



Code of Conduct

For Soaring Sparrows Pty Ltd

Document Control

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 - **Date Policy Developed:** 19 September 2025
 - **Review Date:** 19 September 2026
 - **Version:** 1.0
 - **Policy Owner:** Managing Director, Soaring Sparrows Pty Ltd
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Purpose

This policy sets out the standards of conduct expected of all employees, contractors, and representatives of Soaring Sparrows Pty Ltd. It aligns with the NDIS Code of Conduct to ensure participants receive safe, respectful, and quality services.

Scope

This policy applies to:

- All staff, contractors, students, and volunteers of Soaring Sparrows Pty Ltd.
 - Any person representing Soaring Sparrows Pty Ltd in service delivery, administration, or external engagement.
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Definitions

- **Code of Conduct** – The rules and standards that guide how staff, contractors, and representatives must act when working with or on behalf of Soaring Sparrows Pty Ltd.
- **NDIS Code of Conduct** – The legally binding standards set by the NDIS Quality and Safeguards Commission that all providers and workers must follow.
- **Participant** – A person receiving services and supports from Soaring Sparrows Pty Ltd under the National Disability Insurance Scheme (NDIS).

- **Staff/Workers** – Includes employees, contractors, students, and volunteers engaged by Soaring Sparrows Pty Ltd.
 - **Misconduct** – Behaviour that breaches this Code of Conduct, organisational policies, or legislation, including but not limited to dishonesty, disrespect, neglect, abuse, or exploitation.
 - **Conflict of Interest** – A situation where a person's personal, financial, or other interests may interfere with their professional responsibilities or the best interests of a participant.
 - **Breach** – A failure to follow this Code of Conduct, organisational policy, or relevant legislation and standards.
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Policy Statement

Soaring Sparrows Pty Ltd requires all workers to:

- Act with respect, honesty, and integrity in all interactions.
 - Provide safe, person-centred, and high-quality supports and services.
 - Respect the rights of participants, including privacy, dignity, and independence.
 - Prevent and respond to violence, abuse, neglect, and exploitation.
 - Act professionally, maintain clear boundaries, and manage conflicts of interest.
 - Follow all relevant laws, NDIS Practice Standards, and organisational policies.
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Responsibilities

Managing Director

- Promote and uphold the Code of Conduct.
- Ensure training and induction include Code of Conduct obligations.
- Address breaches promptly and fairly.

Staff and Contractors

- Comply with the NDIS Code of Conduct and this policy at all times.
- Undertake training and refreshers as required.
- Report suspected misconduct, breaches, or risks.

Participants and Families

- Will be treated respectfully and may raise concerns if conduct standards are not met.
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Procedures

1. Induction and Training

- All new staff must read and sign acknowledgement of the Code of Conduct during induction.
- Ongoing training provided to reinforce expected behaviours.

2. Raising Concerns

- Staff must report misconduct or breaches to the Managing Director.
- Participants and families may raise concerns via the Complaints and Feedback Policy.

3. Breaches of the Code

- May result in disciplinary action, up to and including termination of employment/contract.
 - Serious breaches may be reported to the NDIS Quality and Safeguards Commission or relevant authorities.
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Related Legislation and Standards

- NDIS Act 2013 (Cth)
 - NDIS Code of Conduct (2018)
 - NDIS Practice Standards (2018)
 - Fair Work Act 2009 (Cth)
 - Work Health and Safety Act 2012 (SA)
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Related Documents

- Complaints and Feedback Policy
- Privacy and Confidentiality Policy
- Incident Management Policy

- Participant Rights and Responsibilities Policy
 - Human Rights and Freedom from Abuse Policy
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Review

This policy will be reviewed annually or earlier if:

- The NDIS Code of Conduct is updated.
 - Legislation or organisational requirements change.
 - Feedback or incidents indicate improvements are required.
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Approval

Approved By: Kathryn Soar

Position: Director, Soaring Sparrows Pty Ltd

Date: 19/09/2025