Code of Conduct

Assist Community Services respects and supports the fundamental right of participants to continue living independently in their own homes and communities with dignity and respect, along with choice and inclusion in relation to their support needs and being free to engage an advocate and/or representative of their choice. This includes providing a safe environment that protects the safety and wellbeing of all adult and child participants in alignment with the NDIS Code of Conduct and the Queensland Child Safe Standards under the ***Child Safe Organisations Act 2024*** (Qld).

Assist Community Services' Code of Conduct sets out, in principle, the behaviours and standards of conduct expected of members of our organisation who are providing support services to a person and to uphold the rights of all participants.

By offering services to participants Assist Community Services staff always agree to:

Respect

1. Treat members of the Assist Community Services community, including colleagues, participants, family members and representatives, with respect and dignity at all times.
2. Recognise that each participant is an individual, with individual needs, inclusive of those with complex, or more specialised needs.
3. Respect people's personal, cultural, linguistic and religious preferences and background, including actively supporting the cultural safety of Aboriginal and Torres Strait Islander children and participants, ensuring they feel safe, respected, and connected to their identity, community, and country.
4. Provide care with empathy and sensitivity, without exploitation, abuse, discrimination, or harassment.
5. Do not engage in bullying, violence, harassment, or any other forms of victimisation towards staff, volunteers, participants, and stakeholders.
6. Prevent and respond to unlawful discrimination against other staff, volunteers, participants, and stakeholders.
7. Respect the participant's right to choose the care they want and from whom they want it, free from victimisation, ensuring that children and young people are

actively informed of their rights and empowered to participate in decisions affecting their care.

8. Respect the experience and knowledge of all colleagues.

Professionalism

1. Perform any duties associated with your position in a conscientious, competent and honest manner, consistent with the values of the organisation.
2. Deliver reliable, high quality and personalised care, acting at all times in accordance with the instructions, care plan and/or care goals of the participant.
3. Be aware of the appropriate professional boundaries in providing care services to participants, and act at all times to protect the boundaries of the professional relationship. Example; The staff/management team member cannot be a beneficiary of a participant's will, nor engage in any physical relationship with a participant, nor take unfair advantage of, or exploit any relationship with, the participants in any way. This includes adhering to strict digital boundaries: no personal photography of child participants, no communication via personal messaging apps (e.g., WhatsApp, Snapchat), and only providing one-on-one support to a child as set out in the child's Risk Mitigation Plan (Child) (see Child Safety section below).
4. Immediately report any form of abuse or neglect of a child, an elder or a person with a disability to the relevant state authority. This includes mandatory reporting to QLD Child Safety Services, and reporting any staff boundary breach or misconduct involving a child to the Child Safe Nominee immediately, so Assist can notify the QLD Family and Child Commission (QFCC) under the Reportable Conduct Scheme within legislated timeframes.
5. Immediately report any accident or incident occurring during service delivery to management and appropriate emergency services (e.g. Police, Fire, Ambulance). This applies to staff, participants, or any person present. For serious "Reportable Incidents" (including severe harm, serious injury, abuse, or neglect), management must be notified immediately to ensure strict adherence to mandatory 24-hour external regulatory reporting requirements.
6. Immediately report any episode or incident that raises concerns about the standards of care provided by another agency or support person.

7. Document all details of any accident/incident (via appropriate forms or progress note) that occur during service delivery.
8. Not act in a vulgar manner, nor expose participants or any member of participants' households to sexually explicit or otherwise inappropriate material.
9. Not be under the influence of alcohol or drugs at any time while providing care services to the participant.
10. Understand the importance of effective communication and communicate openly and honestly with participants, and their family members or representatives, and make sure children and families know how to use our accessible, child-friendly complaint pathways.
11. Maintain and keep up to date all; qualifications, police checks, licenses and registrations, NDIS Worker Screening, and Queensland Blue Cards**,** required to provide the care services requested by the participant.
12. Adhere to the NDIS Code of Conduct
13. Ensure the use of social media does not compromise the organisation's reputation and does not include derogatory, shaming or other personal attacks towards or about staff, the governing body, volunteers, participants or other stakeholders.

