



A AND D IN HOME CARE CHILD SAFE CODE OF CONDUCT

Purpose

A and D In Home Care Pty Ltd (A and D In Home Care) provides quality services and safe practice in line with [NDIS Practice Standards](#) and [Child Safe Standards](#); and when working with children and young people in out of home care the [NSW Child Safe Standards for Permanent Care](#). The purpose of A and D In Home Care's Code of Conduct is to inform all staff of our expectations when working with children, young people and adults, regardless of whether the work is direct support or indirect interactions with other staff members, other services, contractors, participants and the community.

A and D In Home Care are committed to providing a safe environment where staff understand and uphold human rights in all interactions with individuals of any age, gender, culture, religion or gender diversity. A and D In Home Care acknowledge children and young people are particularly vulnerable to abuse, neglect and deprivation of human rights. It is the responsibility of every A and D In Home Care staff to provide a child safe service that educates, upholds and aligns practice with children's rights. All paid and unpaid staff, including volunteers, interns or trainees of A and D In Home Care are responsible for the safety and wellbeing of children and young people who engage with our organisation. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

Code of Conduct Applies to all A and D In Home Care Quality Employees, Volunteers and Contractors

This Code of Conduct applies to any employee of the company, including any external agencies or companies a individuals are contracted on a temporary basis.

All employees of A and D In Home Care are expected to provide high quality services that comply with NDIS Practice Standards, Child Safe Standards and relevant legislation. Employees will provide respectful and inclusive services that incorporates the needs of each individual participant regarding age, sexuality identification, gender, culture or religious beliefs.

As an employee of A and D In Home Care, you must conduct yourself in an appropriate and respectful manner at all times and remember we all share responsibility for providing a safe environment for children, young people and adults. A and D In Home Care have zero tolerance for abusive and discriminative staff behaviour that breaches the human rights of another individual.

Presentation, Workplace Behaviour and Expectations

All workers of A and D In Home Care must;

- Comply and abide by all laws, policies, principles, standards, regulations and details outlined on your employee contract
- Complete all tasks requested of you during a shift to your highest skill level. You must never undertake a task that you do not have the required training or competence in or requires training or skills you do not have.
- Be trustworthy, transparent and honest in all dealings with participants, families and other internal and external stakeholders.
- Wear a A and D In Home Care uniform for increased visibility in the community as you perform work activities. Staff must wear comfortable enclosed shoes and a branded



business t-shirt. Your branded business t-shirt will be provided to you and must be returned if you leave or your employment is terminated by A and D In Home Care.

- Always treat every participant and staff member of the organisation and any others that are involved with the organisation with respect. You must never discriminate, bully or harass any person.
- Speak and interact with participants and other people at work with respect and integrity and uphold the basic right of all people to be treated with dignity.
- Never refuse service to an individual based on culture, religious beliefs, age, gender identification and sexual orientation, physical or intellectual disability. This is discrimination and A and D In Home Care does not tolerate illegal behaviour.
- Notify management as soon as possible if you are unable to complete your shift due to illness or other personal circumstances. If you have planned holidays, please notify management by email two (2) weeks prior to planned leave. Continuity of care and predictability of service delivery is important to participants.
- Not accept any gifts, money or benefits in connection with employment or work activities. A and D In Home Care staff are paid to support participants meet their needs and should never prioritise staff needs or personal gain above a participant.
- Adhere to the confidentiality of participants at all times in accordance with A and D In Home Care Confidentiality and Privacy Policy.
- Not utilise any property or supplies owned by A and D In Home Care for personal use.
- Comply with the requirements under the Work Health and Safety Act NSW and in line with A and D In Home Care WHS Policy.

Failure of employees to abide by the Code of Conduct may result in disciplinary action including counselling, informal warning or termination of employment.

A and D In Home Care Expectations and Staff Responsibility with service provision

All workers of A and D In Home Care must;

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions listed below in applicable legislation.
- 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.
- Take all reasonable steps to prevent and respond to sexual misconduct.
- Report all incidents, accidents and near misses that impact or could have impacted on the health, safety or welfare of a participant.

A and D In Home Care Expectations and Staff Responsibility with service provision to children and young people

All workers of A and D In Home Care must;

1. Act in accordance with A and D In Home Care Child Safety and Wellbeing policies and procedures at all times.



2. Behave respectfully, courteously and ethically towards children, their families, and other people significant to them.
3. Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
4. Prioritise the human rights, safety and wellbeing of all children in A and D In Home Care.
5. Demonstrate appropriate personal and professional boundaries.
6. Consider and respect the diverse backgrounds and needs of children in all work activities and ask their views and cultural needs.
7. Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
8. Involve children in making decisions about activities, policies and processes that concern them.
9. Contribute, where appropriate, to A and D In Home Care's policies, discussions, learning and reviews about child safety and wellbeing.
10. Identify and mitigate risks to children's safety and wellbeing as required by A and D In Home Care's risk assessment and management policy and process.
11. Respond to any concerns or complaints of child harm or abuse promptly and in line with A and D In Home Care's policy and procedure for receiving and responding to complaints.
12. Report all suspected or disclosed child harm or abuse as required by Children and Young Persons (Care and Protection) Act NSW 1988 (CYPC Act) and by A and D In Home Care Policy on Mandatory Reporting and Reportable Conduct
13. Comply with Safe Boundaries and Interactions Policy and consistently strive for high visibility and safety for children.
14. Comply with CYPC Act and A and D In Home Care's policy and procedures on record keeping, confidentiality and information sharing.

