



CODE OF CONDUCT POLICY (2025)

1. Vision

To create an inclusive space where individuals of all abilities feel empowered to grow, express themselves and thrive. We strive to foster belonging, celebrate individuality and support each person in becoming the best version of themselves.

2. Mission

To deliver highly individualised, person-centred supports that celebrate each person's unique strengths and passions. We tailor our services around motivating activities that spark joy and engagement, encouraging growth through creativity, connection and innovation.

3. Purpose

Lift Up Voices is committed to best practice in all aspects of service delivery. This Code of Conduct supports the people who work with us and empowers people with disability in relation to their rights. It also reflects our values and responsibilities under the NDIS Code of Conduct and the NDIS Practice Standards. This Code outlines the expected standards of behaviour, integrity and professionalism for everyone who represents Lift Up Voices, including employees, contractors, volunteers, Directors and business partners.

4. Scope

This Code applies to all Lift Up Voices personnel, including employees, contractors, volunteers, Directors and business partners. It applies in all circumstances where a person is working for or representing Lift Up Voices, including service delivery, events and community or online engagements.

5. Standards of Behaviour

All personnel must:

- Behave honestly, respectfully, and with integrity
- Act with care, diligence and professionalism in the performance of duties
- Treat everyone with courtesy and fairness, embracing diversity and inclusion
- Uphold the rights and dignity of people with disability
- Follow all lawful and reasonable directions
- Comply with Lift Up Voices' policies, procedures and legislative obligations
- Respect the privacy and confidentiality of others
- Use company resources appropriately and ethically
- Report any misconduct or suspected breaches of the Code

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- Staff must uphold professional standards at all service locations, including participant homes.

6. Respect and Inclusion

- Treat all people with respect regardless of their disability, cultural background, religion, age, gender, sexual orientation, family or marital status or union membership.
- Avoid behaviours that could be perceived as bullying, harassment or discrimination.
- Foster an inclusive environment that is safe, welcoming and empowering for all.

7. Professionalism and Appearance

- Maintain a clean, neat, and professional appearance appropriate to your role
- Arrive on time, prepared and ready to work
- Refrain from using work time or resources for personal gain
- Do not speak to the media or post on social media on behalf of Lift Up Voices without permission from a Director
- Gifts or benefits must not be sought – please report any offered gift or benefit to a Director

8. Privacy and Confidentiality

All personnel must:

- Protect the privacy of participants, staff and the organisation
- Adhere to the Australian Privacy Principles
- Only use confidential information for legitimate purposes
- Refrain from unauthorised disclosure of information, even after leaving Lift Up Voices

9. Safety and Wellbeing

- Ensure your conduct contributes to a safe, healthy and respectful workplace
- Report risks, hazards and unsafe behaviour immediately
- Do not engage in or tolerate any physical or verbal abuse
- Adhere to all safety policies, including those related to COVID-19 and infection control
- Smoke only in designated areas and only during breaks

10. Use of Technology

- Use Lift Up Voices' equipment, internet and systems appropriately
- Do not access, download or share inappropriate or illegal content
- Obtain approval before installing software or using external devices

11. Time and Attendance (employees only)

- Be ready to work at your rostered time
- Notify a Director if you are going to be late or absent
- Overtime and time off in lieu must be pre-approved by a Director

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12. Conflict of Interest

- Avoid personal or financial interests that conflict with your work duties
- Immediately disclose any actual or perceived conflict to a Director
- Refrain from working for competitors or engaging in outside work that could impact your role, unless authorised in writing

13. Ethical Conduct

- Act in good faith and in the best interests of participants and the organisation
- Do not misuse your role, authority or access to information for personal gain
- Report unethical, dishonest, fraudulent or illegal behaviour

14. Financial Integrity and Use of NDIS Funds

All personnel must ensure NDIS funds are used responsibly, ethically and in accordance with participant goals and funding rules. Misuse of NDIS funds is considered serious misconduct and may result in disciplinary action and/or referral to the NDIS Commission or other authorities.

- Only use NDIS funds for supports that are directly related to a participant's disability
- Do not use NDIS funds for day-to-day living costs (e.g., groceries, rent, utilities), unless they are directly related to the person's disability support needs
- Ensure supports provided are effective, beneficial to the participant, and represent value for money
- Do not claim for services not delivered, not agreed upon or not aligned with a participant's NDIS plan
- Report any suspected fraudulent or inappropriate financial activity immediately to a Director
- Complete mandatory staff training on financial integrity during induction and as part of ongoing professional development

15. Leadership and Accountability

- Directors and senior staff must lead by example and ensure all personnel are aware of and understand the Code
- Ensure all grievances and disputes are handled fairly, confidentially and with support for all parties involved

16. Breaches of the Code

- All suspected breaches of this Code must be reported to a Director
- Breaches may result in disciplinary action, including termination of employment or contract
- Serious breaches may be reported to the NDIS Commission or relevant authorities

17. Review

This Code will be reviewed every two years or sooner if there are significant legislative, policy or funding changes.

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18. Safeguarding and Mandatory Reporting

All personnel must immediately report any suspected or actual abuse, neglect or exploitation of a person with disability. This includes following mandatory reporting obligations and adhering to Lift Up Voices' Safeguarding for Participants Policy and Incident, Response, Reporting and Investigation Policy.

19. Upholding Participant Rights

All personnel must promote and uphold the rights of people with disability to exercise choice, control and independence in their lives. These rights are protected under the United Nations Convention on the Rights of Persons with Disabilities and the NDIS Practice Standards. Refer to the Dignity of Risk and Duty of Care Policy for further guidance.

20. Cultural Safety and Inclusion

Lift Up Voices is committed to providing culturally safe, inclusive and responsive services. All personnel must respect and support the cultural identities, values, and beliefs of participants, particularly Aboriginal and Torres Strait Islander peoples and individuals from diverse backgrounds.

21. Complaints, Feedback and Incident Response

Personnel must support participants in making complaints or providing feedback, and ensure they feel safe to do so without fear of reprisal. All complaints and incidents must be managed in accordance with the Compliments, Complaints and Feedback Policy and the Incident, Response, Reporting and Investigation Policy.

22. Worker Screening and Suitability

All personnel working directly with participants must hold a valid NDIS Worker Screening Check prior to commencing work. Personnel must also disclose any changes to their eligibility status immediately to a Director. See the Clearances for Staff and Volunteers Policy for details.