

## INTRODUCTION

ARC Disability Services (ARC) is a non-profit community-based organisation consisting of the Board, Executive Team, Leadership Team, Employees, Volunteers, Students Participants and members who form cooperative relationships guided by legislation in delivering and receiving a service. In delivering our services we need to ensure that our decisions, actions and conduct are based on ethical principles.

The Code of Conduct is designed to provide guidance to all Employees, Board Members, Volunteers and Students about what is expected of them in their physical and online interactions and informs ARC's adults, children and young people (Participants) and the public about the standards of conduct they can expect when dealing with the Organisation. All Employees, Board Members, Volunteers and Students will be referred to as ARC Representatives.

This Code affirms the Organisation's belief in responsible social and ethical behaviour from all representatives. ARC Representatives contribute to the success of our organisation and that of the Participants it supports. The Organisation fully endorses that ARC Representatives are not deprived of their basic human rights.

Furthermore, ARC Representatives have an obligation to the Organisation, the Participants we support and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Participant trust. All ARC Representatives are expected to perform their duties or functions to the best of their abilities in order to contribute to the achievement of the Organisation's goals.

This Code applies to all representatives within the Organisation and affiliated members of the ARC Community. This Code covers all circumstances when an ARC Representative is performing work, duties or functions for the Organisation and encompasses both on-site and off-site related activities, such as work-related projects, travel, conferences, functions and any circumstances when a person is representing the Organisation.

## LEGISLATION AND COVERAGE

Documents that oversee the operations of ARC are:

- ARC Policy and Procedure Documents.
- Service Agreements with relevant Government Departments.
- Individualised Service Agreements with Participants.

Relevant legislation that empowers and guides ARC Disability Services are:

- Commonwealth Disability Discrimination Act 1992
- Disability Services and Inclusion Act 2023
- Fair Work Act 2009
- Human Rights Act 2019 (Qld)
- NDIS Act 2013
- NDIS Quality and Safeguards Framework
- Queensland Anti-Discrimination Act 1991
- Queensland Disability Service Standards
- Work Health and Safety Act 2011
- Child Safe Organisations Act 2024

Industrial Awards and Workplace Agreements that define the terms and conditions of service for ARC Representatives are:

- Social, Community, Home Care and Disability Services Industry Award [MA000100]

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- National Employment Standards (NES)
- Organisation Handbooks and Guidelines
- Individual Position Descriptions

The Code of Conduct will:

- Help ARC Representatives to understand how obligations can be fulfilled in carrying out their particular responsibilities within the Organisation;
- Set clear expectations for conduct as an Employee; and provide guidance to help deal properly and effectively with ethics, work issues and dilemmas that arise in the course of employment.

As part of conditions of engagement with ARC, all ARC Representatives must abide by this Code of Conduct.

## CODE OF CONDUCT PRINCIPLES

The Organisation requires all ARC Representatives to engage in the highest standards of professionalism and conduct at all times. This Code is a set of overarching principles to be followed. This Code cannot address all possible issues and scenarios which may be faced in the course of performing work, duties or functions for the Organisation and should be considered in line with all relevant Organisation policies.

ARC Representatives are required to:

- Comply with this Code, and
- Have regard to the policies, directives, procedures and guidelines issued by the Organisation.

Creating a professional ethical and culturally safe environment relies upon ARC Representatives having responsibility for their own conduct, taking into consideration the principles set out in this Code, the policies, directives, procedures and guidelines of the Organisation and the leadership from Management.

ARC Representatives will contribute to the development of a productive and harmonious workplace that benefits the Organisation. All ARC Representatives are required to:

- Comply with all legal, industrial and administrative requirements, as well as lawful and reasonable directions given by or on behalf of the Organisation.
- Perform their duties to the best of their abilities and knowledge.
- Act in the best interests of the Organisation and uphold its values.
- Be aware of and adhere to applicable legislation.
- Familiarise themselves with, implement and comply with all Organisation policies, directives, procedures and guidelines, as well as internal and external reporting obligations or requirements.
- Act responsibly upon discovering any unethical behaviour or wrongdoing by any ARC Representative
- Treat others in the workplace with fairness and respect.
- Not harass, victimise or discriminate against ARC Representatives or others in the workplace on the grounds of sex (including pregnancy), sexuality, transgender status, race, colour, ethnic or ethno-religious background, descent or national identity, marital status, disability, age, employment, political conviction, religious or cultural belief, carers' responsibilities or other grounds covered by relevant legislation.

