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# Code of Conduct

# Code of Conduct

A Code of Conduct provides a list of statements and guidelines that describe the professional conduct and practice required of a group of people.

Professional conduct refers to the manner in which a person behaves while acting in a professional capacity. It helps us work towards making a positive difference in the lives of the individuals and families we support and our colleagues. It requires us to maintain high levels of professionalism and accountability and ensures we are socially responsible and consistent in decision making.

This Code of Conduct has been designed to assist employees of Identitywa to make informed choices about their behaviour and integrate Identitywa's core values into their everyday working lives. This Code of Conduct applies to all workers, Board Members and contractors of Identitywa. It underpins and complements, rather than replaces, existing policies, procedures, guidelines and standards.

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## STATEMENT OF AGREEMENT

I, the Roman Catholic Bishop of Perth, mandate Identitywa to assist the Archdiocese in fulfilling its responsibilities in furthering the Mission of the Church in the area of pastoral care for the inclusion and equality of people who have an intellectual or other disability and their families in accordance with the beliefs, values, traditions and social teaching of the Catholic Church

### **MISSION**

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life. We support individuals to achieve their goals, whatever they may be. We offer families the support they need

### **VISION**

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing

### **VALUES**

Above all else, we make a commitment to act. We will look for the opportunities rather than seeing the barriers. Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end

### **BOARD OF MANAGEMENT**

The Board of Management is appointed by me and governed by my endorsement of the Statutes which provides its brief to operate Identitywa


I mandate the Chairperson of the Board to act on my behalf with government funding bodies that require direct contact with the Chief Executive Officer of Identitywa, while I retain the overall responsibility for the organisation

### **CHIEF EXECUTIVE OFFICER**

The Chief Executive Officer is appointed by me following a recommendation by the Board of Management. The Chief Executive Officer is appointed to manage the day to day affairs of Identitywa

### **TERM OF MANDATE**

This Mandate is given for five years from the first day of May 2019

  
Most Rev Timothy Costelloe SDB  
ARCHBISHOP OF PERTH



16/04/2019  
Date

# Identitywa's Vision, Mission and Values

Identitywa is committed to promoting our Catholic Heritage and enacting our core Values in pursuit of achieving our Vision and Mission. Our values guide our behaviour towards each other, people with disability, families, services and other agencies and form the basis of all relationships, decisions and actions.



## Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



## Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals, whatever they may be. We offer families the support they need.



## Our Values

Above all else, we make a commitment to act.

We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

# We act with honesty and integrity

**The reputation of Identitywa is directly impacted by the actions of Workers.**

Acting with honesty and integrity will maintain respect and confidence in our services within the community.

We demonstrate honesty and integrity when:

- We treat all people with courtesy and sensitivity, and value their rights, aspirations and individuality.
- We do not tolerate dishonest behaviour, bullying, harassment, discrimination or other inappropriate behaviours by our colleagues or others.
- We conduct ourselves in an unbiased, objective, professional and efficient manner.
- We consider matters on their merits without regard to outside influences or personal interests.
- We ensure the protection of Identitywa's legitimate business interests, including corporate opportunities and confidential information.
- We act with care and diligence.

# We value and maintain our professionalism

**Professionalism is the standard and proficiency in which we conduct ourselves that fosters and preserves our reputation, upholds Identitywa's values and supports our duty of care.**

Professional and ethical conduct by workers is integral to the organisation.

Our professionalism is demonstrated when:

- We exercise duty of care, responsibility, accountability and professional and ethical judgment when carrying out our duties.
- We maintain and strive to improve our skills, knowledge and competencies through professional development leading to effective service delivery.
- We always maintain professional relationships with the people we support, their families, colleagues and related agencies.
- We work together as a team and treat each other with respect and dignity, striving for a safe, harmonious and efficient workplace.
- We ensure our sharing of information is relevant and does not violate another's privacy.
- We provide people with disability, their families and others with factual and objective information that we are competent and authorised to give.

# **We respect and abide by all National Disability Insurance Scheme standards and legislation**

**Compliance with the laws and statutes that govern services provided to Individuals and Identitywa are an essential part of our operations.**

Violation of laws and regulations can have serious consequences for Identitywa and the person concerned.

This commitment is seen when:

- We respect and abide by all laws, regulations, policies, standards and documents that direct our operations.
- We only act within our authority.
- We comply with all lawful and reasonable directions from authorised persons.
- We undertake our duties lawfully and in doing so, our signature indicates our understanding and authorisation for our own and others' actions
- We uphold the principles and ethics of the organisational Code of Conduct and policy and procedures at all times.