All workers of A and D In Home Care must NOT:

1. Engage in any unlawful activity with or in relation to a child.
2. Engage in any activity that is likely to physically, sexually or emotionally harm a child.
3. Talk about sex, show images with nudity or sexual content or speak about personal sexual experiences. This behaviour is considered grooming for sexual purposes and will be reported and investigated as Reportable Conduct and is a Breach of this Code of Conduct.
4. Physically assault, harass, threaten or intimidate any child, young person or adult.
5. Use derogatory names, deride, put down, ridicule or make negative personal comments to any child, young person or adult.
6. Unlawfully discriminate against any child, young person, adult or their family members.
7. Be alone with a child unnecessarily or encourage a child to engage in unnecessary conduct such as sitting on the lap of staff, viewing photographs, isolating children from other staff or other similar behaviours. This behaviour is considered grooming a child for sexual purposes and will be reported and investigated as Reportable Conduct and Breach of this Code of Conduct.
8. Arrange personal contact, including online contact, with children, young people or adults for a purpose unrelated to A and D In Home Care's business activities. This behaviour is considered grooming for sexual purposes and will be reported and investigated as Reportable Conduct and a Breach of this Code of Conduct.



9. Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consents or unless required by legislation or A and D In Home Care's Mandatory Reporting and Reportable Conduct policy.
10. Use inappropriate language or profanity in the presence of children, or show or provide children with access to inappropriate images or material that contains adult themes and profanity. Children, young people and adults we work with rely on staff to be safe and respectful.
11. Work with children while under the influence of alcohol or prohibited drugs.
12. Ignore or disregard any suspected, disclosed or observed abuse, neglect or exploitation for any child, young person or adult. Safeguarding children is the responsibility of staff and leadership. Failing to act to protect a child from abuse or failing to report child abuse are criminal offences under the Crimes Act 1900 NSW.

A and D In Home Care Expectations and Staff Responsibility to report breaches of the Code of Conduct and report abuse, harm and neglect of any child, young person or adult by any person

If an employee of A and D In Home Care believes this Code of Conduct has been breached by another staff member you must:

1. Act to prioritise the best interests of children, young people and adults.
2. Take actions promptly to ensure that children, young people and adults are physically and emotionally safe.
3. Complete the Incident and Complaint Template and immediately notify Management of any risk, safety or abuse concerns in line with legislation the A and D In Home Care Mandatory Reporting and Reportable Conduct Policy.
4. Report a child or young person who has been abused, neglected or harmed using the Mandatory Reporter Guide to help determine risk of significant harm. Staff at A and D In Home Care are Mandatory Reporters and must comply with CPYP Act and A and D In Home Care policy and procedure on Mandatory Reporting and Reportable Conduct.
5. Report If an adult person with a disability has been abused, neglected or harmed in compliance with legislative requirements under The National Disability Insurance Scheme (NDIS) Act 2013 and A and D In Home Care Mandatory Reporting and Reportable Conduct Policy.
6. Report a staff member who has breached this Code of Conduct, Child Safe Standards, NDIS Practice Standards or A and D In Home Care policy and procedure. A and D In Home Care expect staff to speak out if a child, young person or adult is at risk, unsafe, abused, neglected or exploited. Staff who fail to report child abuse or protect a child from abuse and harm can be charged with criminal offences under the Crimes Act NSW 1900.
7. Staff who fail to report or protect a child, young person or adult from abuse or harm breach this Code of Conduct and ignores the fundamental human rights of all individuals to live free from harm.

I..... (Name) declare that I am an employee of A and D In Home Care Pty Ltd. I agree that I have read the above Code of Conduct and understand the requirements of me by the organisation.



I agree to abide by this Code of Conduct during my employment with A and D In Home Care. I understand that breaches of this Code of Conduct may lead to disciplinary action, criminal investigation/penalties or termination of my employment with A and D In Home Care.

Name (Print).....

Signature.....

Employee

Name

(Print).....Signature.....

.....

Manager

Name

(Print).....Signature.....

..... *Manager*

Applicable A and D In Home Care Policy and Templates	Applicable Conventions and Treaties	Applicable Legislation
Internal and External Reporting Policy Internal and External Reporting Template Reportable Conduct Policy Reportable Conduct Template Documentation and Records Policy Human Rights Policy Service Provision Policy Risk and Safety Management Policy Risk and Safety Template	Convention on the Rights of Persons with Disabilities Convention on the Rights of the Child-external site International Covenant on Civil and Political Rights Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment Convention on the Elimination of All Forms of Discrimination against Women International Convention on the Elimination of All Forms of Racial Discrimination International Covenant on Economic, Social and Cultural Rights	The Children and Young Persons (Care and Protection) Act 1998 Children and Young Persons (Care and Protection) Regulation 2012 Community Services (Complaints, Review and Monitoring) Act 1993 Children's Guardian Act 2019 Child Protection (Working with Children) Act 2012 Disability Discrimination Act 1992 Racial Discrimination Act 1975 Sex Discrimination Act 1984 National Disability Insurance Scheme (Worker Checks) Act 2018 No 82 National Disability Insurance Scheme (NSW Enabling) Act 2013 The National Disability Insurance Scheme Amendment (Participant Service Guarantee and Other Measures) Act 2022