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## NDIS CODE OF CONDUCT

In alignment with ARC's Code of Conduct, ARC representatives have an obligation to adhere to the NDIS Code of Conduct. This code sets out the standards of behaviour expected from all individuals working within the National Disability Insurance Scheme (NDIS). Workers must act with integrity, honesty, and transparency, ensuring they provide high-quality support and services to adults, children and young people with disabilities.

They must respect participants' rights, including their right to privacy and confidentiality, and always act in a manner that promotes the health, safety, and well-being of those they support. Additionally, workers are expected to report any concerns or breaches of the code and continuously improve their skills and knowledge to provide the best possible care. By adhering to the NDIS Code of Conduct, workers help maintain a safe, respectful, and inclusive environment for all participants, reinforcing the ethical standards set forth in ARC's Code of Conduct.

Key personnel at ARC have additional obligations under the NDIS Code of Conduct, to ensure compliance with its principles, establishing effective governance frameworks, providing oversight and accountability, offering regular training, maintaining accurate documentation, and participating in continuous improvement initiatives. This includes understanding and implementing the code, monitoring compliance, addressing breaches, and fostering a culture of ethical behaviour and accountability within the organisation.

## CHILD SAFE CODE OF CONDUCT

ARC representatives are required to uphold the Child Safe Standards and the Universal Principle outlined in the Child Safe Organisations Act 2024. The ARC Code of Conduct incorporates these obligations, setting clear expectations for all ARC Representatives involved in child safe practices. ARC is dedicated to fostering a safe and supportive environment for all children and young people. This commitment includes cultivating a culture that actively encourages the prevention of abuse and supports the reporting of any concerns. Every ARC Representative plays a vital role in ensuring the safety, protection, wellbeing and empowerment of children.

Key personnel at ARC have additional obligations to ensure compliance with the Child Safe Standards and Universal Principle along with all employees being informed of their obligations under the standards. ARC Policies and Procedures, governance and risk framework align with supporting the organisation being child safe and culturally aligned.

## CRIMINAL CHARGES AND CONVICTIONS

The Organisation requires all ARC Representatives to hold a current Working with Children Card (Blue Card) and NDIS Worker Screening Clearance.

ARC Representatives are to notify the Organisation should they be charged with any indictable offence or convicted of any criminal offence.

The Organisation may commence disciplinary action, which could lead to termination of engagement if an ARC Representative has been charged or found guilty of a criminal offence that has not been declared, or that has occurred during the course of their engagement with the Organisation.

## WORKPLACE HEALTH AND SAFETY

ARC Representatives have the obligation to comply with legislation and with instructions given for the purpose of workplace health and safety. ARC Representatives also have an obligation not to willfully place at risk themselves and others at the workplace and not to willfully injure themselves or others.

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ARC Representatives must immediately report any work-related injury, illness, incident or risk involving themselves, an adult, child or young person, other ARC Representatives, or members of the public to a Coordinator or Manager.

## CONFIDENTIALITY

ARC Representatives must abide by confidentiality clauses in relation to their work and in accordance with the Organisation policies.

ARC Representatives may have access to information on a “need to know” basis of a personal nature about adults, children and young people and ARC Representatives or of commercial sensitivity. This information and knowledge must be kept confidential.

ARC Representatives must seek advice from a Coordinator or Manager before disclosure of such information.

## DUTY OF CARE

ARC Representatives have a general legal duty and an obligation under The Workplace Health and Safety Act 2011 to take reasonable care to avoid causing harm to another person.

It is a requirement that all ARC Representatives report any suspicion, behaviours of concern or disclosure of abuse and or neglect immediately to a Coordinator or Manager, along with any observed breaches of this code of conduct.

An ARC Representative is required to exercise the degree of care that could reasonably be expected from a competent and skilled person in that job.

ARC Representatives must avoid negligent conduct by giving appropriate attention to their actions and decisions, and by obtaining the direction and advice of a Coordinator or Manager if they are unsure how to proceed.

## DISCLOSURES

All ARC Representatives must report immediately any disclosure of abuse, harm, neglect, misconduct or grooming so immediate action can be taken. Additionally reporting or disclosure of information that shows or tends to show corrupt conduct, maladministration or serious inefficient, uneconomical use of resources.

