



2025

RIVERSIDE STUDENT SUPPORT CENTRE CODE OF CONDUCT POLICY



DOCUMENT DETAILS

Version	Date Amended	Person Responsible	Date for next review (Every 2 years or post incident)
2025	27/12/2024	Hannah Bevan	27/12/2025

CODE OF CONDUCT POLICY

PURPOSE

Riverside Student Support Centre (RSSC) is committed to the safety and protection of all children, clients and staff in its work. This policy affirms RSSC's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that RSSC expects of all employees. The code of conduct aims to comply with the relevant Legislation and Child Safe Standards and to ensure our staff and wider community are compliant with Child Safe Standards. As well adhering to and promoting safeguarding guidelines. The code of conduct is created in line with our safeguarding policy and procedures. The code of conduct also includes the DHHS code of conduct for disability service workers. It is a mandatory requirement for all staff working with people with a disability to understand and abide by these codes.

PRINCIPLES

Our employees contribute to the success of our organisation and that of our clients. RSSC fully endorses that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the business, our clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and client trust.

Given that our centre primarily caters for young people, the care, safety and welfare of children are our main concern and form the basis of our policy and procedure. We maintain the Child Safe Standards to ensure our clients are free from abuse, violence and neglect.

POLICY

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy expects staff to do the following:

- act professionally towards children, whilst at the same time showing genuine care and compassion
- adhere to the Child Safe Standards and put child safety at the centre of everything they do
- adhere to the safeguarding policy and conduct themselves in a manner consistent with our safeguarding policy
- adhere to the DHHS code of conduct for disability service workers and ensure that vulnerable people are not put at risk
- proactively look for ways to ensure client well-being and safety
- know their obligations when it comes to reportable conduct
- know their obligations when it comes to mandatory reporting
- immediately report concerns for the safety or wellbeing of a child, or a possible breach of the child safe standards in accordance with relevant reporting policy
- act and maintain a high standard of integrity and professionalism

- be responsible and scrupulous in the proper use of company information, funds, equipment and facilities
- be considerate and respectful of the environment and others regardless of their race, colour, gender (including gender diverse children and adults), language, religion, opinions, nationality, ethnicity, social origin, property, disability, sexual orientation or other status
- not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, intended to humiliate or is culturally inappropriate
- exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- avoid apparent conflict of interests, promptly disclosing to RSSC's senior manager, any interest which may constitute a conflict of interest
- promote the interests of RSSC
- perform duties with skill, honesty, care and diligence
- abide by policies, procedures and lawful directions that relate to your employment with RSSC's and/or our clients
- avoid the perception that any business transaction may be influenced by offering or accepting gifts
- under no circumstances may employees offer or accept money
- comply with all relevant Australia and local legislation, including labour laws in relation to child labour.
- not use physical or humiliating punishment on children
- not consume alcohol or illicit drugs when working or in contact with children involved with RSSC
- not abuse my position to withhold professional assistance or give preferential treatment, gifts or payments to a child, or another person in relation to a child in order to solicit and form of advantage or sexual favour from a child
- not condone or participate in behaviour with children which is illegal, unsafe or abusive
- any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner
- speak with management about any concerns they have of their involvement in any situation where their words, actions or behaviour may be interpreted as a breach of this Code of Conduct.

CODE OF CONDUCT OBLIGATIONS FOR WORKING WITH PEOPLE WITH A DISABILITY

The following pages outline the five mandatory obligations that disability workers must abide by. If there is anything you do not understand please seek assistance from the General Manager.

OBLIGATION 1: A disability service worker must provide services without engaging in abuse, exploitation, harassment or neglect	
Components of the obligation	<p>As a worker you must:</p> <ul style="list-style-type: none"> • treat people with a disability with dignity and respect, and uphold their human rights. • never abuse, exploit, harass or neglect a person with a disability. • always take action to ensure a person with a disability you have reason to believe may have been abused, exploited, harassed or neglected receives appropriate support (for example, medical support, counselling and support to report abuse to the police). • actively listen to people with a disability and their families, carers and advocates to deliver support with their interests and needs in mind. • support people with a disability to meaningfully engage with their local community and society. • exercise professional and ethical judgement when providing services.
Explanation	<p>Zero tolerance of abuse of people with a disability requires that a disability service worker appreciates people with a disability have needs, preferences and feelings just like everyone else. It also requires workers to actively listen to, and prioritise, the preferences of people receiving support services, where it is safe to do so.</p>
Example behaviours	<p>As a worker you must:</p> <ul style="list-style-type: none"> • acknowledge that people with a disability best understand their own needs and interests. • make efforts to understand the needs of people with a disability by actively listening to their preferences for receiving support services. • accept the life choices made by, and beliefs of, the people you support. • never make judgements about any aspects of a person's choices or beliefs that differ from your own. • advocate for the needs of people to whom you provide support where these needs are otherwise not being met by taking appropriate steps such as advising your supervisors/managers of the issues and suggesting potential actions or solutions, if appropriate. • assist people with a disability to present themselves in the community as they choose (in terms of clothing and appearance). <p>As a worker you must NOT:</p> <ul style="list-style-type: none"> • abuse, exploit, harass or neglect any person with a disability • tolerate abuse of any kind by others • mock or make fun of people with a disability • speak or act towards people with a disability with contempt or ridicule • use unapproved restrictive interventions such as physical restraints • restrict freedom of movement by denying access to assistive technologies such as mobility devices • withhold access to communication tools for people with complex communication support needs • ignore dietary requirements or meal assistance plans.

