# Code of Conduct

## Policy

*futures in sight* is committed to providing a high-quality service to people with disabilities and requires that its Partners, Contractors, Volunteers and Advisory Panel members maintain high levels of professionalism and accountability when representing *futures in sight*.

## Scope

*futures in sight* Partners, Contractors, Volunteers and Advisory Panel members.

## Principles

* We act with honesty and integrity
* We value and maintain our professionalism
* We respect the law and act accordingly
* We avoid conflicts of interest
* We respect privacy and do not misuse information
* We are transparent and accountable

## Definition

A **code of conduct** lays out an organisation’s expectations and guiding principles for appropriate workplace behaviour.

## Related Documents

* Engaging Contractors Policy
* Position Description
* Contractor Induction Checklist
* Code of Ethics

## Legislation

* Disability Inclusion Act (2014)
* National Disability Insurance Scheme Act (2013)
* Industrial Relations Act (1996)
* Privacy Act 1988 (Commonwealth)

## Procedure

We commit to working with our customers, each other and external organisations to deliver quality support services for people with disabilities by:

* Ensuring all contractors have the skills and experience they need to provide quality and culturally sensitive services
* Working in collaborative partnerships with customers and their local communities to identify needs and how they can be met
* Behaving ethically and acting with honesty, due care and diligence
* Being open and accountable
* Avoiding any practice or activity which could bring *futures in sight* into disrepute
* Sensitively managing any information collected.

We commit to helping each customer meet their goals by:

* Tailoring assistance to personal circumstances, skills, abilities and aspirations
* Using the available funding appropriately
* Treating each customer fairly and with respect
* Providing a fair and accessible feedback process
* Referring customers to other services for supports when necessary.

## Breaches of Code of Conduct

Any breach of the Code should be communicated to a *futures in sight* Partner. The breach will be investigated and outcome determined in consultation with all Partners.

Illegal acts or crimes will be reported to the police.

## Review

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

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