

## SOARING BUTTERFLIES

## NDIS CODE OF CONDUCT

### POLICY NO: 004

#### 1. Purpose

The NDIS Code of Conduct sets the ethical and professional standards for delivering high-quality, safe, and respectful services to all participants. This policy aligns with the NDIS Code of Conduct and ensures that all representatives uphold the rights, dignity, and well-being of individuals with disabilities.

#### 2. Scope

This policy applies to all representatives of Soaring Butterflies, including part-time, full-time, and temporary staff, contractors, and volunteers providing NDIS supports and services.

All representatives involved in delivering NDIS supports and services must comply with the NDIS Code of Conduct and adhere to the principles outlined in this policy.

#### 3. Commitments and Responsibilities

By following this policy, all representatives commit to the following principles in providing supports and services:

##### 3.1 Respecting Individual Rights

- Uphold participants' freedom of expression, decision-making, and self-determination.
- Support participants to make informed choices about their own lives.

##### 3.2 Ensuring Privacy and Dignity

- Protect participants' personal information and handle it with confidentiality.
- Deliver services in a manner that respects personal privacy and maintains dignity.

##### 3.3 Providing Safe and Competent Supports

- Ensure staff are appropriately trained, skilled, and qualified to provide high-quality services.
- Continuously improve skills and knowledge through professional development.



**Soaring Butterflies**

*Empowering abilities, transforming lives*

### **3.4 Acting with Integrity, Honesty, and Transparency**

- Communicate openly, honestly, and ethically with participants, their families, and support networks.
- Avoid conflicts of interest and act in the best interest of participants.

### **3.5 Addressing Concerns Promptly**

- Respond to any issues that may impact the safety and quality of supports.
- Encourage participants and their families to report concerns and provide accessible complaint mechanisms.

### **3.6 Preventing and Responding to Harm**

- Take all reasonable steps to prevent and report any form of violence, exploitation, neglect, or abuse.
- Follow mandatory reporting obligations and act promptly to protect participants from harm.

### **3.7 Maintaining Professional Boundaries**

- Ensure all interactions with participants are appropriate, ethical, and in their best interest.
- Take all reasonable steps to prevent and respond to sexual misconduct.

## **4. Implementation and Compliance**

Soaring Butterflies is committed to:

- Providing regular training to staff and representatives on the NDIS Code of Conduct.
- Establishing clear reporting mechanisms for breaches of conduct.
- Enforcing disciplinary actions for non-compliance, including possible termination of employment or engagement.

## **5. Review and Updates**

This policy will be reviewed annually or as required to ensure compliance with NDIS regulations and best practices. Any updates will be communicated to all representatives.

## **6. Policy Approval**

This policy is endorsed by the management of Soaring Butterflies and is effective as of 14/02/2025.

## **4. Related Documentation**

NDIS Code of Conduct (September 2023)