

POLICY STATEMENT

The code of conduct has been developed to ensure that key stakeholders associated with the delivery of Melba’s service (including but not limited to all employees, volunteers, students and third-party agency casuals) are aware of the minimum standards expected of them in relation to how they carry out their professional roles, responsibilities and obligations.

SCOPE

This policy applies to all Melba Support Services employees, volunteers, students, third-party agency casuals, board, and committee members.

PURPOSE

The indicators in this document form the underpinning and non-negotiable minimum standards for services and support that Melba provides in practice through its supports, services, planning with people and its policies and procedures. The code outlines the organisation’s core values, expected standard of behaviour for all staff and volunteers, including board and committee members, in their interactions with the Melba community, and actions in relation to ethical conduct.

Specific obligations apply in relation to children and young people. These are contained in our children and young people safety and wellbeing policies and procedures.

	Organisational Commitment	Employee Responsibility
1. Rights	a) Melba will implement policies and procedures that promote people rights. Melba provides supports to people to exercise their rights and responsibilities. b) Employees recognise and honour peoples’ rights. c) Melba Support Services upholds due process requirements. d) Decision making supports are provided to people as needed.	1.1) Employees will work cooperatively respecting the rights and needs of the people we support, their families, advocates and carers. 1.2) Employees will work cooperatively respecting the rights and needs of all people supported. 1.3) Employees and volunteers will recognise and promote individual freedom of expression. 1.4) Employees will support people with information and if needed, access to legal advice and advocacy support. 1.5) Employees will respect religious beliefs and practices that may be different from their own. 1.6) Employees will acknowledge and respect people’s rights to express their culture and/or sexual or gender identity and orientation that may be different from their own. 1.7) Employees will communicate in a language, form, manner and tone that enables and empowers people with a disability to understand the information provided and to make their preferences known.

Code of Conduct

POLICY

<p>2. Dignity and respect</p>	<p>a) People are treated as people first.</p> <p>b) Melba respects people’s concerns and responds accordingly.</p> <p>c) People have privacy.</p> <p>d) Supports and services enhance dignity and respect.</p> <p>e) People have meaningful work and activity choices.</p> <p>f) People can give feedback and make complaints without fear of retribution.</p>	<p>2.1) Employees will respect the dignity, privacy and the right to self-determination and choice and control over their lives and supports of all people supported by Melba Support Services.</p> <p>2.2) Employees will treat all others with respect and dignity.</p> <p>2.3) Employees will act and respond as positive role models for all people they support including children and young people.</p> <p>2.4) Employees will empower people to make choices in accordance with the dignity of risk principle.</p> <p>2.5) Employees will assist people to make complaints and voice any dissatisfaction with services or supports received from Melba Support Services.</p>
<p>3. Participation and inclusion</p>	<p>a) Policies and practices facilitate continuity of natural support systems.</p> <p>b) Melba recognises emerging supports.</p> <p>c) Communication occurs among people, their employees and families.</p> <p>d) Melba facilitates each person’s desire for natural supports.</p>	<p>3.1) Support people as required to build and maintain friendships and make connections in the community without intruding unnecessarily in their lives.</p> <p>3.2) Whilst encouraging employees to be friendly with people Melba support and their families, Employees must consider the complexities of combining a paid relationship with a personal one and be aware of their professional obligations and boundaries. This includes expectations such as physical contact, language, and when and how it is appropriate to communicate. This is especially important to maintaining appropriate professional boundaries with children and young people.</p> <p>3.3) Employees will support people (including children and young people) to actively participate in assessments of their strengths, risks, wants and needs.</p> <p>3.4) Employees will promote empowerment, participation, and cultural safety of people (including children and young people) of Aboriginal and Torres Strait Islander descent, those from culturally and linguistically diverse backgrounds and LGBTIQ+ people.</p>
<p>4. Zero Tolerance, Protection from abuse, neglect,</p>	<p>a) Melba implements policies and procedures that define prohibit and prevent abuse, neglect, mistreatment and exploitation.</p>	<p>4.1) Employees must not by their words or actions, directly or indirectly cause negative emotional or physical impact to/on people (including children and young persons) supported by Melba Support Services or to other Employees.</p>