OBLIGATION 2: A disability service worker must report any form of abuse or suspected abuse	
Components of the obligation	<p>As a worker you must:</p> <ul style="list-style-type: none"> • take all allegations of abuse seriously • report any abuse or suspected abuse to your supervisor or manager and, if necessary, other relevant authorities in line with your organisation’s reporting policy and procedures. This includes reporting incidents that raise concerns about the support provided by another worker • if you think your employer has not acted on your first report and people with a disability are at risk, report the abuse or suspected abuse to other authorities such as the Disability Services Commissioner • facilitate access to independent support, such as an advocacy service or the Office of the Public Advocate, where a person’s rights are not being upheld • participate in training, information sessions and supervision provided by your employer that assists you to understand: <ul style="list-style-type: none"> ○ what abuse is and its various forms ○ the application of this code of conduct.
Explanation	<p>Reporting abuse is critical to prevent abusive situations from escalating and future incidents from occurring.</p> <p>Zero tolerance of abuse of people with a disability requires all disability service workers to report any form of abuse.</p> <p>Reporting in this context means reporting to your supervisor or manager. Reporting to other authorities should occur in line with your organisation’s reporting policy and procedures. This includes reporting any abuse committed by colleagues, other workers, family members, carers, people with a disability or community members.</p>
Example behaviours	<p>As a worker you must:</p> <ul style="list-style-type: none"> • take seriously and report all allegations of abuse made by a person with a disability • report all abuse or suspected abuse or mistreatment, even if the allegations are against a colleague or someone in a more senior position, a family member or a person with a disability • take action to ensure a person with a disability you have reason to believe may have been abused, exploited, harassed or neglected receives appropriate support (for example, medical support, counselling and support to report abuse to the police) • facilitate access to independent support, such as disability advocacy, where a person’s rights are not being upheld or where they express the desire to access such supports (you may refer matters to your direct supervisor or manager where this is beyond your capacity) • take all reasonable actions to ensure other people with a disability who live in the same house or use the same service are provided with appropriate support. <p>As a worker you must NOT:</p> <ul style="list-style-type: none"> • tolerate any form of abuse, exploitation, harassment or neglect • disregard the views and concerns of people with a disability, particularly if they are worried about their own safety • disregard or ignore allegations of abuse • wait until there is definite proof before you act on an allegation of abuse.

OBLIGATION 3: A disability service worker must not engage in sexual abuse or misconduct and must report any such conduct by other workers, people with a disability, family members, carers or community members	
Components of the obligation	<p>As a worker you must:</p> <ul style="list-style-type: none"> • always report sexual misconduct and abuse • recognise the power imbalance between you and a person receiving your support and how this affects the kinds of behaviour that are appropriate • never engage in any sexual conduct with a person who you support, including actions committed by force, intimidation, coercion or manipulation • never engage in any form of sexual activity or behaviour with a person who you support. This includes sexual advances and sexual, personal or erotic comments.
Explanation	<p>All forms of sexual misconduct and sexual abuse are unacceptable and are a violation of this code.</p> <p>People with a disability face significantly higher risks of sexual assault and exploitation than the general population. This is particularly true for women with a disability. In addition, there can be barriers to disclosure that make it difficult for a person with a disability to report sexual abuse and misconduct.</p> <p>Breaches of this code include:</p> <ul style="list-style-type: none"> • any sexual activity between a worker and a person with a disability to whom that worker provides support services • unwelcome behaviour of a sexual nature such as inappropriate comments, joking or touching • sexual activity where there is informed consent but that is inappropriate given the nature of the relationship that a worker has with a person they support.
Example behaviours	<p>As a worker you must:</p> <ul style="list-style-type: none"> • assist the people you support to access and understand information on disability and human rights • always take any allegation of sexual abuse or misconduct seriously and report those allegations, regardless of whether there is clear proof at the time it is first reported • report all allegations of sexual misconduct by another disability service worker, a person receiving support services or family member • comply with your organisation's policy relating to providing intimate supports. <p>As a worker you must NOT:</p> <ul style="list-style-type: none"> • engage in any form of sexual relationship with a person you support • make sexually suggestive comments about another person's sexuality, gender identity or the way they look. This includes comments made in person or via other forms of communication such as text messages, email or social media. • make unwanted sexual comments or jokes • touch anyone inappropriately.

