

Being Dependable

2.1 Code of Conduct

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Braver Together is managed by a Sole Trader with significant service, business and organisational knowledge and experience. The scale of support offered to each client is directed a governance and operational management system that is relevant to the small scale of the business.

To achieve this outcome, the following indicators are demonstrated:

- Opportunities are provided by the Director (or Delegate) for people with disability to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights.
- Braver Together is a Sole Trader, which is a defined structure that is operated by a single person. This person is responsible for ensuring that the business meets its financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering services to clients.
- As a Sole Trader, the success of the business is dependent upon the skills and knowledge of the Director. In the future, a Governing Body will be established to ensure that the leadership of the organisation's business activities are able to effectively address any gaps in the growth and stability of the business operation.
- When a Governing Body is appointed, that body will be responsible for ensuring that strategic and business planning considers legislative requirements, organisational risks, other requirements related to operating under the requirements of funding bodies, such as the NDIS. It is through this mechanism that the current and future needs of all stakeholders and the wider organisational environment are met with rigor and confidence.
- The development of a Code of Conduct,
 - o safeguards the performance of the Director, including responses to individual issues and provides stability to drive continuous improvement in management practices.
 - o provides a clarity in defining the responsibilities, authority and accountabilities of the Director in the provision of services to clients.

Braver Together is committed to best practice in all aspects of service delivery. This Code of Conduct (Code) supports the people who work with us and empowers people with disability in relation to their rights. Braver Together uses this policy and related practices to apply the *NDIS Practice Standards and Quality Indicators July 2018 v1* and the *National Standards for Disability Services*, in particular *Standard 6: Service Management*.

This policy and the associated practice statement relate to the following national standards:

National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators. July 2020 v3	National Standards for Disability Services. December 2013 v1	National Quality Standard (Early Childhood). October 2018.
2.1. Governance and Operational Management: Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered	6.2. Practice is based on evidence and minimal restrictive options and complies with legislative, regulatory and contractual requirements. 6.3. The service documents, monitors and effectively uses management systems including Work Health Safety, human resource management and financial management. 6.5. The service has a clearly communicated organisational vision, mission and values which are consistent with contemporary practice.	4.2.2. Professional standards. Professional standards guide practice, interactions and relationships 7.2.2. Educational leadership. The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.

Braver Together Code of Conduct

Scope

1. The scope of this Code of Conduct
 - a. This Code outlines Braver Together's expectations for the standards of behaviour and conduct expected from a paid member of staff, a contractor, volunteer, which is referred to as a worker.
 - b. They are expected to be familiar with the Code and use it always. It always applies in all circumstances including when working or otherwise representing Braver Together.
 - c. The Code supports the quality of Braver Together's contract of employment and contract for services.

Outcome

2. The outcome of this policy is that Braver Together intends that each client's support is overseen by robust governance and operational management systems that are relevant and proportionate the scope and complexity of supports delivered

Principles

3. The principles that guide our Code of Conduct are:
 - a. **Professional.** A worker is expected to
 - i. Conduct themselves in a professional and courteous manner.
 - ii. Ensure their appearance is neat and tidy, befitting the nature of the work being undertaken.
 - iii. Contact and let their appropriate supervisor or manager and their client know as soon as possible,
 - iv. should they be late or cannot report for work.
 - v. should they be required to leave the work premises for personal reasons.
 - vi. Not use work time for private gain. They must:
 - vii. ensure all personal activities including phone calls and meetings are arranged outside of working hours.
 - viii. Where appropriate, advise their supervisor or manager if they receive a gift.
 - ix. Any gift received that is over the value of \$20 must be refused or donated to a registered charity.
 - x. They must not seek gifts or benefits in relation to their work.
 - xi. Not make any statements to the media or on social media about Braver Together's business. Requests for statements about Braver Together's business to the Director (or Delegate).
 - b. **Responsible.** A worker is expected to:
 - i. Be aware and conversant with the Code in that it supports their Braver Together's contract of employment or contract for services, paid or otherwise.
 - ii. Be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts, and all lawful and reasonable directions from Braver Together.
 - iii. 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
 - iv. Promptly report any violations of law, ethical principles, policies, and this Code to the Director (or Delegate).
 - c. **Respectful.** A worker is expected to:
 - i. Act with integrity, honesty, and transparency and not behave in any way that might offend or embarrass another person.
 - ii. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
 - iii. Be honest and fair in dealings with people with disability and their families, carers, co-workers, management, and the public.
 - iv. Be respectful of all people and not discriminate against people based on disability, cultural background, religion, age, gender, sexual orientation, marital or family status.



Policies: Governance and Operation

- v. Be considerate and appropriate when using personal and organisational technology during work shifts. This includes:
 - vi. Not using personal devices in place of engaging with clients, their families, carers, co-workers, management, and the public in workplace settings
 - vii. not uploading, downloading, using, retrieving, or accessing any materials which are deemed inappropriate and/or offensive. This includes, but is not limited to, content that is sexual or illegal, copyrighted, or defamatory.
 - viii. Respect company property. This includes use of funds, equipment, technology, records, and confidential information.
 - ix. Respect the information and privacy of others and keep information confidential while working at Braver Together and afterwards into the future.
- d. **Safe.** A worker is expected to:
- i. Provide supports and services in a safe and competent manner with care and skill
 - ii. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
 - iii. Take all reasonable steps to prevent and respond to sexual misconduct.
 - iv. Not use any form of physical or verbal abuse or inappropriate language in the workplace.
 - v. Not perform work in circumstances where there is a risk to their safety, or which may compromise the health or safety of others.
 - vi. Report any workplace risks to the Director (or Delegate) as soon as possible.
 - vii. Not smoke during working hours unless it is during prescribed breaks and within designated areas.

Management

4. Leadership and Management should.

- a. Ensure that team members are familiar with the Code
- b. That the team members have sufficient skills, knowledge, and ability to meet the requirements of their role.
- c. Lead by example and not condone, permit, or fail to report any suspected breaches of the Code.
- d. In the event of a suspected breach, they must maintain confidentiality and limit information sharing during grievances and disputes.
- e. They should ensure support is available to all parties during an investigation process.

Legal requirements

5. The legal requirements of this Code of Conduct means that a worker must:

- a. Must be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts, and all lawful and reasonable directions from Braver Together.
- b. Must report any violations of law, ethical principles, policies, and this Code to the Director (or Delegate).

Breaches

6. Managing a breach of this Code of Conduct.

- a. The worker who breaches this Code or break the law may be subject to disciplinary action, including being any or a combination of the following consequences:
 - i. Suspended from their employment for a period.
 - ii. Required to undertake additional training at their own expense.
 - iii. Terminated from their employment or contract for service.

Legislation

7. The relevant legislation that supports and inform the delivery of this policy

- a. Children and Young People Act 2008 (ACT): <https://www.legislation.act.gov.au/a/2008-19>



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- b. National Standards for Disability Services: <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>
- c. National Disability Insurance Scheme 2013: Principles: [Part 2—Objects and principles](#)
- d. NDIS Quality and Safeguarding Practice Standards 2018: <https://www.ndiscommission.gov.au/document/986>

Approvals

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Authorising Director: Carolyn Harkness