POLICY

<p>mistreatment, exploitation and poor quality of care.</p>	<p>People are free from abuse and neglect, mistreatment and exploitation.</p> <p>b) Melba implements systems for reviewing and analysing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation and injuries of unknown origin and deaths.</p> <p>c) Employees know how to prevent, detect and report allegations of abuse neglect, mistreatment and exploitation.</p> <p>d) Melba ensures objective, prompt and thorough investigations of all allegations of poor quality of care, abuse, neglect, mistreatment and exploitation and of each injury particularly injuries of unknown origin.</p> <p>e) Melba ensures thorough appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation and to other associated issues identified in the investigation.</p>	<p>4.2) Employees must be honest. Exploitation, stealing, borrowing without permission, using for personal gain or any other inappropriate use of information, equipment or facilities or engaging in illegal or unethical activities will be deemed as a breach of this code of conduct and employment obligations with Melba Support Services. Employees must report immediately any criminal charges or convictions to the CEO and/or the Board of Directors,</p> <p>4.3) Employees must report any unethical/inappropriate behaviour or wrongdoing by any person associated with Melba Support Services to an appropriate person in management.</p> <p>4.4) Employees should ensure they do not, at any time, harass, sexually harass, or bully anyone.</p> <p>4.5) Employees must not at any time discriminate against anyone on grounds of disability, gender sexual preference, age, marital status, pregnancy, the state of being a parent, childless or de facto spouse, race, colour, lawful religion or political beliefs or activity or impairment.</p> <p>4.6) Employees should encourage people we support, to speak up, participate in consultation processes and support them to provide feedback. Employees should also listen and appropriately respond to the concerns of people we support, including children and young people, particularly when they or another person are sharing concerns or disclosing abuse.</p> <p>Employees must not communicate directly with a child or young person we support, through personal or private contact channels (including by social media, personal email, instant messaging, chat rooms, gaming sites, texting, personal device)</p> <p>Employees must not request that a child or young person keeps communication with them a secret from their parents/carers.</p> <p>4.7) As an employee of Melba Support Services, you will report any behaviour or interaction by Employees that you perceive to be abuse, neglect, mistreatment or exploitation of a person (s) supported by Melba Support Services.</p> <p>4.8) Employees will not harm or harass or criticise any person making a report of any behaviour or</p>
--	--	--

POLICY

		<p>interaction by Employees that they perceive to be abuse, neglect, mistreatment or exploitation of a person (s) supported by Melba Support Services.</p> <p>4.9) Employees will not enter sexual/intimate relationships with people Melba support. This is unethical behaviour. In some instances, this is a criminal offence.</p> <p>4.10) Employees will not engage in sexual abuse or misconduct and must report any such conduct by other workers, people with a disability, family members, carers or community members.</p> <p>4.11) Employees adhere to Melba’s Child and Young Person Safety Policy, Children and Young Persons Safety Procedure, Child and Young Person safety Practice Guidelines.</p> <p>4.12) Employees have a responsibility and obligation to protect children and young people.</p> <p>4.13) Employees are required to conduct themselves appropriately around children and young people at all times when on duty and at all Melba service locations, and not just during service provision to or with children and young people.</p> <p>4.14) Employees will adopt a zero tolerance approach to violence, abuse, neglect and exploitation toward any person receiving Melba’s service and support.</p> <p>4.15) Employees will report any legitimate concerns about suspected abuse, neglect or mistreatment of any child, young person supported.</p>
<p>5. Individual outcomes</p>	<p>a) People have supports to manage their own health.</p> <p>b) People access quality health care.</p> <p>c) Data and documentation support evaluation of health care objectives and promote continuity of services and supports.</p> <p>d) Acute health needs are addressed in a timely manner.</p>	<p>5.1) Employees promote the continued social, emotional, physical and spiritual wellbeing and development of all people supported by Melba Support Services.</p> <p>5.2) Employees will ensure that at no time their work performance is adversely affected by the use of alcohol, drugs or other substances. Employees are also obligated to make sure that their personal health is appropriate for attendance at work and that their personal hygiene is at a non-offending level.</p> <p>5.3) Employees will work collaboratively with other providers when planning delivery of the necessary and identified supports and services for people accessing Melba’s services.</p>