OBLIGATION 4: A disability service worker must show respect for cultural differences when providing services	
Components of the obligation	<p>As a worker you must:</p> <ul style="list-style-type: none"> • be aware of and actively listen to the expressed needs, values and beliefs of people from cultural, religious and ethnic groups that are different from yours, about culturally relevant needs that affect the delivery of support services. This includes people with a disability, their families, carers and advocates • consult with families, carers, advocates and other supports to clarify cultural expectations when these are unclear or not currently being met • respect religious or spiritual beliefs and practices that are different to your own • ensure cultures that are different from your own are acknowledged and respected.
Explanation	<p>Respecting cultural differences is a vital safeguard against abuse of people with a disability and essential to zero tolerance of abuse. This is because an environment where cultural differences are not respected can be isolating and disempowering for people with a disability. This can create conditions in which abuse can occur. Being aware of cultural differences is an important consideration in delivering high-quality and culturally sensitive support services.</p> <p>Cultural respect involves recognising and valuing the diversity of people and creating an inclusive environment where it is safe for people with a disability to express their cultural, religious and sexual identity.</p>
Example behaviours	<p>As a worker you must:</p> <ul style="list-style-type: none"> • treat people with dignity and respect regardless of their cultural, religious and ethnic backgrounds or sexual identity • be aware of any information relating to the needs, preferences and interactions (including cultural and religious practices) that may affect support and daily interactions • consult people you support about their cultural or religious practices that may affect support and daily interactions and, where practicable, make appropriate • arrangements to support the observation of these • support people with a disability to pursue their cultural and personal interests such as attending sporting or musical events. <p>As a worker you must NOT:</p> <ul style="list-style-type: none"> • prevent a person from following their preferred religious, spiritual or cultural traditions • mock or make fun of a person's culture, religion or sexual identity • make racist or homophobic comments or use any other disrespectful terms related to a person's race, culture, ethnicity or sexual identity • make fun of another language in an disrespectful way, for example, by mocking someone's accent • make generalisations about a minority group in an insulting or offensive way.

OBLIGATION 5: A disability service worker must act ethically, with integrity, honesty and transparency	
Components of the obligation	<p>As a worker you must:</p> <ul style="list-style-type: none"> • respect the privacy of people with a disability and their families, carers and advocates • display professionalism while providing support services • communicate in a language, form, manner and tone that enables people with a disability to understand the information provided and to make their preferences known • maintain appropriate professional boundaries, and act at all times to protect the boundaries of the professional relationship • always recommend and provide supports that serve the needs and interests of people with a disability • never use the power you have over people with a disability you support for personal gain.
Explanation	<p>Zero tolerance of abuse requires a worker to act ethically, with integrity, honesty and transparency at all times while providing support services.</p> <p>Acting ethically means upholding professional obligations while providing support services and avoiding situations that will violate community standards and the expectations of those receiving support.</p> <p>Acting with integrity means doing the right thing even if no one is watching.</p> <p>Acting with honesty and transparency means being open and clear about what you are doing and being careful to avoid situations that could be seen as a conflict of interest. By demonstrating these values in all aspects of your work, you can provide high-quality support services.</p>
Example behaviours	<p>As a worker you must:</p> <ul style="list-style-type: none"> • always engage with people with a disability in an ethical and honest way • only provide services for which you are qualified as a disability service worker • demonstrate a professional relationship while providing support, for example, by being aware of behaviours that may look unprofessional and avoiding them • maintain and keep up to date all qualifications, police checks, licences and registrations required to provide support • fill out necessary paperwork accurately and in a timely manner to make sure that all incidents are documented and services are provided in a transparent way. <p>As a worker you must NOT:</p> <ul style="list-style-type: none"> • accept gifts from people you support or use their money to pay for your personal expenses, for example, food or drinks on outings (unless the expenditure is part of an approved support plan) • provide support services while under the influence of alcohol or other drugs • manipulate, bully or threaten people with a disability • use a person's possessions or property in a way that the person is unaware of or does not approve • deny someone access to their own possessions, property or money • steal money or other possessions from people with a disability.

CONCLUSION

RSSC expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

All staff must sign a form to show they have read and understood this code of conduct and the expectations contained within. This will be kept on file in individual staff folders in dropbox.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the General Manager.

This policy will be regularly reviewed by RSSC and any necessary changes will be implemented by the General Manager.