

Code of Conduct

September 2025

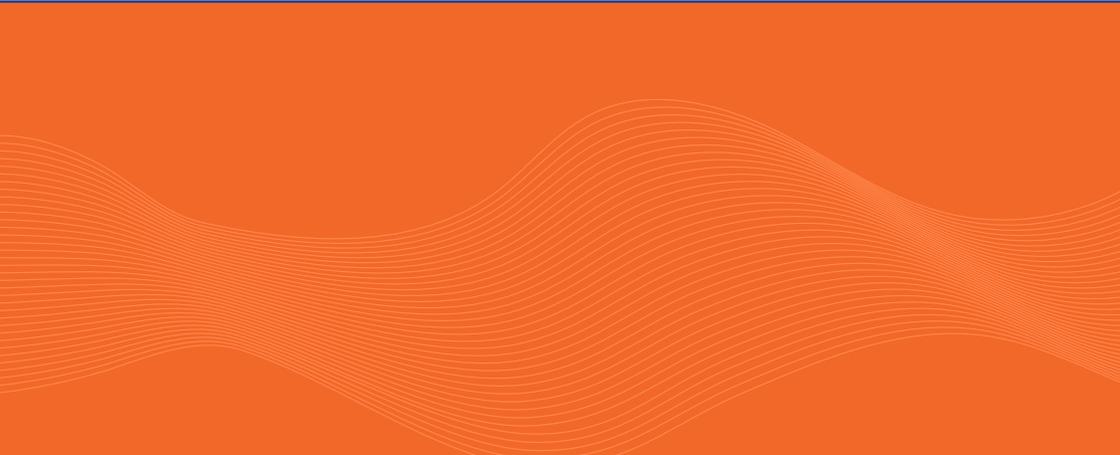


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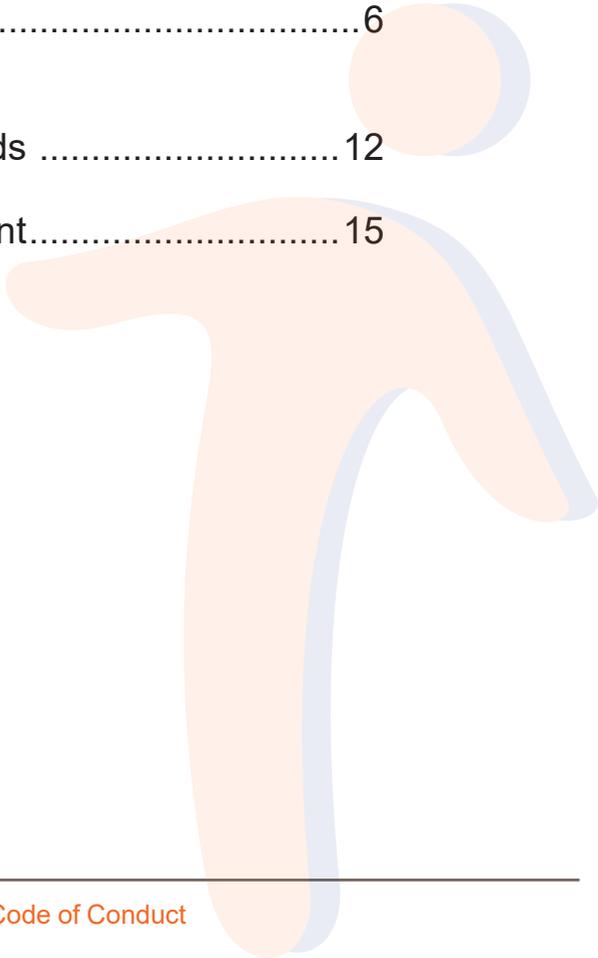
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Identitywa Disability Services Limited Code of Conduct

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 way 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 workers 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.

Identitywa Vision, Mission and Values

Identitywa is committed to honouring 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.



The standards of the NDIS Code of Conduct are applied to all services funded or delivered by the National Disability Insurance Scheme (NDIS) providers.

The Code promotes the health, safety and wellbeing of persons with disability by setting out acceptable, appropriate and ethical conduct for NDIS providers and workers delivering supports or services in the NDIS sector. The obligations in the Code are fundamental to the rights of people with disability set out in the UN Convention on the Rights of Persons with Disabilities.

The NDIS Code of Conduct requires workers and providers who deliver NDIS support and services to:

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 may 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 against, exploitation, neglect and abuse of people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.
8. Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.



