

## PURPOSE

The Nextt Group’s Code of Conduct and associated state and federal codes of conduct describe the minimum expectations of employees regarding their conduct at work and how to uphold the organisation’s values, reputation, and standards of practice.

The Nextt Code of Conduct aligns with the NDIS Code of Conduct and Nextt Group’s workers who deliver services for NDIS participants must adhere to the requirements of both. The NDIS Code of Conduct applies to all NDIS providers, registered and unregistered, and all persons employed or otherwise engaged by an NDIS provider.

## SCOPE

This policy applies to all Nextt Group employees, inclusive of Nextt and Dolleina.

## DEFINITIONS

Key Term	Definition
<b>Disability Support Worker/Therapist</b>	Includes all people with direct access to children, young people and adults with disability
<b>Disciplinary action</b>	Actions undertaken in the event of employee’s breach of code of conduct. This may include training or coaching, performance counselling; verbal or written warnings; investigations; and/or termination of employment.
<b>Employees</b>	Encompasses workers, therapists, students on placement, volunteers, and contractors, including the employees of contractors, subcontractors, and employees of labour hire companies

## POLICY STATEMENT

It is a requirement of the Nextt Group that all employees must:

- Uphold the values of Nextt, to be principled, creative, committed and responsive in all work based interaction.
- Act with integrity and professionalism in line with the values and vision of the Nextt Group.
- Maintain the inherent human right and dignity of clients, employees and stakeholders to be respected, to feel safe and to be free from abuse.
- Maintain the organisational position of a zero tolerance of abuse of people with a disability including acting with respect to empower individual client rights and responsibilities.
- Be meticulous in proper use of client information including respecting their privacy and confidentiality, funds, equipment, property and home.
- All clients are provided services in unconditional, positive regard.
- Must not deliver any supports, including physical supports, financial advice, clinical/therapeutic advice that are outside the define scope of practice for an individuals role, according to the employees Job Accountability Statement and any supporting policies, procedures and practice guidelines.

- Exercise fairness, equity, proper courtesy, consideration and sensitivity in supporting clients, employees and other stakeholders including ensuring freedom from discrimination, abuse, harassment and bullying at all times.
- Maintain professional boundaries at all times, including avoiding real or apparent conflict of interests or engaging in personal or sexual relationships with clients or their families members.
- Accepting any external appointment, such as working privately for a client or competitor, is not permitted without the written permission of the Chief Executive Officer.
- Report any breach of responsibilities, serious incident or misconduct to your manager or to the relevant Nextt representative as soon as you become aware of an issue

In addition, employees are required to sign up to the National Disability Insurance Scheme Code of Conduct and evidence during the onboarding process. A copy of this commitment is kept on the employees personnel file.

There are key obligations for disability service workers:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

All employees must complete Nextt's induction training, in addition to the NDIS code of conduct, in which they will sign off for confirmation that they have read and understood the code and all related performance issues. Employees also make an agreement in their contract of employment.

## RESPONSIBILITIES

**Group Leadership Team and all senior managers** are responsible for communicating, demonstrating and leading through behaviour the values and expectations of Nextt to all employees.

**All employees** are expected to behave in accordance with the Code of Conduct including:

- Promote the interests of the client, employees and the organisation
- Perform their duties with skill, honesty, care and diligence, using authority in a fair and equitable manner
- Abide by policies and procedures, instructions and lawful directions that relate to their employment and duties
- Comply with the spirit as well as the message of the code of conduct

## CONTINUOUS IMPROVEMENT

Breaches of the Code of Conduct are managed and monitored in partnership with People and Culture. Any identified themes and trends emerging from employee conduct breaches will be address through continuous improvement of organisational practices

## APPROVAL AND REVIEW

This policy and procedure will remain subject to continuous improvement through feedback from staff, clients, and external stakeholders, and with reference to any new legislative guidance or relevant empirical research, or best practice.

<b>Document owner:</b>	People and Culture	<b>Policy Area</b>	People and Culture
<b>Approved By</b>	Chief People Officer CPO	<b>Date Approved:</b>	13/12/2024
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## REVISION RECORD

Date	Version	Revision Description Summary
30/09/22	V2	Updated to detail information around working within scope of practice
13/12/2024	V3	Review and update