	<p>e) People receive treatments and medications safely and effectively.</p> <p>f) Employees recognises and respond to medical emergencies.</p>	
6. Safe physical and online environments	<p>a) Melba provides individualised safety supports.</p> <p>b) The physical and online environment promotes people’s health, safety and independence.</p> <p>c) Melba has individualised emergency plans.</p> <p>d) Routine inspections ensure that environments are sanitary and hazard free.</p>	<p>6.1) Employees shall use organisational facilities and equipment for their intended purpose and maintain them appropriately.</p> <p>6.2) Employees are to adhere to both the intent and specific requirements of Melba Support Services policies and procedures and other binding legal and regulatory frameworks.</p> <p>6.3) People’s actions and behaviour must comply with all relevant legislation.</p> <p>6.4) All Employees in support roles, including managers whose roles involve supporting people, are not permitted to have any personal visitors, including their partners, children, parents and friends, visit them at a Melba workplace without the express permission of their General Manager or the Chief Outcomes Officer. Melba’s workplaces include people’s homes where support is provided.</p> <p>6.5) Employees will consider the risks of all environments ensuring dignity of risk for all individuals being supported.</p> <p>6.6) Employees will prevent and minimise risks to health, safety and wellbeing, with the intent of avoiding injury to themselves and others.</p>
7. Employee resources and supports	<p>a) Melba implements a system for Employee recruitment and retention.</p> <p>b) Melba implements ongoing Employee development programs.</p> <p>c) The support needs of individuals shape the hiring, training and assignment of all staff.</p>	<p>7.1) Employees will ensure that whilst on duty or otherwise representing Melba Support Services their dress and appearance is neat, clean and appropriate to the work they are engaged in.</p> <p>7.2) Employees will maintain confidentiality in relation to any information they have access to regarding people supported by Melba Support Services (including family members of those individuals), colleagues or the day-to-day operation of services provided by Melba Support Services. This is a responsibility during the term of employment with</p>

	<ul style="list-style-type: none"> d) Melba implements systems that promote continuity and consistency of direct support professionals. e) Melba treats its employees with dignity, respect and fairness. f) Melba will provide training, information sessions and supervision that assists employees to understand what abuse is and its various forms. g) Melba will provide employees with professional development opportunities to ensure they are abreast of contemporary best practice wherever possible. h) Melba promotes an open and honest culture and does not tolerate fraud or corruption. 	<p>Melba Support Services and is binding after employment with Melba ceases.</p> <ul style="list-style-type: none"> 7.3) Employees will engage in professional development and maintain mandatory training requirements as determined by the position held in the organisation. 7.4) Employees will act with integrity, honesty, and transparency. 7.5) All employees will take reasonable steps to avoid situations where their private or other interests could or could be perceived to conflict with their official duties. If in any doubt, employees should speak to their line manager for further clarification. 7.6) Employees will not engage in, and must report suspected incidents of, corrupt or fraudulent activity.
<p>8. Positive services and support</p>	<ul style="list-style-type: none"> a) People’s individual plans lead to person centred and person directed services and supports. b) Melba provides continuous and consistent services and supports for each person. c) Melba provides positive behavioural supports to people. d) Melba treats people with psychoactive medications for mental health needs consistent with national health standards of care. e) People are free from unnecessary, intrusive interventions. 	<ul style="list-style-type: none"> 8.1) Employees will work in a cooperative, respectful and professional manner with all colleagues including other service providers, respecting and seeking out, when relevant, their professional opinion. 8.2) Employees will work together courteously and harmoniously. 8.3) Employees will work together cooperatively to ensure that the high standard of support we provide is maintained at all times. 8.4) Employees will report to management any performance or behavioural issues of other Employees which impacts on service quality or integrity. 8.5) Employees will adopt a positive behaviour support and active support approach when providing support to people. Employees will follow supported people’s Behaviour Support Plans and other authorised support instructions

POLICY

		<p>8.6) Employees will adopt and implement a zero-tolerance approach when providing services and support.</p> <p>8.7) Employees will show respect for cultural difference when providing services and support.</p>
<p>9. Continuity and personal security <i>(Privacy and data breaches)</i></p>	<p>a) Melba’s mission vision and values promote attainment of personal outcomes.</p> <p>b) Melba implements sound fiscal practices.</p> <p>c) Business, administrative and support functions promote personal outcomes.</p> <p>d) The cumulative record of personal information promotes continuity of services.</p>	<p>9.1) Employees will perform their duties as required and/or directed to the best of their abilities and as outlined in the relevant position description.</p> <p>9.2) Employees will not make any formal comments and/or public disclosure of information to the community at large or sections thereof, regarding Melba, its services, the people supported or Employees past and present unless specifically authorised to do so by the Board of Directors or the Chief Executive Officer.</p> <p>9.3) Employees will always positively promote Melba Support Services when speaking to external professionals and ensure that grievances about colleagues and the management of services is directed through the appropriate internal mechanisms as indicated in the policies and procedures of Melba Support Services.</p> <p>9.4) Employees will report any breach of privacy or data they become aware of relating to Melba’s corporate services, employees or people supported to the Chief Outcomes Officer or Chief Executive Officer.</p> <p>9.5) Employees will respect the privacy and confidentiality of the people we support and other employees, and only access information on a need-to-know basis. This includes holding confidential conversations in an appropriate setting.</p> <p>9.6) Employees will only collect, use or disclose information for its original purpose, for what is identified as being ‘reasonable’ use, or as required by law.</p>

If an employee or volunteer believes this Code of Conduct has been breached by another person in the organisation, they will:

