees and the individuals being supported. Professional boundaries assist to protect service users and employees from both physical and emotional harm, and maintain a safe working environment. All Koomarri employees are expected to maintain strictly professional relationships with participants and their families at all times.

Breaches of professional boundaries include, but are not limited to:

- Connecting or communicating with service users and their family/guardians via social media or through employee personal phone/email;
- Taking, storing and/or distributing photos/videos of a service user on a personal device, unless explicitly authorised to do so;
- Interacting with service users and their family/guardians outside of your work hours, unless explicitly authorised to do so;
- Supporting service users within your personal residence, or inviting service users and their family/guardians to attend your residence;
- Developing a personal, overly familiar or intimate relationship with a participant;
- Jokes about relationships, sexuality or intimacy;
- Excessive personal/self-disclosure;
- Accepting gifts or benefits from a service user or their family/guardian which has the potential to influence the support provided to the service user; and
- Giving or lending money.

You should also refer to:
NDIS Code of Conduct

Dress code

Dress in manner that is appropriate to the duties being undertaken and that will not cast the people that we support, or the organisation, in a negative light, or be offensive or uncomfortable to service users, their families, advocates, or colleagues. All employees are to familiarise themselves with Koomarri's Dress Code and those that relate to specific work areas or locations and adhere to these at all times.

You should also refer to Koomarri's:
Dress Code

Smoking

Employees must refrain from smoking whilst on Koomarri or contracted third party premises, in Koomarri vehicles or whilst with service users. Employees are required to observe and at all times adhere to Koomarri's policy on Work Health and Safety and our policy on Smoking. Failure to do so would be regarded as a breach of the relevant policies and of the code of conduct and will be dealt with in accordance with Koomarri's policy on misconduct and discipline in the workplace.

You should also refer to Koomarri's:
3.13 Smoking in the Workplace Policy
Work Health and Safety Framework.

Drugs and Alcohol

We must keep our workplace drug and alcohol free if we are to maintain the trust and confidence of our service users, their families and advocates/guardians and the broader public at large, and ensure the health and safety of all employees. The use of drugs or alcohol can adversely affect productivity, attendance and on-the-job safety.
There is to be no alcohol consumed within Koomarri premises or premises of the enterprises we have contracts with unless it is approved in accordance with Koomarri policy. In all cases, the following conditions apply:

- employees are not to use, possess or be impaired by the effects of alcohol or any illegal drug whilst on duty;
- if any employee is using a prescribed or over the counter pharmaceutical drug that may affect performance (e.g. antihistamine) then they shall notify their supervisor prior to commencing work; and
- unless approved in accordance with policy, consumption of alcohol by employees at any time when they are on duty is prohibited and may result in summary dismissal.

You should also refer to Koomarri's:
Work Health and Safety Framework

Bullying and Harassment

We must not verbally, physically or emotionally abuse, threaten or harass service users, families, advocates, colleagues or members of the community and strictly adhere to Koomarri's Policy on Bullying and Harassment. All allegations of bullying and harassment will be investigated and dealt with in accordance with Koomarri's grievance, complaints and misconduct / discipline in the workplace policies and procedures.
Koomarri strives for the prevention of any form of workplace harassment, including harassment of a sexual nature, sex-based harassment, hostile work environment, victimisation or other forms of bullying in the workplace, or at any place where work related activities are performed, including at social functions. This applies to all employees in their relationships with each other, our service users and service user families, to applicants for employment at Koomarri and to any persons who have dealings with Koomarri.

As an employee of Koomarri it is expected that you proactively contribute to building a workplace that is free from sexual harassment, sex-based harassment; victimisation and bullying. You have a joint responsibility to respect the rights of fellow employees and service users, by not taking part in any action that may constitute harassment of any form, and in doing so supporting and promoting the achievement of equal employment opportunity.

You should also refer to Koomarri's:
3.1 Bullying and Harassment Policy and Procedure
3.5 Grievance Policy and Procedure
Work Health and Safety Framework

Media and Communication

Employees may not make any public statements to the media or on social media regarding Koomarri, its service users, services and activities without the prior approval of the CEO.
In the event that an employee makes statements about Koomarri or matters related to their work at Koomarri on social media sites and networks, such statements become the property of Koomarri and Koomarri reserves the right to access the content of the statements or media and deal with the matter in respect of Koomarri policies and procedures as property of Koomarri.

You should also refer to Koomarri's:
1.4 Communication Policy
3.30 Social Media Policy

Customer Service and Professionalism

As a Koomarri employee it is expected that you will always put the needs of our service users first and provide excellent person focused service.

- You must treat all service users and their families and stakeholders with honesty, fairness, sensitivity and dignity.
- All Koomarri employees serve service users and or their families directly or indirectly. If your role in Koomarri involves regular contact with service users and families, it is your role to deal comfortably and calmly with situations and people in a collaborative manner.
- You are expected to treat complaints from service users, families, and the community or fellow employees seriously, and respond to constructive feedback as an opportunity for improvement.
- You are expected to take ownership of justifiable complaints and be accountable for the resolution.
- Service users and their families and anyone we provide services to have a right to complain or make recommendations to Koomarri. We expect all employees to show respect towards complainants.
- While you must make all reasonable efforts to help parties lodge complaints, if you think a situation is threatening or intimidating, you are entitled to withdraw and request help from a more experienced colleague, or a direct supervisor/manager.

