Code of Conduct for Holistic Incontinence Division

This policy should be read in conjunction with "Care Essentials Code of Conduct and Ethics" policy.

This code is applicable to all employees and Directors working in Holistic Incontinence division of Care Essentials.

This policy sets out additional requirements as set out in NDIS Code of Conduct.

1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and convention

   People with disability have the right to make their own decisions. Our role as a supplier is to make available the information in an easy-to-understand manner, so they can make an informed decision. When talking, ensure that the person understands the information provided, encourage them to ask questions and make them feel comfortable in talking to you.

2. Respect the privacy of people with disability

   Any personal information that is taken must be treated as confidential. It is to be stored only in the server under to Holistic folder. When such information is collected, the person should be informed why this information is being collected and where it will be stored and how it will be used. It should be communicated that this information will not be shared with any other party without their consent unless there is a mandatory obligation on us. (e.g. police)

3. Provide supports and services in a safe and competent manner with care and skill

   It is important that all staff undertake training which is available in NDIS commission website. This is mandatory for all new employees. Annual refresher training is recommended for all staff. All staff must undertake induction training which is mandatory. Regular training is also conducted when there are updates to company policies and procedures.

4. Act with integrity, honesty, and transparency

   People with disability have a right to accurate, accessible and timely information about the cost of the products that we provide. It has be provided in an easy to understand manner in the website and the product brochures. When giving quotes, the information should include the cost per pack, any discounts for bulk quantities, freight and any other charges (if applicable). Confirmation should be taken from the customer to ensure they understand the information provided in the quote, before proceeding to prepare the order.

   When providing information about our products, false claims should not be made. If you are unsure about any product information, you should check with a team member or the director.

   Do not give inducements or gifts, or ask for any inducements or gifts, or accept any inducement for gift of more than minor value, from any customer or potential customer.

   Any customer, including those with disabilities, should not be pressured to buy products. Information on any discounts and specials can be provided to customers.

5. 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

   Feeback is the best source for continuous improvement, and it should be treated that way. Any customer raising concerns or feedback must be dealt with as per the Complaints Management SOP. Customer should be made to feel comfortable to provide feedback. They need to be listened to and have confidence that some action will be taken.

   If any staff members have any suggestions or concerns, these should be raised with the director.

   All complaints need to be recorded in the appropriate form and these will be analyzed regularly to improve our offerings.

   For any reportable incidents, Incident Management SOP should be followed. It is our obligation to report any reportable incidents within the relevant time-frames.

6. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability

   Any form of violence, exploitation, neglect and abuse of people with disability, co-workers or any other person is a dismissible offence. All people should be treated fairly and equally. If you have any concerns about these matters, it should be reported to the director. Alternatively, you can also consult Managing Director or General Manager -Operations at Care Essentials.

   Care Essentials has a whistle blower policy to protect employees.

7. Take all reasonable steps to prevent and respond to sexual misconduct.

   Sexual misconduct is a dismissible offence.