Child Safety

1. Put the safety and wellbeing of children first, and follow the Child Safety and Wellbeing Policy at all times.
2. Only contact child participants and their families during rostered shifts, using Assist-approved phones and apps. Never contact a child through a personal phone number, social media or messaging app.
3. Only take photos or videos of a child on an Assist device, with parent or guardian consent, and for a support purpose.
4. Work in open or visible areas wherever possible. Avoid being alone with a child in closed rooms or vehicles unless this is part of the child's Risk Mitigation Plan (Child).
5. Ask for the child's verbal or non-verbal consent before personal care or physical help, and respect the child's privacy and dignity.
6. Never use physical discipline, or any restrictive practice that is not authorised in the child's behaviour support plan.

7. Never give a child personal gifts, treat a child as a “favourite”, or ask a child to keep secrets.
8. Never take a child to your own home, babysit privately, or meet a child or their family outside rostered work.
9. Never share sexual, violent or adult content with a child, or talk to a child about your private adult life.
10. Report any child safety concern, disclosure or boundary breach (including by a colleague) to the Child Safe Nominee immediately, even if you are unsure. In an emergency, call 000.

Privacy

1. Keep confidential all personal information and records of the participants. This includes but is not limited to; the safe storage of information required to carry out the appropriate care as requested by the participant.
2. Not take advantage of any personal information or sensitive information (including health and financial information) of the participant obtained during the course of providing care services.

Health And Safety

1. Always act with due diligence in regard to the health, safety and wellbeing of the participant and the staff/management team member’s own health and safety.
2. Execute support services safely, and in accordance with the appropriate standards and relevant legislation relating to health care service provision.
3. Only provide support services for which they are capable and qualified to provide, and which are safe to provide.
4. Report any concerns regarding the health and safety of the participant immediately to the participants elected contact and/or representative and Assist Community Services management. In an emergency, to immediately call 000. In the event of an accident/incident, to document all details relating to the event in a progress note.

5. Take care to not put themselves or others at risk or reduce their ability to carry out their duties through unsafe practices, inappropriate behaviours or the misuse of alcohol or drugs.

Financial Matters and Conflicts

1. Avoid situations that may give rise to pecuniary or other conflicts of interest.
2. Manage conflicts of interest in accordance with the Conflict of Interest Policy, and declare any conflict to the General Manager for the conflict-of-interest register.
3. In general, staff/management team members must not deal with the finances of participants (if a situation arises where this is necessary, they do so ensuring the best interests of participants are upheld, and that any actions, advice or decision of the staff/management team member are not influenced by self-interest or of personal gain, or other improper motives). Staff members undertake to record details (via a progress note) of any occasion where financial transactions are required and where possible advise the participant's chosen representative.
4. Staff members are not to accept gifts from participants, which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the staff member and participants. In situations where a gift has been received, the staff/management team member undertakes to advise the family and/or the participant's chosen representative and record a progress note including details of the gift received. Staff must not give personal gifts to child participants.
5. Prevent and respond to nepotism and patronage.

Ethics

1. Act at all times, honestly, truthfully, and in accordance with the principles outlined in the Assist Community Services Service Charter.
2. Ensure all representations made, and information provided by Assist Community Services to participants is honest, accurate, and up to date.

3. Accurately record and report to Assist Community Services the number of hours during which the support services are legitimately provided to participants.
4. Act in good faith to Assist Community Services and not act in a manner that is contrary to the interests of Assist Community Services.
5. Not offer to provide or provide services to participants on terms, other than those disclosed to Assist Community Services. If a participant approaches the staff/management team member to provide care services on terms other than those disclosed to participants and stakeholders, the staff member must immediately notify Assist Community Services of the request.
6. Not request or receive cash payments or other forms of compensation from participants directly, in respect of services that are provided, which should properly be billed and paid via Assist Community Services.
7. Take responsibility for reporting conduct by other staff, governing body members or volunteers which contravenes any law, organisational policy and procedures, or this Code of Conduct.

I, _____ (staff member), have read, understand, and agree to this organisation Code of Conduct. I commit to the required standards of behaviour and practice as outlined in the Code of Conduct.

_____
Employee signature

_____
Date

Record of policy development			
Revision	v2.1	**Next Review Due**	October 2027
Owner	People and Culture	**Last Reviewed**	Oct 2026
Approved by	Aalden Pennington	**Date Approved**	29/10/2026