

Introduction Standard

The Code of Conduct sets out the behaviours everyone working at SWAMS is expected to demonstrate towards our colleagues, clients, members, and community. SWAMS is in a unique position of trust and our behaviour must reflect community and professional expectations.

At SWAMS, we are honest and fair. We create an inclusive and safe environment. We take responsibility for our work and strive to provide high quality, culturally appropriate and holistic healthcare.

We act with integrity

We will:

- Show commitment to SWAMS' mission and values and uphold SWAMS' reputation.
- Be honest, open, and non-judgmental.
- Make fair and transparent decisions.
- Maintain discretion and confidentiality.
- Declare any conflicts between our personal interests and our duties to SWAMS.
- Use information and resources properly.
- Comply with laws, regulations, professional standards and SWAMS policies.

We are dedicated to excellence

We will:

- Take and accept responsibility for our work and development.
- Conduct ourselves in a professional and safe way.
- Strive to deliver the best service to clients.
- Take steps to keep colleagues and clients safe and respond appropriately to safety incidents.
- Encourage participation, teamwork and innovation when making decisions.
- Share skills and knowledge.
- Show appreciation and recognise achievements.
- Give, seek, and accept feedback.

We put our people at the centre

We will:

- Act with respect and understanding towards the culture, values, identity and needs of our colleagues and clients.
- Acknowledge and promote the importance and diversity of Aboriginal culture in all that we do.
- Be open to new ideas and different views.
- Provide a culturally safe and inclusive environment that is free from bullying, harassment, and discrimination.
- Show empathy towards our colleagues and clients.
- Promote the safety and wellbeing of children, young people, and other vulnerable people.
- Promote a culture of 'no blame' and open communication.
- Empower our clients to exercise their rights to freedom of choice and self-determination.
- Resolve conflict constructively.

Compliance with the Code

Everyone working at SWAMS is expected to comply with the Code and speak up if they have questions. This includes all employees, contractors and consultants, and the Board of Directors. Some health professionals will also have to comply with professional standards and codes of conduct. SWAMS has a responsibility to uphold a rigorous Code of Conduct, comply with relevant legislation and adhere to industry accreditation and standards to ensure ethical practices, legal compliance, and the delivery of high-quality services. These commitments collectively contribute to fostering trust, transparency, and accountability within the organisation and its broader stakeholder community.

Breaches of the Code

Breaches must be reported as soon as possible to your Manager, Director, or the CEO. SWAMS treats all reports with sensitivity. If a breach is found to have occurred, SWAMS will take appropriate action based on the nature and seriousness of the breach. This can range from warnings to termination of employment. The Misconduct and Discipline Policy sets out how SWAMS will do this.

NDIS and Child Safeguarding

NDIS Code of Conduct

In alignment with our commitment to ethical and inclusive practices, SWAMS recognises and adheres to the National Disability Insurance Scheme (NDIS) Code of Conduct published by the NDIS Quality and Safeguards Commission. This code sets forth the principles and expectations for all individuals involved in providing support and services to people with disabilities. Our employees are expected to uphold the highest standards of integrity, respect, and person-centred care as outlined in the *NDIS Code of Conduct*. This includes promoting the rights, dignity, and well-being of individuals with disabilities, fostering a culture of inclusivity, and maintaining confidentiality in all interactions.

SWAMS is a Child Safe Organisation

We uphold NPCSO:2018 with zero tolerance for abuse, neglect, or grooming. All staff, contractors, volunteers, students, and Board members must ensure culturally safe, inclusive environments; maintain professional boundaries; use child-safe communication (including online); and report any concerns or disclosures immediately. We meet all legal obligations, including mandatory reporting, follow SWAMS policies, complete required training, and act early to protect the rights, voices and wellbeing of children.

Related policies

The below policies provide more detail about your responsibilities.

- Bullying, Harassment and Discrimination Policy – doc_0173
- Children and Young People Policy - doc_0035
- Conflict of Interest Policy – doc_0224
- Drug and Alcohol Policy – doc_0223
- Fraud and Corruption Prevention and Management Policy – doc_0108
- Misconduct and Discipline Policy – doc_0233
- Privacy and Confidentiality Policy – doc_0025
- Social Media Policy – doc_0226
- Staff Uniform Policy – doc_0239
- Use of IT Services, Equipment and Access Policy – doc_0112
- Workplace Equality, Diversity, and Inclusion Policy - doc_011