## RIGHTS AND RESPONSIBILITIES

- ARC Representatives must have a good working knowledge of the relevant legislation and responsibilities related to their role.
- ARC Representatives will have access to all relevant legislation and Organisational policies and procedures.
- ARC Representatives are expected to carry out all reasonable and lawful instructions related to their work.
- ARC Representatives must recognise the right of the Organisation to determine what is to be done in the provision of professional services.

ARC Representatives must ensure that they:

- Know and understand the duties of their position as set out in the Position Description for their job.
- Carry through any agreed plans for improving work performance.
- ARC Representatives must ensure that the prohibition of the use of alcohol or illegal drugs is upheld.
- ARC Representatives must ensure that their capacity to perform their duties effectively is always unimpaired.

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- ARC Representatives must treat adults, children and young people, members of the public and colleagues with dignity and respect. This includes being tolerant of the views held by others, which may differ from their own.
- ARC Representatives must ensure that their relationship with adults, children and young people is appropriate, professional and respectful of their rights and dignity.

## ARC REPRESENTATIVE AGREEMENT OF BEHAVIOUR

- Demonstrate a commitment in my work and relationships to principles of social justice.
- Demonstrate through my behaviour and actions a commitment to non-discrimination.
- Empower adults, children and young people who are disadvantaged in their choice and decision making through provision of appropriate information and support.
- Support adults, children and young people to exercise their legal and human rights and prioritise their needs.
- Apply the least restrictive alternative principle in the provision of services to adults, children and young people
- Continually develop my skills to enhance individual and organisational performance including compulsory training.
- Contribute within my capacity to the organisation's continuous improvement philosophy and practice.
- Treat all adults, children and young people always with dignity and respect.
- Maintain privacy and confidentiality obligations to each adult, child and young person and to the organisation.
- Undertake my responsibilities and operate within a person-centred framework.
- Promote the principles of community participation and integration for adults, children and young people with disabilities.
- Promote the ability of adults, children and young people with a disability to fulfil valued roles in the community.
- Refrain from soliciting or personally accepting gifts or gratuities from adults, children and young people.
- Refrain from any practices, either direct or implied, which may be construed as sexual harassment.
- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions.
- Provide supports and services in a safe and competent manner with care and skill.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse to adults, children and young people with a disability.
- Respect the privacy of adults, children and young people with disability.
- Provide supports and services with integrity, honesty and transparency.
- 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 adults, children and young people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.
- Listen and respond to the views and concerns of adults, children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well and respond appropriately.
- Demonstrate appropriate personal and professional boundaries including not favouring any particular individuals.
- Listen to and value adults, children and young people's ideas and opinions.

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# CODE OF CONDUCT



- Refrain from condoning or participating in illegal, unsafe or abusive behaviour including physical, sexual, psychological abuse, ill-treatment, neglect or grooming in any form as well as online/digital.
- Be transparent in actions and whereabouts as required as part of your role, as approved, and/or documented when supporting adults, children and young people with a disability.

## ORGANISATIONAL IMPACTS

**Use of the Organisation’s Resources:** ARC Representatives should ensure that Organisation resources (i.e. materials, funds, personnel, equipment, plant, facilities, electronic communications, logo and letterhead, etc.) are used efficiently, carefully, professionally, ethically, lawfully and honestly.

## PERIODIC REVIEW OF CODE

The Organisation will monitor compliance with the Code periodically by liaising with Management and ARC Representatives in relation to any areas of difficulty which arise from the Code and any other ideas or suggestions for improvement of the code.

## FAILURE TO COMPLY WITH THE CODE

The Organisation may take action against ARC Representatives. Any such action may result in the imposition of sanctions, up to and including, termination of employment, appointment or engagement. For employees such action may include disciplinary action for 'misconduct' or 'serious misconduct' including termination of employment.

## ACCEPTANCE

It is expected that all representatives of ARC Disability Services will conduct themselves at all times in accordance with the Code of Conduct.

The Code of Conduct encapsulates the professional ethics and behaviour expected of management and ARC Representatives. The signing of the Code to confirm acceptance of the responsibilities it entails is a prerequisite of engagement.

### SIGNED and ACCEPTED by the EMPLOYEE:

<b>FULL NAME</b>			
<b>SIGNATURE</b>		<b>DATE</b>	

### SIGNED and VALIDATED by COMPANY REPRESENTATIVE:

<b>FULL NAME</b>			
<b>SIGNATURE</b>		<b>DATE</b>	

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