

# Staff Code of Conduct Policy

Ref: 2.8/0926

|                          |                                                                                                                                                                                       |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Policy Group</b>      | 02 Staff                                                                                                                                                                              |
| <b>Related Policy</b>    | CitiReach Board Code of Conduct Policy (1.1)<br>CitiReach Conflict of Interest Policy (2.3)<br>CitiReach Human Rights Policy (2.7)<br>Citipointe Church Code of Conduct Policy (7.12) |
| <b>Commencement Date</b> | 14.09.2026                                                                                                                                                                            |
| <b>Review Date</b>       | 14.09.2027                                                                                                                                                                            |

## Intent

This policy sets out the standard of conduct CitiReach requires of every Personnel member in the performance of their duties. CitiReach is a business name of Christian Outreach Centre trading as Citipointe Church, and its Personnel are expected to uphold both CitiReach's obligations as an NDIS provider and the standards of Citipointe's own Code of Conduct Policy (7.12).

CitiReach supports participants of every background and belief, and this code requires Personnel to treat every participant, family member and colleague with respect, regardless of the participant's own faith, culture or lack of either.

## Scope

**Inclusions:** All CitiReach Personnel, including permanent, part-time and casual employees, contractors and volunteers.

**Restrictions:** Nil.

**Exclusions:** CitiReach's Head of Operations and members of any CitiReach oversight or advisory group, who are additionally covered by the Board Code of Conduct Policy (1.1).

## Objectives

1. To set out the ethical and professional standards expected of every Personnel member.
2. To ensure Personnel conduct is consistent with the NDIS Code of Conduct.
3. To protect participants, colleagues and CitiReach's reputation.
4. To provide a clear basis for addressing a breach of this code.

## Policy Provisions

### *The Guiding Principles of This Code*

1. Respect and Dignity
  - 1.1. Treating every participant, family member, colleague and member of the public with respect, courtesy and cultural sensitivity.
  - 1.2. Respecting a participant's right to make their own decisions, consistent with the Human Rights Policy (2.7).
  - 1.3. Using language that is respectful and does not demean or embarrass any person.

2. Safety and Quality of Supports
  - 2.1. Providing supports safely, competently, and within the scope of the Personnel member's training and role.
  - 2.2. Reporting immediately any incident, hazard, or concern about a participant's safety or wellbeing.
  - 2.3. Not providing a support while impaired by alcohol, illegal drugs, or non-prescribed medication.
3. Integrity and Honesty
  - 3.1. Acting honestly in all dealings with participants, families, colleagues and CitiReach.
  - 3.2. Keeping accurate and timely records of supports provided.
  - 3.3. Not accepting gifts or benefits from a participant beyond token value, consistent with the Conflict of Interest Policy (2.3).
  - 3.4. Not knowingly making a false, misleading or deceptive statement in the course of duties.
4. Confidentiality and Privacy
  - 4.1. Protecting the confidentiality of participant and colleague information at all times, in accordance with the Privacy Policy (3.1).
  - 4.2. Accessing personal information only for legitimate CitiReach purposes.
5. Professional Boundaries
  - 5.1. Maintaining appropriate professional boundaries with participants and families, and avoiding relationships or behaviour that could be exploitative or create a conflict of interest.
  - 5.2. Not entering into a financial transaction with a participant outside CitiReach's normal fee arrangements.
  - 5.3. Not using a position at CitiReach to pursue a personal, financial or romantic relationship with a participant.
6. Preventing Harm
  - 6.1. Never engaging in, or tolerating, abuse, neglect, exploitation, bullying or harassment of a participant or colleague.
  - 6.2. Reporting any concern about the conduct of another Personnel member, in accordance with the Reporter Protection Policy (3.3).
7. Compliance
  - 7.1. Complying with this policy and all other CitiReach policies and procedures.
  - 7.2. Complying with all applicable legislation, including the NDIS Act 2013, the NDIS Code of Conduct and the SCHADS Award.
  - 7.3. Maintaining all mandatory clearances and qualifications required for the role, including a current NDIS Worker Screening Check.

### ***Breach of This Policy***

8. A suspected breach of this code is reported to the Head of Operations, or, where it concerns the Head of Operations, to the Citipointe Compliance Office. Depending on its nature and seriousness, a breach may result in retraining, a formal warning, or termination of engagement, and may also be reportable to the NDIS Commission.

## Supporting Procedures and Guidelines

- NDIS Code of Conduct
- CitiReach Incident Report Form
- Citipointe Code of Conduct Policy (7.12)

## Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)

## Definitions

**Citipointe** – Citipointe Church, the trading name of Christian Outreach Centre (COC), of which CitiReach is a business name.

**CitiReach** – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

**Head of Operations** – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

**NDIS** – the National Disability Insurance Scheme, established under the National Disability Insurance Scheme Act 2013 (Cth).

**NDIS Commission** – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

**Participant** – a person accessing NDIS-funded supports from CitiReach.

**Personnel** – CitiReach employees (permanent and casual), contractors and volunteers.

## Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

## Accountabilities

|                                  |                                                                     |
|----------------------------------|---------------------------------------------------------------------|
| <b>Implementation</b>            | CitiReach Head of Operations                                        |
| <b>Compliance</b>                | CitiReach Head of Operations                                        |
| <b>Monitoring and Evaluation</b> | CitiReach Head of Operations, with the Citipointe Compliance Office |
| <b>Development/Review</b>        | CitiReach Head of Operations, with the Citipointe Compliance Office |

## Revisions

Reference No: 2.8

| Version | Approval Date | Committee/Board | Resolution/Minute |
|---------|---------------|-----------------|-------------------|
| /0926   | 14.09.2026    | Citipointe COM  | Pending adoption  |