# We avoid conflicts of interest

**A conflict of interest occurs when the private interests of a worker interferes, or appears to interfere, with their official duties, and an independent observer might reasonably question whether the actions or decisions of that person are influenced by their own interests.**

A conflict of interest may arise whilst performing official duties including: decision-making, interacting with individuals and families, applying policy and procedures, reporting incidents or supervising workers.

A real or apparent conflict of interest can jeopardise confidence in Identitywa's services. Therefore, we do not participate in activities that could put us in such a position.

Conflicts of interest will be avoided when:

- We do not put ourselves in a position where it could appear that our private interests or activities may influence our judgement.
- We do not solicit, accept or offer money, favours, entertainment or gifts that may be perceived to influence our judgement.
- We do not, without the prior consent of Identitywa, undertake employment elsewhere.
- We disclose any situation that directly, may directly, or may be perceived to directly conflict with the best interest of Identitywa and the Individuals we support.
- We do not take advantage of our positions in order to obtain a benefit for ourselves or others.

# We respect privacy and do not misuse information

**Respect for the privacy and confidentiality of the people we support, their families, colleagues and others is central to Identitywa's credibility.**

At all times, we comply with the laws and policies governing the disclosure of information, and we treat the privacy of the people we support, their families, colleagues, others and Identitywa as a high priority.

To ensure confidentiality is maintained:

- We only access confidential information for authorised work related tasks.
- We do not encourage or pressure others to disclose confidential, sensitive or privileged information.
- We do not take improper advantage of any information or documentation we have access to for our own or any other's benefit.
- We ensure the secure collection, storage and disposal of confidential information regardless of its medium.
- We do not share confidential information acquired either verbally or in writing or in any other medium (including social media) or by chance, outside of work related duties.
- We exchange information in a respectful manner and in a place that is appropriate.

# We strive to be good citizens and achieve community respect

**Identitywa is committed to excellence and aims to maintain public confidence and respect.**

This can only be achieved if we are aware of our responsibilities and accountable for our actions.

This commitment is supported when:

- We are committed to equality and diversity.
- We strive to make a positive contribution to Identitywa, the people we support, and the community we serve.
- We consider the broader impact of our decisions on the people we support and their families, colleagues, and Identitywa.
- We do not waste, improperly use or deal negligently or extravagantly with the resources of Identitywa.
- We strive to conserve natural resources and conduct our duties in the best interests of the environment at all times.
- We present a positive image to the community through our appearance, attitude and interactions.
- We support individuals to present a positive image to the community through their personal presentation and our interaction with them.

# National Catholic Safeguarding Standards

**Standard 1:** Child safeguarding is embedded in the entity's leadership, governance and culture.

**Standard 2:** Children are informed about their rights, participate in decisions affecting them and are taken seriously.

**Standard 3:** Families, carers and communities are informed and involved in promoting child safeguarding.

**Standard 4:** Equity is upheld and diverse needs respected in policy and practice.

**Standard 5:** People working with children are suitable and supported to reflect child safeguarding values in practice.

**Standard 6:** Processes for raising concerns and complaints are responsive, understood, accessible and used by children, families, carers, communities and personnel.

**Standard 7:** Personnel are equipped with knowledge, skills and awareness to keep children safe through information, ongoing education and training.

**Standard 8:** Physical and online environments promote safety and contain appropriate safeguards to minimise the opportunity for children to be harmed.

**Standard 9:** Entities regularly review and improve implementation of their systems for keeping children safe.

**Standard 10:** Policies and procedures document how the entity is safe for children.

# NDIS Code of Conduct

1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner with care and skill.
4. Act with integrity, honesty, and transparency.
5. 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.
6. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse.
7. Take all reasonable steps to prevent sexual misconduct.

# Notes

## STATEMENT OF AGREEMENT

I have received and read my copy of the Identitywa Code of Conduct and have had the opportunity to clarify any issues.

I agree to abide by the organisational Code of Conduct of Identitywa.

I agree to commit to the NDIS Code of Conduct.

I understand that breaching the organisational Code of Conduct may lead to disciplinary action.

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I certify that I have explained the content and the intentions of the Code of Conduct to the above named worker.

Team Leader/Manager's signature: \_\_\_\_\_

Date: \_\_\_\_\_



**A Catholic outreach supporting people  
with disability and their families.**

## **Contact Us**

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