Koomarri will support any employee who believes they are under threat from a member of the public.

Koomarri's professional image can be impacted by the presentation of its employees.

- Koomarri requires all employees to appear neat and tidy and maintain a professional and appropriate standard of dress whilst executing their duties.
- Koomarri expects all employees to behave in a professional and respectful manner at all times in all their dealing with service users, families, customers, colleagues and other stakeholders.

You should also refer to Koomarri's:
NDIS Code of Conduct4.25 Service Guidelines
Dress Code

Conflict of Interest

When making decisions, you must declare any conflicts of interest that could affect your objectivity in carrying out your duties.

- A conflict of interest occurs when you as a representative of Koomarri are in a position to be influenced, or appear to be influenced, by your private interests when doing your job.

- A conflict of interest can arise from avoiding personal disadvantage as well as gaining personal advantage – whether financial or otherwise. This includes advantages for relatives and friends.
- If you feel you have a conflict of interest, whether actual, perceived or potential, you may discuss it with your direct supervisor/manager with a view to avoiding it.

If the conflict of interest cannot be avoided, you must declare it and report it to the Executive Director / Officer or CEO. You will then be provided with further direction on how to resolve the matter giving rise to the conflict of interest. Until the matter is resolved, you must make sure you are not part of any decision-making process related to the matter.

Common conflicts of interests include other employment, family members who are also employed by Koomarri, and family members or friends who receive services from Koomarri.

Accepting Gifts and Benefits

Occasionally you may be offered gifts or benefits from service user or service user families and people with whom you do business. You may accept gifts or benefits of a nominal value in limited circumstances, which must be declared. However, as a rule, you must not accept any gifts or benefits if there is a possibility that in doing so, you could create a conflict of interest or be seen to be receiving a bribe. The test to apply is whether you could be (not whether you are) influenced by your private interests in carrying out your official duties, or whether people are likely to believe that you could be influenced. For example, ask yourself if accepting the gift or benefit could suggest to others that the giver may or would receive favourable treatment.

When in doubt, consult your manager or the People, Culture and Compliance Team.

Intellectual Property

Koomarri expects its employees to ensure that their actions do not breach or infringe the *Copyright Act 1968*, by unlawfully using the intellectual property of any individual or organisation.

- You must respect the copyrights, trademarks and patents of suppliers and other organisations outside Koomarri which includes that you do not reproduce or quote suppliers' material unless our license specifically allows it.
- Similarly you must not store or copy audio, video or image files, printed media and software on Koomarri assets without an appropriate license or approval.

Where this is unclear you must seek written approval before arranging to publish, disclose or reproduce any articles or materials as part of your official duties.

Any original work, invention or product you have contributed to in association with your official duties as a Koomarri employee remains the property of Koomarri.

- Similarly, you must not publish or disclose any matters relating to Koomarri's intellectual property without appropriate authority. This does not stop you from sharing with other organisations information relating to your official duties. However, if you do, and if you are unaware of whether such action may breach this Code, you must first seek clarification from your direct supervisor/manager.

You should also refer to Koomarri's:
1.3 Privacy Policy
1.5 Intellectual Property Policy

Privacy

Koomarri maintains information about individuals, service users and businesses and organisational issues which is private and sensitive, and could be harmful to a person's interest or the organisation if released. Employees should only access personal information and records they require to perform their official work related duties.

- Employees must ensure that the collection, storage and use of personal information is done so in accordance with Koomarri policies and Privacy Laws.
- As a general rule you can maintain privacy by:
  ■ not discussing work matters with anyone not entitled to know such information;
  ■ taking responsibility to safeguard confidential files and information;
  ■ ensuring collected information is only used in a manner consistent with the purpose for which it was originally collected; and
  ■ ensuring that you comply with Koomarri policy in relation to maintaining privacy of personal information.
- It may be appropriate to share information based on your personal and professional experience (e.g. in external seminars or training programs). However in sharing your experiences, you must ensure that where personal information is involved, you don't breach privacy obligations. You may breach this obligation even if comments are made, or personal information other than your own, is shared in your personal life, including via social media outlets such as, but not limited to, 'Facebook', 'Instagram', 'TikTok' or 'Twitter'.
- You may also not release information that you know, or should reasonably know, is information that:
  ■ is confidential to Koomarri;
  ■ Koomarri wishes to keep confidential;
  ■ could potentially harm Koomarri's reputation; and
  ■ could potentially put Koomarri's competitive service advantage at risk.
- Personal and other information may on occasion be sought from Koomarri by an employee or other members of the public or officers of Government in line with the *Right to Information Act 2009.* If such a request is made of you, the matter must be referred to the Executive Director or CEO for appropriate action.

