

## Code of Conduct

This Code of Conduct outlines the expected standards of behaviour and ethical principles for employees and clients associated with Making Strides Allied Health. It serves as a guide to promote a safe and nurturing environment for children and young people, and a positive and respectful environment for all employees and clients of the business.

- Respectful Interactions:** We treat all children and young people with dignity, respect and kindness, valuing diversity and individuality. We listen actively and consider their opinions, concerns, and feelings. All individuals connected with our business, including children, young people, employees, and clients, are expected to treat each other with respect and dignity. Discrimination, harassment, and disrespectful behaviour will not be tolerated.
- Protection from Harm:** We are vigilant in identifying and responding to any signs of harm, abuse or neglect. Staff are trained to recognise and report any concerns of harm or risk of harm in accordance with the requirements of the Children and Young People (Safety) Act 2017 (which mandates child safe environments).
- Commitment to Safety and Wellbeing:** The safety and well-being of children and young people and our employees are our paramount priority. We are committed to providing a safe environment free from harm, abuse, neglect, and exploitation. Strategies are in place to make sure that child safety (through the National Principles for Child Safe Organisations) are embedded across the business. Everyone is encouraged to report any safety concerns promptly, and we will take necessary measures to address them.
- Integrity and Honesty:** We expect all parties to conduct themselves with the highest standards of integrity and honesty. This includes being truthful, transparent, and ethical in all interactions, communications, and decisions.
- Consent and Privacy:** Informed consent will always be sought from parent/caregivers for sessions and activities involving children and young people. We respect their privacy and confidentiality, disclosing information on a need-to-know basis or when mandated by law.
- Confidentiality:** Confidential information, including but not limited to client data, business operations, and proprietary information, must be handled with the utmost care. Everyone is expected to maintain confidentiality and only share information on a need-to-know basis.
- Professionalism:** Professionalism is essential in all interactions. This includes dressing appropriately, communicating respectfully, and maintaining a professional demeanour at all times.

8. **Compliance with Laws and Regulations:** All individuals associated with our business are expected to comply with applicable laws, regulations, and guidelines, including those related to the National Disability Insurance Scheme (NDIS). All employees working directly with children and young people undergo rigorous screening, including background checks and relevant training in child protection, safety, and appropriate conduct.
9. **Conflict of Interest:** If a conflict of interest arises, it must be disclosed promptly and managed transparently to prevent any compromise of the business's integrity or the welfare of our clients.
10. **Accountability:** All parties are expected to take responsibility for their actions and decisions. Employees and stakeholders should be accountable for their work, while children, young people and their caregivers are expected to actively participate in their therapies.
11. **Communication:** Open and respectful communication is crucial. Employees, stakeholders, and clients should communicate clearly and effectively, ensuring that information is accurate and understood by all parties. Use of inappropriate language, threats or derogatory language will not be tolerated by any parties.
12. **Supervision and Boundaries:** We maintain appropriate professional boundaries with children and young people. Staff members are always visible and present when engaging with them, avoiding compromising situations at all costs.
13. **Positive Role Modelling:** We hold ourselves to a high standard to display behaviours that align with our ethical and moral standards. This includes refraining from using inappropriate language, gestures, culturally discriminative nuances, or other discriminatory behaviour.
14. **Client-Centred Care:** We are committed to providing client-centred care. This means that the interests and preferences of our clients should be at the forefront of our decisions and service delivery.
15. **Feedback and Continuous Improvement:** We encourage feedback from all stakeholders to help us continuously improve our services. Constructive feedback and suggestions are welcome, particularly from children and young people, and will be considered for implementation. We regularly review and update our policies, procedures, and training to ensure they meet evolving standards and best practices in safeguarding children and young people.
16. **Reporting Accountability and Violations:** We encourage an open reporting culture where concerns or incidents related to the safety of children and young people are promptly reported and thoroughly investigated. We hold all staff accountable for

upholding this code of conduct. If you believe that someone has violated this Code of Conduct, please report it to Sarah Zappia (Director). Reports will be handled confidentially and with the utmost seriousness.

Additionally, caring for children and young people brings additional responsibilities for employees. Employees are responsible for promoting and protecting the safety and wellbeing of children and young people by:

- sticking to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all conduct with them
- setting clear boundaries about appropriate behaviour between yourself and children and young people – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- being alert to bullying behaviours and responding promptly and appropriately
- ensuring another adult is always present or in sight when conducting one to one consulting, coaching, instruction or other activity
- being alert to children and young people who have been harmed, or may be at risk of harm and reporting this quickly to the Child Abuse Report Line (13 14 78)
- responding quickly, fairly and transparently to any complaints made by a child, young person or their parent/guardian
- encouraging children and young people to 'have a say' on issues that are important to them.

Employees must not:

- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.



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Non-compliance with this Code of Conduct may result in disciplinary action, which may include termination of employment, termination of stakeholder relationships, or denial of services to clients.

Making Strides Allied Health is committed to upholding the principles of this Code of Conduct to maintain a safe, respectful, and ethical environment for all parties involved.

Breaches or suspected breaches of the Code of Conduct should be reported as soon as practicable to Sarah Zappia either in person, by telephone on 0434 888 066, or via email at [sarah.makingstrides@outlook.com](mailto:sarah.makingstrides@outlook.com). Breaches or suspected breaches of the Code of Conduct will be taken seriously and dealt with quickly, fairly and transparently.

A handwritten signature in black ink that reads "Sarah Zappia".

Sarah Zappia  
Director  
Making Strides Allied Health

23 November 2023