

# Scope Group Code of Conduct Policy

## PURPOSE

Scope Group's (Scope) mission is to enable each person we support to live as an empowered and equal citizen.

The purpose of this Code of Conduct is to:

- Assist Scope in achieving our mission, by clearly stating the standards of responsibility and ethical behaviour expected of all staff at Scope Group (Scope).
- Reinforce Scope's commitment to upholding the human rights, dignity and equality of all people in our community and beyond, and avoiding complicity in human rights abuses, while complying with legal and regulatory requirements which incorporate the protection of human rights.
- Ensure all staff know what standards of conduct are expected of them when performing their duties;
- Support an ethical and safe environment for staff and customers;
- Ensure that relationships between staff, customers, families, community members, and students are appropriate and professional;
- Identify behaviour that does not meet Scope's values and standards;
- Comply with the NDIS Code of Conduct, the National Disability Standards, relevant Acts and regulations;
- Comply with all Scope policies, protocols, procedures and other directives; and
- Help maintain Scope's reputation as a trusted employer and service provider.

## APPLICATION

This policy applies to:

- All staff, whether employed on a permanent, temporary or casual basis;
- Members of the Board and its Committees;
- Contractors, including agency staff;
- Students on placements; and
- Volunteers.



## RESPONSIBILITY

<b>Accountable Executive (or delegate)</b>	Is responsible for: a) ensuring the effective implementation of this Policy; and b) ensuring it remains current and accurate in line with business, contractual, legal or regulatory requirements in alignment with the Policy Governance Framework.
<b>Managers</b>	Are responsible for ensuring that this Policy is being adhered to.
<b>Employees, Contractors, Students and Volunteers</b>	Are responsible for adhering to this Policy and ensuring the requirements within the Policy are applied within their daily work.

## POLICY

Scope Australia (Scope) is committed to providing and enabling the best possible care for our community. This informs the way we expect all staff members to perform their role. Scope is also committed to providing a safe, inclusive and respectful workplace where all staff can thrive and can do their jobs well.

You are expected to maintain the highest standards of ethics and integrity in your conduct in the workplace (however designated) and at service sites. This policy sets out those standards and expected behaviours.

This policy includes conduct that occurs outside of your working hours (e.g. at Scope social functions, events or other activities).

A breach of this Policy, and the other Policies linked to it, can be grounds for disciplinary action, up to and including dismissal.

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# 1. Professional and Ethical Behaviours

You are expected to behave professionally at all times while working for Scope, and while attending events and social occasions organised by Scope. This means the following:

## 1.1 Attendance, Participation and Presentation

- a. Be punctual and reliable. Ensure you attend work for the hours set out in your roster or your contract of employment.
- b. Let your manager know as soon as possible if:
  - you are not able to attend work
  - you will be late or leave earlier than agreed in your roster
  - you cannot complete your work in the time expected
  - you have any current or new situation that may affect your ability to do your work: e.g. an injury or medical condition, relevant arrest or criminal conviction
  - there is a change in your status around the required qualifications described on your position description
- c. Carry out duties as described in your position descriptions and as agreed with your manager.
- d. When at work, give your full attention to your work and to the customers you are supporting. For example:
  - personal telephone calls, accessing personal devices, meals and smoking should only happen during an authorised break, and if possible, calls should take place out of customers' hearing;
  - breaks should not be more often, or longer, than what has been agreed to in your roster;
  - breaks should generally not be taken during peak periods of a shift;
  - wherever possible, customers should not be left unattended.
- e. Attend and participate effectively in individual or team meetings.
- f. Participate in review and development processes.
- g. Take part in training and development activities to ensure you can keep a high standard of work.

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- h. Dress in clothing that is neat, clean, safe and suitable for your work area and duties. This includes considering the safety of others (for example, wearing clothing that is free from heavy smoke, perfume or other strong odours which may create a health hazard for customers or other staff).
- i. Wear and use any uniform and Personal Protective Equipment (PPE) that is required for your role.
- j. You must not:
  - Consume alcohol or drugs (excluding prescription or over the counter (OTC) medication) during working hours or attend work while impaired by alcohol or any drugs (including prescribed medication). If this occurs, Scope may take disciplinary action.
  - Possess, use or traffic illegal drugs at work or out in the community. This would be considered gross misconduct and grounds for employment termination and legal action.

