

This Code of Conduct outlines the standards of professional and ethical behaviour expected of all staff, volunteers, and contractors at Respite with Linda (RWL). It is aligned with the NDIS Code of Conduct, NDIS Practice Standards, and the National Principles for Child Safe Organisations.

1. Our Commitment to Child Safety

- Children and young people have the right to feel safe, respected, and heard.
- Staff must always act in the best interests of participants, ensuring their physical and emotional safety.
- Staff are required to identify, prevent, and respond to risks of harm, abuse, or neglect.
- Child safety is everyone's responsibility — concerns must be reported immediately.

2. Respectful Behaviour

- Treat all participants, families, and colleagues with dignity and respect.
- Respect cultural diversity, beliefs, and abilities.
- Always use age-appropriate and respectful language.

3. Professional Boundaries

- Maintain clear professional relationships with participants.
- Do not give or accept personal gifts, money, or favours.
- Do not share personal contact details or connect with participants/families on social media.
- Physical contact must always be appropriate, necessary for care or safety, and with consent.
- Avoid being alone with a child where possible — follow RWL supervision guidelines.

4. Privacy and Confidentiality

- Always Protect participant and family privacy.
- Only collect and share personal information as required for care, safety, or legal obligations.
- Photographs may only be taken with signed parent/guardian consent and must never be stored on personal devices.

5. Safe Work Practices

- Follow RWL policies and procedures for transport, technology, medication, and incident management.
- Ensure environments are safe, inclusive, and free from bullying, harassment, or discrimination.
- Be alert to risks and take action to prevent harm.

6. Integrity and Accountability

- Be honest, fair, and accountable for your actions.
- Do not use alcohol, drugs, or illegal substances while on duty.
- Report any suspected or actual misconduct immediately.

7. Responding to Concerns or Disclosures

- If a child discloses harm, listen calmly, believe them, and do not promise secrecy.
- Record the disclosure in the child's exact words as soon as possible.
- Report immediately to the Managing Director (Child Safety Contact).
- In an emergency, contact emergency services (000).

8. Continuous Improvement

- Staff are encouraged to contribute to improving child safe practices.
- Feedback, incidents, and near misses will be reviewed to strengthen policies.
- This Code will be reviewed annually or earlier if legislation or standards change.

Acknowledgement:

I have read and understood the RWL Code of Conduct and agree to uphold these standards in my role. I understand that breaches of this Code may result in disciplinary action, including termination of employment and reporting to relevant authorities.

Name: _____ Signature: _____

Date: _____