

Purpose

This policy explains the behaviour and standards we expect from all Abacus employees, volunteers, and contractors. It helps keep our clients, children, families, and colleagues safe and respected, while maintaining professionalism and compliance with NDIS and Child Safe standards.

Scope

Everyone who works at or represents Abacus, including employees, volunteers, contractors, and Board members.

1. Be Professional and Respectful

- Treat everyone—clients, colleagues, families, and the public—with respect, fairness, and courtesy.
- Act honestly, responsibly, and with integrity in all your work.
- Avoid personal relationships with clients that could create conflicts or multiple roles.
- Represent Abacus positively, including online.

2. Keep People Safe and Protect Children

- Always follow Abacus Child Safe policies.
- Make sure children and clients feel safe, respected, and included.
- Report any concerns about abuse, neglect, or unsafe situations immediately.
- Protect children's personal information; don't post names or photos online without consent.

3. Respect Privacy and Confidentiality

- Keep client, colleague, and organisational information private.
- Only share information if you have permission.
- Be careful with emails, social media, websites, and online communications.
- Always handle sensitive information securely.

4. Work Together and Provide Quality Service

- Listen to clients and respond to their concerns professionally.
- Work as a team—share information appropriately and support colleagues.
- Follow Abacus policies and NDIS standards in all your work.
- Take feedback and complaints seriously—they are opportunities to improve.

5. Use Abacus Resources Responsibly

- Use Abacus equipment, email, internet, and technology for work purposes.
- Don't access or share inappropriate content.
- Protect passwords and organisational data.

6. Avoid Conflicts of Interest

- Be honest about any situation where personal interests could affect your work.
- Disclose relationships, financial interests, or other situations that might create a conflict.

7. Be Safe at Work

- Follow workplace health and safety rules.
- Report hazards, incidents, or unsafe practices immediately.
- Avoid bullying, harassment, discrimination, or unsafe behaviour.
- Don't use alcohol or non-prescribed drugs at work.

CODE OF CONDUCT POLICY

8. Reporting and Accountability

- Speak up if you see unsafe, unethical, or unlawful behaviour.
- Cooperate with investigations into breaches or complaints.
- Understand that breaches of this code may lead to warnings, suspension, or termination.

DOCUMENT CONTROL

Document ID	DOC ID 1018
Document author	Executive Manager – People, Risk & Safeguarding
Date created	21.10.2025
Approved by	Chief Executive Officer
Date of approval	01.12. 2025
Review date	01.12. 2027
Review notes	New child safe guidance
Version	3.0