## 1.2 Confidentiality

- a. You must protect the privacy of others and maintain confidentiality of personal and health information. Confidentiality applies to past and present customers, staff, volunteers, and contractors.
- b. Things that you must keep confidential include:
  - Customer or staff files, including contact details such as telephone numbers, addresses and email addresses. This includes not sharing your own personal contact information with customers.
  - Any other information about a customer, except when authorised by the customer or their legal guardian. You must also seek prior approval from your manager.
  - Any information relating to the business of Scope.
  - Information about any investigation into an incident of bullying, harassment or discrimination you are asked to participate in.
  - The only time you may share any of confidential information is with the prior approval of your manager, or another relevant senior staff member of Scope.

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### 1.2.2 Conflict of Interest

- a. You must not allow your personal interests to interfere with your actions and decisions at work.
- b. Where you have a personal interest that might cause a conflict with your professional duties to Scope and its customers, you must declare the interest and participate in finding a way to manage the conflict.

See the Scope Group Conflict of Interest Policy for more information.

### 1.3 Fraud

- a. You must behave honestly at all times.
- b. You must not defraud, or attempt to defraud, Scope or its customers in any way.

See the Scope Group Fraud and Corruption Prevention Policy.

## 2. Interpersonal Conduct

### 2.1 Respect

- a. All staff have a role to play in creating a respectful working environment where everyone feels valued and included.
- b. You are expected to show respect towards colleagues, customers and any other person you come into contact with. This includes when you are at work and when you are attending a Scope-organised social event. You must:
  - Be courteous and considerate towards other staff, customers, their families and carers
  - Always behave with honesty and fairness.
  - Show respect for customer and staff cultures, backgrounds and experiences.
  - Treat all people equitably, regardless of their gender, sexual orientation, race, disability, religion, marital status, age, political conviction or other attributes as protected by law.
  - Use respectful language towards others, whether speaking, writing or behaving (body language).

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## 2.2 Discrimination, bullying and sexual harassment

- a. All staff and customers have the right to a workplace and services that are free of discrimination, sexual harassment, and bullying.
- b. Sexual harassment, sexual assault, bullying and discrimination are unlawful. They are also a fundamental erosion of a person's human rights to be treated equitably, respectfully, and in a way that protects their safety.
- c. Scope has zero tolerance for these behaviours. Please see the Scope Group Bullying, Harassment and Unlawful Discrimination Prevention and Management Policy and the Scope-Sexual Harassment Prevention and Response Policy for more information.

## 3. Health and Safety

- a. You must take care of your personal safety, health and wellbeing, as well as the health, safety and wellbeing of others, including customers and other staff. Please see the Scope -Staff Health and Wellbeing Policy and supporting material for more information.

## 4. Child Safety

- a. Scope is committed to the safety and well-being of all children who are customers, or the family members of customers. You are expected to:
  - Familiarise yourself with and follow the Scope Group Child Safe Environment Policy and the Scope Group Child Safe Code of Conduct.
  - Abide by all federal and state law in relation to working with children.
  - Report all reasonable suspicion of child abuse or neglect in accordance with requirements. This is mandatory for all Scope staff. Failure to protect children could result in prosecution.

## 5. Customer Safeguarding

- a. Scope expects all staff to be familiar with, and comply with, the NDIS Code of Conduct. The NDIS Code of Conduct is attached to this Policy as Appendix A.

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## 5.2 Customer Choice and Control

- a. The National Disability Insurance Scheme (NDIS) is run on principles of choice and control for customers. As an NDIS provider, all Scope staff must make sure that customers can:
- Make their own decisions about the support they receive, whenever possible.
  - Access information about all of the support services available to them, whether this is at Scope or other services.
  - Choose services that best meet their needs, even if this service is from another provider.
  - Raise concerns or complaints freely and without fear.

Please see the Scope Group Choice and Control Policy for more information.

- b. To ensure that customers can make decisions freely, you must not try to influence their decisions for your own personal gain. This includes a requirement that you do not:
- Buy, sell or exchange goods with customers.
  - Ask for, or accept, gifts or favours from customers. If a gift is offered, you must discuss this with your manager before you accept it.

Please see the Scope Group Conflict of Interest Policy for more information.

