

POLICY 1.5 –WCS STAFF CODE OF CONDUCT

Wonderland Community Services (WCS) is registered with the NDIS Commission to deliver services to people with disabilities under the NDIS in both Tasmania and Queensland. As such Wonderland Community Services staff from all sites and services must ensure they uphold the WCS Staff Code of Conduct.

Staff will be required to sign the Code of Conduct Prior to starting with the Service. The Code of Conduct will be available on the Staff Page on the WCS Websites.

This code is outlined below.

Staff Code of Conduct

The WCS Staff Code of Conduct incorporates the NDIS Code of Conduct for Workers.

The NDIS Code of Conduct promotes safe and ethical service delivery, by setting out expectations for safe and ethical services and supports for both NDIS providers and workers.

It requires workers and providers delivering NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant 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 might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- take all reasonable steps to prevent sexual misconduct.

The NDIS Code of Conduct applies to all workers of:

- registered NDIS providers
- unregistered NDIS providers
- community partners of the NDIA – LAC and ECEI providers
- providers delivering information, linkages, and capacity building activities
- providers delivering Commonwealth Continuity of Support Programme services funded by the Department of Health for people over the age of 65

The NDIS Commission will apply the Code to its employees, in addition to the Australian Public Service Code of Conduct.

Guidance has been developed to help NDIS providers and workers understand their obligations under the NDIS Code of Conduct.

Please refer to the NDIS website for more information for NDIS related guidance

- [The NDIS Code of Conduct - Guidance for Workers](#)
- [The NDIS Code of Conduct - Guidance for Service Providers](#)
- [Fact sheet: The NDIS Code of Conduct](#)
- [Fact sheet: NDIS Code of Conduct for Workers](#)

The WCS Staff Code of Conduct incorporates Child Safe Code of Conduct

All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

Staff will:

- Act in accordance with WCS's child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children placed with WCS.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to WCS's policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by WCS risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with WCS policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by state legislation and by WCS policy and procedure on internal and external reporting.
- Comply with WCS protocols on communicating with children.
- Comply with state legislation and WCS policies and procedures on record keeping and information sharing

Staff will NOT:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.

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- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to WCS activities.
- Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by WCS policy and procedure on reporting.
- Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse.

In ADDITION

WCS expects the following from staff with respect to their conduct towards other staff, the management of the organisation, the facilities and community members.

- Act respectfully towards all members of staff and other community members
- Uphold the privacy of staff and other community members' personal information both verbal and written
- Not act unlawfully and if charged with an offence to disclose this promptly to the Management of Wonderland Community Services
- Uphold the values of the service including being kind, thoughtful and proactive towards others in relationship-building and communication
- Act responsibly with equipment, tools and the facilities of the organisation
- Be proactive and attend to issues including cleaning, organising participants'/young persons' equipment/clothing etc rather than leave it to 'someone else'
- Work and act safely
- Report any concerns for participants/young people of the service to line managers for support and direction
- Report any unauthorised use of a restrictive practice (in the event of managing an emergency related to behaviours) to their line manager immediately.
- Report any missed medications or unusual behaviours or concerns to line manager for support and direction.
- Ensure adherence to schedules specified in activities planned for participants/young people or gain permissions for alterations from line managers
- Ensure notetaking is accurate and timely

DECLARATION OF WORKER

I, _____ have read and understood the WCS Staff Code of Conduct and agree to uphold this CODE OF CONDUCT which incorporates the NDIS Code of Conduct and Child Safe Code of Conduct.

Signed _____

Date _____



Community Services Pty Ltd

SECTION 1 – RIGHTS & RESPONSIBILITIES

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DATE	PERSON/S	DETAILS
01.08.2025	Becci Fazldeen	Review and update
20.01.2025	Ashleigh Davis	Review and update
18.12.2023	Bronwyn McMullen	Review and update