

CODE OF CONDUCT

This Code of Conduct serves as a guideline for ethical, professional, and legal behaviour at Mypower Foundations. The Code of Conduct supports Mypower Foundations and its staff, contractors and volunteers in applying the National Disability Standards and the NDIS Practice Standards, in particular Standard 6: Service Management.

This Code applies to all employees, volunteers, contractors, and any other representatives of Mypower Foundations

Mypower Foundations 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.

Responsibility

This Code of Conduct outlines Mypower Foundations' expectations for the standards of behaviour and conduct expected from paid staff, contractors, volunteers or business partners. They are expected to be familiar with the Code and use it always. It applies in all circumstances and at all times including when working or otherwise representing Mypower Foundations.

The Code of Conduct supports the Mypower Foundations Contract of Employment or Contract for Services. This Code is owned by the Director.

Respect

- All staff and contractors are expected to conduct themselves in a professional and courteous manner. They must be honest and fair in dealings with people with disability and their families, carers, co-workers, management and the general public.
- Staff and contractors must treat everyone with respect and not discriminate against people based on disability, cultural background, religion, age, gender, sexual orientation, marital status, family status, union membership or non-membership.
- Mypower Foundations recognizes the value of cultural diversity and is committed to fostering cultural competency within our organization. All staff and contractors are expected to understand, appreciate, and respect the varied cultural practices, traditions, and beliefs of those we serve and work with. Every individual has the right to be understood within the context of their own cultural background."
- Staff and contractors should not behave in any way that might offend or embarrass another person.

- Mypower Foundations has zero tolerance for any form of harassment or bullying. All staff, contractors, and volunteers are expected to treat each other and those we serve with utmost respect and dignity. Any behaviour that demeans, intimidates, threatens, or harms another, whether physically, emotionally, or psychologically, will be considered a breach of this Code. It's our collective responsibility to create a safe and inclusive environment for all.
- Staff and contractors should respect company property. This includes use of funds, equipment, technology, records and confidential information.
- They must respect the information of others and keep information confidential while working at Mypower Foundations and afterwards into the future.
- No staff or contractor is to upload, download, use, retrieve or access any materials which are deemed inappropriate and/or offensive. This includes but is not limited to content that is sexual or illegal, copyrighted or defamatory.

Professionalism

- Staff and contractors need to ensure their appearance is neat and tidy.
- personal biases should not influence decisions, and all actions should be in the best interest of clients and the organization
- If a staff member or contractor is late or cannot report for work, they must make all efforts to contact the person with a disability, their family or appropriate other as soon as possible and let the manager know as soon as possible.
- If a staff member or contractor is required to leave the work premises for personal reasons, they should advise the client, their family and any significant others as well as their manager by telephone/text as soon as possible.
- Staff and contractors must not use work time for private gain. They must ensure all personal activities including phone calls and meetings are arranged outside of working hours.
- Managers need to be advised if staff receive a gift. Anything over the value of \$20 must be refused or donated to a registered charity. Staff and contractors must not seek gifts or benefits in relation to your work.
- Staff and contractors must not make any statements to the media or on social media about Mypower Foundations' business. Requests for statements should be referred to the manager

Safety

- Mypower Foundations underscores the significance of consistently reviewing and adhering to our updated safety protocols. The dynamic nature of our work environment demands frequent assessments to ensure the utmost safety of both our staff and clients. Staying updated

and compliant with these protocols is not only a responsibility but a testament to our unwavering commitment to creating a secure and risk-free environment for all.

- At Mypower Foundations, we recognize that the well-being of our team extends beyond just physical safety. Mental and emotional health are equally paramount. In our continuous commitment to holistic safety, we prioritize creating an environment that nurtures and supports the mental and emotional well-being of every individual, acknowledging that a truly safe space is one where both the body and mind are cared for.
- Staff and contractors must not use any form of physical or verbal abuse in the workplace or use inappropriate language in the workplace.
- Exercise and perform all supporting services in a safe and competent manner, with reasonable care and skill according to your role and qualifications. You must not perform work in circumstances where there is a risk to your safety, or which may compromise the physical and psychosocial health, safety or wellbeing of others. Report any workplace risks to the Director as soon as possible.
- Mypower Foundations places a strong emphasis on the continuous professional development of our staff and contractors. We believe that in order to provide the highest quality of service, individuals must remain updated with the latest skills, knowledge, and best practices in their respective fields. All staff and contractors are encouraged to pursue opportunities for learning and growth and to actively participate in relevant training sessions, workshops, and courses. Investing in our professional development not only elevates our service standards but also underscores our commitment to excellence.
- Staff and contractors must not smoke during working hours unless it is during prescribed breaks and within designated areas.
- Provide the agreed supports and services without being under the influence of any alcohol or substances prohibited by law. All staff, contractors and management understand that any provision of service whilst under the influence of any intoxicating substance will be dealt with as a breach of the Code of Conduct.
- Contractors should ensure that they have sufficient skills, knowledge, and ability to meet the requirements
- In the event of a suspected breach, contractors must maintain confidentiality and limit information sharing during grievances and disputes

Leadership and Management

- Mypower Foundations encourages open communication and feedback.
- The Director and Managers should provide regular training resources for staff, contractors and volunteers.
- The Director should ensure team members are familiar with this Code and that they have sufficient skills, knowledge and ability to meet the requirements.

- The Director and supervisors should lead by example and not condone, permit, or fail to report any suspected breaches of the Code.
- In the event of a suspected breach, staff and contractors must maintain confidentiality and limit information sharing during grievances and disputes
- The Director and management will be mindful of the physical and psychosocial health of staff and contractors, implementing risk controls to eliminate or minimise risks
- They should ensure support is available to all parties during an investigation process.

Legal requirements

- All staff and contractors must be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts and all lawful and reasonable directions from Mypower Foundations.
- Any violations of law (including criminal charges or convictions), ethical principles, policies, and this Code of Conduct must be promptly reported to the Director.
- All staff, contractors, and volunteers to strictly adhere to data protection policies and practices. Any handling, storage, and dissemination of personal client information must align with current data protection regulations. Unauthorized access, disclosure, or misuse of this information is unacceptable and will be treated with the highest severity. Our commitment is not just to deliver quality service but to also ensure that the trust placed in us by our clients remains unbroken
- Mypower Foundations must hold a current NDIS Worker's Check report for all current contractors; a current NDIS Worker's Check report is dated no older than three (5) years. This does not apply in the event a staff member or contractor holds a current Police Check. The worker is then required to obtain an NDIS Worker's Check once the Police Check expires.

Breaches

- Staff and contractors who breach this Code or break the law may be subject to disciplinary action including termination of employment or contract for service.
- Any complaints, feedback or grievances can be made following the Complaints and Feedback Policy

Relevant Legislation

- NDIS Code of Conduct
- Children and Young Persons (Care and Protection) Act 1998 (NSW)

- Anti-Discrimination Act 1977 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Disability Inclusion Act 2014 (NSW)