



Code of Conduct Policy

1. Purpose

Invicta Care is committed to providing high-quality services to National Disability Insurance Scheme (NDIS) participants. This Code of Conduct Policy outlines the expected standards of behavior and ethical conduct for all employees, volunteers, contractors, and stakeholders involved in providing NDIS services through Invicta Care.

2. Principles

The Code of Conduct is grounded in the following principles:

- **Respect:** Treat everyone with dignity, courtesy, and consideration, regardless of their abilities, background, or preferences.
- **Integrity:** Act with honesty and maintain the highest ethical standards in all interactions.
- **Professionalism:** Uphold professional standards, competence, and accountability in delivering NDIS services.
- **Confidentiality:** Safeguard the privacy and confidentiality of participants and their information.

Compliance: Adhere to all relevant laws, regulations, and NDIS policies.

3. Responsibilities

All individuals associated with Invicta Care, including employees, volunteers, contractors, and stakeholders, are responsible for:

- Understanding and complying with this Code of Conduct.
- Treating participants, colleagues, and others with respect and dignity.
- Acting in the best interests of NDIS participants and ensuring their safety and well-being.
- Reporting any potential breaches of this Code of Conduct promptly.



4. Professional Behaviour

All individuals must:

- Demonstrate cultural sensitivity and awareness.
- Avoid conflicts of interest and report any potential conflicts promptly.
- Not engage in any form of discrimination, harassment, or bullying.
- Maintain appropriate professional boundaries with participants.

5. Confidentiality and Privacy

All individuals must:

- Safeguard participant information and only share it with those authorized to receive it.
- Follow Invicta Care's privacy policies and procedures.

6. Reporting Breaches

Any individual who becomes aware of a potential breach of this Code of Conduct must promptly report it to their supervisor or the designated reporting channels.

7. Investigations and Disciplinary Actions

Invicta Care will conduct thorough and impartial investigations into reported breaches. Individuals found to have violated the Code of Conduct may face disciplinary actions, including termination of employment or contractual engagement.

8. Continuous Training and Development

Invicta Care will provide ongoing training to ensure all individuals understand and comply with the Code of Conduct. Regular updates and refresher courses will be conducted.

9. Policy Review

This policy will be reviewed annually or as needed to ensure its effectiveness and compliance with NDIS requirements.