Stewardship and Assets/Funds

Stewardship is an ethic that embodies the responsible planning of resources (Wikipedia). In cases where Koomarri employees are required to make use of service user funds and assets, the use of these funds and assets must be done in a manner which is in accordance with the original purpose for which the assets or funds are intended.

- An employee may not willfully waste funds or assets received for the purposes of Koomarri conducting its course of business.
- Employees should be aware of the potential for legal liability to arise from the unofficial or private use of resources, property or facilities.

Koomarri assets include funds, property, plant, equipment, information systems, computing resources, goods, products and/or valuables (this includes surplus material, waste material and off-cuts). All employees share the responsibility for looking after them.
If you are in charge of assets you must take good care of them while they are in your possession or use, and ensure they are used economically and efficiently.

- It is an offence to misuse or allow anyone else to misuse Koomarri assets.
- Your responsibility includes making sure assets are secured against theft and properly stored, maintained and repaired.
- You need to be scrupulously honest and careful in the protection and use of Koomarri and third party resources.

The very limited and reasonable personal use of office resources (e.g. telephone, computer and photocopier) is permitted at the discretion of the relevant manager provided it is within the guidelines of the Koomarri Use of Information and Communication Technology Policy and agreement.

Upon your employment terminating with Koomarri, you must return all Koomarri property and work-related documents immediately.

You should also refer to Koomarri's:
1.11 Use of Information Communication Technology Policy
4.4 Koomarri Vehicles Policy

Work attendance and absence from duty

You are expected to follow Koomarri employment and working arrangements, agreements and rulings on attendance at work and leave. This includes:

- not being absent without approval/authorisation; and
- accurately and truthfully recording work and leave periods.

Absence without authorisation and without reasonable explanation can create concerns for your safety and lead to unproductive time for others. All employees have an obligation to ensure that they promptly notify their immediate manager as soon as reasonably possible upon becoming aware that they are going to be absent from work, but no later than 9 am and in case of shift workers, at least two hours prior to commencement of their shift. Failure to promptly notify Koomarri may result in the non-payment of salary/wages for the period of absence and/or may result in Koomarri taking disciplinary action in accordance with the disciplinary policy and procedure.

Koomarri operational efficiency and service delivery depends on your punctuality and attendance at your workplace. If you are unavoidably detained please advise your direct supervisor/manager as soon as possible.

You should also refer to Koomarri's:
3.8 Abandonment of Employment
3.12 Leave Policy

Self-Development

All employees have an obligation to be proactive in the continual improvement of all aspects of their work performance. You should aim to maintain and improve your work performance and that of your branch in the delivery of service. You have a continuing responsibility to maintain and enhance your skills and expertise and keep up to date the knowledge associated with your area of work.
Koomarri will assist you by providing equitable access to training and development opportunities. This may include accessing the study assistance program, learning new work duties, participating in project work or undertaking internal or external training.

You should also refer to Koomarri's:
3.15 Staff Training

Workplace Health and Safety

As Koomarri employees we all must strive to eliminate work related injury and illness.
Koomarri aims to ensure that the risk of death, injury or illness caused by the workplace, relevant workplace area, work activities, or plant/substances for use at work, is minimised to as low as reasonably practicable.
You must take reasonable steps to ensure your own safety, health and welfare in the workplace. You also have a duty of care to service users, fellow employees and members of the public.
While at work, you must:

- take reasonable care for your own health and safety;
- take reasonable care that your acts, or omissions, do not adversely affect the health and safety of others;
- comply, so far as you are reasonably able, with any reasonable instruction that is given; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

You also have a duty to:

- identify hazards and manage risks to health and safety;
- immediately report any identified incidents or hazards to your direct supervisor;

- support any workplace investigations;
- perform all work safely and follow safe work practices;
- take corrective action to 'make safe' the workplace, or work activities and implement improvements;
- participate in any education or training programs as directed; and
- participate in rehabilitation and return to work programs if required.

Breaches of the Code

Koomarri requires all employees to comply with the standards of conduct in this Code.
A breach of the Code of Conduct damages business effectiveness, external perception of Koomarri and interpersonal work relationships.
Any act, or lack of action, by an employee of Koomarri that contravenes this Code may result in Koomarri taking disciplinary action which may result in dismissal, summary dismissal, legal action or criminal prosecution.

Document Control:

Create Date:	12.09.2017	**Version No:**	2.0
Release Date:	24.06.2025	**Next Review Date:**	24.06.2028
Contact Officer:	Manager People, Culture and Compliance		
Modify / Revision Date:	12.09.2017	**Version No:**	1.0
Summary of Modification / Revision:			
Updates to standards, authorisation statement and Document Control block.			
Modify / Revision Date:	06.06.2019	**Version No:**	1.1
Summary of Modification / Revision:			
Inclusion of NDIS Code of Conduct.			
Modify / Revision Date:	23.06.2025	**Version No:**	2.0
Summary of Modification / Revision:			
Addition of sections on Conduct in the Course of Employment and Professional Boundaries. Changes to the Non-Discriminatory Workplace section in line with legislative changes.			
(Document Control to be captured from Policy Procedure Manual Updates Database)			