

Code of Conduct*Date Created: 26 March 2017**Review: 27 May 2022*

1. Purpose

The purpose of our Code of Conduct Policy is to ensure consistency in the way we act, behave and respect people's individual differences, exemplifying Guides 4 Sight values and to demonstrate our commitment to offering high quality individualised services and assistance.

2. Scope

This procedure applies to all Guides 4 Sight employees in how they conduct themselves while carrying out of their duties with individual clients, while out in the community and when representing Guides 4 Sight in both formal and or informal settings.

3. Related Legislation and Standards

[National Standards for Disability Services](#)

[Australian Consumer Law](#)

[Disability Services Act 1993](#)

[Disability Services Regulations 2004](#)

[Equal Opportunity Act 1984](#)

[Convention on the Rights of Persons with Disabilities](#)

[Occupational Safety and Health Act 1984 \(OSH Act\)](#)

[Occupational Safety and Health Regulations 1996](#)

[Workers' Compensation and Injury Management Act 1981](#)

[National Disability Insurance Scheme Act 2013 and rules](#)

4. National Standards of Disability

This guideline links with the National Standards for Disability Services

- Standard 1 Rights:
The service promotes individual rights to freedom of expression, self-determination and decision making and actively prevents abuse, harm, neglect, and violence
- Standard 2 Participation and inclusion:
The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society
- Standard 3 Individual outcomes:
Services and supports are assessed, planned, delivered and reviewed to build on individual strengths that enable individuals to reach their goals
- Standard 4 Feedback and complaints:
Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement
- Standard 5 Service Access:
The service manages access, commencement and leaving a service in a transparent, fair, equal, and responsive way
- Standard 6 Service management:
The service has effective and accountable service management and leadership to maximise outcomes for individuals

5. Definitions

‘eyes and ears’ – many of our clients have vision loss or are fully blind. Some clients also have the dual loss of vision and hearing which means that communication is not only essential between people. It essential for the client to know what is in the immediate environment.

Descriptions such as where or which way they are going, who is also there, what other people are doing or saying, the mood, weather etc. are all essential parts of

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communication and provide choices over decision making for each client. Guides 4 Sight assistants act as 'eyes and ears' for our clients.

'**Employees**' includes office staff, support workers, coordinators, casual staff, volunteers or contractors who represent Guides 4 Sight in any capacity.

6. Compliance

We hold dear each client's individual needs, purpose, and preferences. We will support their independent journey with respect.

We think of ourselves as enablers, for people to make their own choices and have control of their own journey. Our responsibility is to be their 'eyes and ears'.

We will endeavour to be continuously verbally descriptive (communication appropriate), providing information so that clients are informed as much as possible of what is happening around them, at all times.

We will;

- provide specific assistance to enable achievement of clients' goals and timeframes.
- provide assistance to all our clients to enhance each persons' independence
- to be the 'eyes and ears' for our vision impaired clients is to enhance each persons' independence.
- encourage and support clients to be part of their community in whatever form that takes e.g. working, as a volunteer, out socially, completing daily tasks, undertaking exercise and enjoyment.
- work with clients to find ways to overcome difficulties or barriers and find alternative creative ideas that will ensure clients maintain their dignity.
- research to find out more information and share that information with our clients.
- be open, honest and always courteous and respectful.
- respect clients' individual situation and circumstances.
- Ensure each person's health and safety always comes first.
- protect each person's privacy and confidential information.
- listen to feedback so we can review and/improve our services.
- resolve problems as quickly as possible.
- give clients a service agreement document outlining our commitment and the role we will play in their journey (in their preferred communication style).
- Sometimes we will need to discuss and make decisions together; however, we will always respect clients' decisions and encourage clients in their rights of freedom of expression, self-determination and decision making.

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7. Community

We see our community as a place with a wealth of information, experiences and opportunity to share and engage with our business and our clients.

We see our role is to educate and advocate together with our clients in the general community and mainstream businesses to raise awareness of appropriate actions and responses to individual needs, always respectful of everyone's right to be part of an inclusive community.

8. Partners in Business

We respect our partners in business and their professional disciplines. We encourage and support other businesses who offer services even when those services are not specific to our client's needs. We will actively build and maintain open, communication to develop strong and long-lasting working and personal relationships.

9. Staff and Volunteers

- We respect the skills and expertise of other employees and volunteers
- We respect individual differences, support and encourage our employees and volunteers so we can build a strong collaborative network.
- We respect the rights of employees and volunteers to privacy and confidentiality.
- We actively support health and safety in our workplace and our community
- We will be transparent and upfront when our personal interest conflict with the interests of the business and seek guidance from management.

10. Guides 4 Sight Management

Our commitment is to

- ensure a safe workplace for employees, volunteers and clients
- maintain good record keeping of supports and issue regular invoices.
- protect the privacy of all.
- Review Service Agreements and the provision of assistance in a timely manner
- Provide a complaints and compliments pathway and a timely dispute resolution service for both clients and employees/volunteers.

- Continuously review our activities, services, products, systems and processes to ensure we are constantly improving and adapting to meet the changing needs of the disability sector and our clients.
- Stay up to date with changes to the NDIS scheme.
- Be consistent and comply with all relevant laws and Standard's.

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Date	Changes	Authorised
26/03/2017	Creation of document	CMT
22/03/2018	Reviewed	CMT
26/03/2019	Reviewed	CMT
19/03/2020	Reviewed and updated- removed WANDIS references	CMT
16/04/2020	Updated	AJB
27/05/2021	Updated and formatting edited	VRP
01/07/2021	Updated with CMT	VRP