## 5.3 Customer wellbeing

- a. Scope customers are some of the most vulnerable people in our community. All staff must ensure that services are provided with the highest level of care, safety and respect. To do this, you are expected to:
- Greet and interact with customers in a positive manner.
  - Work within care and support plans. If a customer has a request that is not in their care plan, discuss it with your manager first.
  - Notify your manager if you think that a customer is not receiving good quality service or support. This includes if you notice anything that could make a customer unsafe.
  - Keep professional boundaries in your relationships with customers. We encourage you to be friendly with customers, but you generally should not have contact with customers or their families outside of your work. If you do become friends with a customer you must discuss this with your manager. (Please see Scope Group Conflict of Interest Policy)

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- b. Scope has zero tolerance of customer abuse. To safeguard customer wellbeing, you must never:
  - Enter into a sexual/intimate relationship with customers. This would be considered gross misconduct and lead to termination of your employment. This is also a criminal offence under certain circumstances.
  - Behave in an aggressive or abusive way such as threatening gestures, yelling, screaming or manipulation. Abusive or offensive language is not permitted, whether it is spoken or in writing or body language.

Please see the Scope Group Customer Safeguarding Policy for more information.

## 6. Resource and Media Use

### 6.1 Use of assets

- a. When using Scope facilities, equipment or vehicles, you are responsible for them. You must:
  - use them safely and use all instructions provided.
  - ensure they are kept secure and take reasonable steps to avoid them being lost or stolen.
- b. You must not deliberately misuse or damage Scope property. Misuse and damage includes:
  - Copying computer software programs or data, whether or not the programs are protected by copyright;
  - Using petty cash or other financial resources outside of how you are authorised to use them;
  - Using letterhead paper or postage for personal or other matters not directly related to Scope;
  - Using the Scope logo or any other Scope Group logos without authorisation;
  - Falsifying or manipulating records; and
  - Destroying records without proper authorisation.
- c. You may have access to personal information, finances (money), and goods and services as part of your role. Stealing, borrowing, or using Scope information or equipment for personal gain is never acceptable. These are a breach of the Code of Conduct and could result in dismissal.

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## 6.2 Media and public comment

- a. Public comment includes public speaking, comments to the media, letters to newspapers or in electronic media including radio, online and social media.
- b. Only staff with approval may speak with the media on behalf of Scope.
- c. If someone from the media asks you directly for a comment or other information, please check with your manager before responding.

## 6.3 Social media

- a. Your social media activity, including in your personal accounts, could be connected with your role at Scope, even if you do not state that Scope is your employer in your profile. At all times you must:
  - Behave in a way that upholds Scope’s good reputation.
  - Behave lawfully and respectfully towards others.
- b. You must not:
  - Post comments or images that could be seen as unreasonable criticism of Scope, Scope’s customers or other staff.
  - Post comments or images with Scope information that is not available publicly.
- c. This applies:
  - During your working hours and outside of your working hours; and
  - Whether you are using Scope computer equipment and premises, or personal equipment and premises.

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## RELATED POLICY, INSTRUCTIONS AND ADVICE

### Supporting Information

<b>Legislative and Regulatory Compliance</b>	NDIS Code of Conduct
<b>Parent Document (Policy and Protocol)</b>	Nil
<b>Supporting Documents</b>	Scope Group Investigations Procedure Scope Group Suspension of a Worker Procedure
<b>Related Documents</b>	Scope Group Bullying, Harassment and Unlawful Discrimination Prevention and Management Policy Scope Group Choice and Control Policy Scope Group Conflict of Interest Policy Scope Group Customer Health and Wellbeing Policy Scope Group Customer Safeguarding Policy Scope Group Fraud and Corruption Prevention Policy Scope-Sexual Harassment Prevention and Response Policy Scope-Staff Health and Wellbeing Policy Scope Group Information Management Policy Scope Group Child Safe Code of Conduct Scope Group Child Safety and Wellbeing Policy Scope Group Supplier Code of Conduct

### Definitions and Acronyms

<b>Scope Group</b>	Scope (Aust) Ltd, Home@Scope Pty Ltd, Disability Services Australia Ltd and any other subsidiaries of Scope (Aust) Ltd.
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## Appendix A.

### A.1 The NDIS Code of Conduct

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

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act 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 people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

(NDIS Commission 2022, *NDIS Code of Conduct*, accessed 25 November 2022

<<https://www.ndiscommission.gov.au/about/ndis-code-conduct#paragraph-id-1756>>)

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