Identitywa has adopted its own Code of Conduct which reflects the NDIS Code of Conduct and builds on the importance of setting out clear expectations for all Identitywa workers.

Our Principles

We act with honesty and integrity.

The reputation of Identitywa is directly impacted by the actions of our workers.



NDIS Elements 1, 4 & 8

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions.
4. Act with integrity, honesty and transparency.
8. Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.

At Identitywa, we demonstrate these elements when:

- We treat all people with courtesy and sensitivity, 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 price our services with honesty, integrity and transparency.
- We apply fair terms and explain pricing if asked.

Our Principles

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.



NDIS Elements 2, 3 & 7

2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

At Identitywa, 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 participants, their families and others with factual and objective information that we are competent on and authorised to give.

Our Principles

We respect and abide by all NDIS standards and legislation.

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



NDIS Elements 5 & 6

5. Promptly take steps to raise and act on concerns about matters that may impact on the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability.

At Identitywa, 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, policies and procedures at all times.
- We uphold and promote the safety and wellbeing of our participants.
- We respect and listen to the opinions of participants in our care, with zero tolerance for neglect or abuse.

Our Principles

We avoid conflicts of interest.

A conflict of interest is where an organisation or a person has an opportunity to put what benefits them ahead of the interest of the participant they are supporting.



NDIS Elements 4, 6 & 8

4. Act with integrity, honesty and transparency.
6. Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability.
8. Not charge or represent higher prices for the supply of goods for NDIS participants without reasonable justification.

At Identitywa, this commitment is seen 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.
- Workers declare any employment that they undertake elsewhere.
- We disclose any situation that directly, may directly, or may be perceived to directly conflict with the best interests of Identitywa and the people we support.
- We do not take advantage of our positions to obtain a benefit for ourselves or others.

Our Principles

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.



NDIS Elements 2, 4 & 6

2. Respect the privacy of people with disability.
4. Act with integrity, honesty and transparency.
6. Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse of people with disability.

At Identitywa, this commitment is seen when:

- 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, in writing, by chance or in any other medium (including social media) outside of work-related duties.
- We exchange information in a respectful manner and in a place that is appropriate.

Our Principles

We strive to be good citizens and achieve community respect.

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



NDIS Elements 1 & 3

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
3. Provide supports and services in a safe and competent manner, with care and skill.

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 communities we serve.
- We consider the broader impact of our decisions on the people we support and their families, our 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 participants to present a positive image to the community through their personal presentation and our interaction with them.

National Catholic Safeguarding Standards

The National Catholic Safeguarding Standards (NCSS) create a framework for Catholic entities to promote the safety of children and adults at risk.



Standard 1: Committed leadership, governance and culture.

The safeguarding of children and adults is embedded in the entity's leadership, governance and culture.



Standard 2: Children and adults are safe, informed and participate.

Children and adults are informed about their rights, participate in decisions affecting them and are taken seriously.



Standard 3: Partnering with families, carers and communities.

Families, carers and communities are informed and involved in promoting the safeguarding of children and adults.



Standard 4: Equity is promoted and diversity is respected.

Equity is upheld and diverse needs respected in policy and practice.



Standard 5: Robust human resource management.

People working with children and adults are suitable and supported to reflect safeguarding values in practice.



Standard 6: Effective complaints management.

Processes for raising concerns and complaints are responsive, understood, accessible and used by children, adults, families, carers, communities, and personnel.



Standard 7: Ongoing education and training.

Personnel are equipped with knowledge, skills and awareness to keep children and adults safe through information, ongoing education and training.



Standard 8: Safe physical and online environments.

Physical and online environments promote safety and contain appropriate safeguards to minimise the opportunity for children and adults to be harmed.



Standard 9: Continuous improvement.

Entities regularly review and improve implementation of their systems for keeping children and adults safe.



Standard 10: Policies and procedures support the safety of children and adults.

Policies and procedures document how the entity is safe for children and adults.



Sharing the journey

Identitywa Disability Services Limited. A leading NDIS registered disability service provider in WA.

Contact Us

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Halley Road
Balcatta WA 6021

Identitywa South

Unit 2/35
Tamara Drive
Cockburn WA 6164



Statement of Agreement

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

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

I agree to commit to the NDIS Code of Conduct and the National Catholic Safeguarding Standards.

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

Name (*Print*): _____

Signature:

Date:

Received and noted by the Chief Executive Officer,
Identitywa Disability Services Limited.

Signature:

Date:



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