- Act promptly to prioritise the safety and best interests of people we support, and any other person deemed to be at risk.
- Immediately report any concern to their line manager, or another leader or manager in Melba Support Services. Any concern relating to children or young people must also be immediately reported to Melba's Child Safety Officer (General Manager Practice and Safeguards/Senior Practitioner)
- Comply with Melba's policies and procedures for incident reporting, and receiving and responding to complaints and concerns (See Melba's Incident Reporting Person Supported Policy and Procedure, Complaints, Compliments and Feedback Policy and Procedure and Child and Young Person's Safety and Wellbeing Policy and Procedure)
- Comply with all legislative requirements on reporting if relevant, and in line with Melba's policy and procedure on internal and external reporting.

Breaches of this Code of Conduct

Employees or volunteers who breach this Code of Conduct may be subject to disciplinary procedures in accordance with the relevant industrial instrument. For serious breaches, this may include termination of employment with Melba Support Services. Allegations of employee or volunteer misconduct may be subject to referral to Victoria Police, the NDIS Quality and Safeguards Commission and in the case of children and young people also the Commission for Children and Young People.

Staff may seek advice on non-compliance with this Code from their line manager or regional Human Resources Business Partner.

REFERENCES

- The Disability Act 2006
- The Privacy Act 1988
- The Privacy and Data Protection Act 2014
- Charter of Human Rights and Responsibilities 2006
- The Occupational Health and Safety Act 2004
- The National Disability Insurance Scheme Act 2013
- The NDIS Rules
- The NDIS Code of Conduct
- Disability Service Safeguards Act 2018
- Disability Service Safeguards - Code of Conduct
- Victorian Child Safety Standards

<i>Title: Code of Conduct Policy</i>	<i>Date Last Reviewed: 13 April 2023</i>
<i>Position Responsible: Chief People and Culture Officer</i>	<i>Next Review Date: 22 August 2024</i>
<i>Accountable: Board</i>	

	Related Policies	<ul style="list-style-type: none"> • Zero Tolerance Policy • Privacy, Data Breach and Confidentiality Policy • Complaints, Compliments and Feedback Policy • Positive Behaviour Support and Restrictive Practices Policy • Advocacy Policy • Human Rights Policy • Child and Young Person Safety Policy • Personal Relationships and Sexuality Policy • Cultural Diversity Policy • Protected Disclosure (Whistle blowing) Policy • Records Management Policy • Conflict of Interest Policy • Fraud and Corruption Policy • Internal Grievance and Issue Resolution Policy • Best Health Policy • Person Supported Charter of Rights and Responsibilities Policy
	Related Procedures	<ul style="list-style-type: none"> • Reporting Allegations of Violence, Abuse, Neglect and Exploitation Procedure • Privacy and Confidentiality Procedure • Complaints, Compliments and Feedback Procedure • Positive Behaviour Support and Restrictive Practices Procedure • Advocacy Procedure • Children Young Persons Safety Procedure • Protected Disclosure (Whistleblowing) Procedure • Records Management Procedure • Privacy and Data Breach Response Plan Procedure • Fraud and Corruption Prevention Procedure • Internal Grievance and Issue Resolution Procedure • Fitness for Work Procedure
	Related Supporting Documents or Tools	<ul style="list-style-type: none"> • Children & Young Person Safety Practice Guidelines • Human Rights Checklist • Melba’s Vision & Mission Statement • Melba Employee Handbook
	Relevant Standard/s	<ul style="list-style-type: none"> • National Standards for Disability Services • Human Services Standards • Child Safe Standards • National Disability Insurance Scheme Act 2013 • NDIS National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018

<i>Title: Code of Conduct Policy</i>	<i>Date Last Reviewed: 13 April 2023</i>
<i>Position Responsible: Chief People and Culture Officer</i>	<i>Next Review Date: 22 August 2024</i>
<i>Accountable: Board</i>	<i>Page 9 of 10</i>

DECLARATION FOR EMPLOYEES

I, _____ (insert employee name)

have been provided with and understand the obligations outlined in the Melba Code of Conduct.

I acknowledge this Code of Conduct incorporates all obligations outlined in the NDIS Code of Conduct, the DHHS Code of Conduct for Disability Service Workers, the National Principles for Child Safe Organisations and the Reportable Conduct Scheme.

Signature of Employee _____ **Date** _____

Signature of Employer Representative _____ **Date** _____

<i>Title: Code of Conduct Policy</i>	<i>Date Last Reviewed: 13 April 2023</i>
<i>Position Responsible: Chief People and Culture Officer</i>	<i>Next Review Date: 22 August 2024</i>
<i>Accountable: Board</i>	