



Australian Government
Department of Social Services

About our Code of Conduct

Information for providers and workers

Easy Read version



How to use this document



The Australian Government Department of Social Services (DSS) wrote this document.

When you see the word 'we', it means DSS.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **16**.



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.dss.gov.au/dsi-act



You can ask for help to read this document.

A friend, family member or support person might be able to help you.

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What this document is about



We wrote a new **Code of Conduct**.

A Code of Conduct is a list of rules about how everyone should behave.



Our Code of Conduct protects our service users – people with disability who receive disability services and supports.



Our Code of Conduct makes sure our service users always get good **quality** services and supports.



Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



Our Code of Conduct talks about supporting our service users.



This includes supporting their:

- health
- safety
- wellbeing.



We started using our Code of Conduct in January 2024.

In this document, we explain:



- who must follow our Code of Conduct



- the 7 rules in our Code of Conduct



- what happens when someone doesn't follow our Code of Conduct



- how to make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

Who must follow our Code of Conduct



Funding is money from the Australian Government that pays for some disability services and supports.



Providers then hire workers to provide these disability services and supports.

A provider is someone who supports people with disability by delivering a service.



The National Disability Insurance Scheme (NDIS) provides services and support to people with disability.



Our Code of Conduct is only for services and supports that are not provided through the NDIS.



There are different types of workers who:

- can help service users
- must follow our Code of Conduct.

You must follow our Code of Conduct if you are a worker who provides:



- carer supports



- **counselling** services.



Counselling is when a person works with someone to explore how they think and feel.



This can help them:

- reach goals
- feel safe
- learn skills
- understand what happened to them.



You must follow our Code of Conduct if you are a worker who provides disability **employment** services.



Employment means a person:

- has a job
- goes to work.



You must also follow our Code of Conduct if you are a worker who provides **advocacy services**.



Advocacy services support people with disability.

They help them to have their say.

They can also give them information and advice.

The 7 rules in our Code of Conduct



There are 7 rules in our Code of Conduct that you must follow if you are a:

- provider
- worker.



1. You must treat service users:

- fairly
- equally.



2. You must also respect their right to choose:

- what they want to keep safe and private
- what other people can know about them.



3. You must be safe when you support them.



4. You must be open and honest when you communicate with them.

And let them be open and honest with you.



5. You must also tell them if you are worried about their safety.

And you must tell other people who can help, for example other providers or the police.



6. You must take steps to stop anyone who might want to:

- hurt them
- scare them
- control them.



7. You must also take steps to stop anyone who might want to behave in a sexual way towards them that is:

- against the law
- not welcome.

What providers must do



If you are a provider, you must support your workers to follow the rules in our Code of Conduct.



You need to make sure all workers take part in training about how to follow our Code of Conduct.



Providers must also follow our Code of Conduct.

How to make a complaint



You can make a complaint if you think another provider or worker did not follow our Code of Conduct.



To make a complaint, you need to talk to the provider.



You can get help from a different service if you:

- don't feel comfortable to talk to the provider
- are not happy with what the provider told you.



You can call the Complaints Resolution and Referral Service.

1800 880 052



You can also visit our website to make a complaint.

www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries



You can choose to be **anonymous** when you make a complaint.

When you're anonymous, no one knows who you are.



It can be harder for us to help if you make an anonymous complaint.

This is because it can be harder to learn more about what happened.



We will keep your complaint **confidential**.

If we keep something confidential, we don't:

- share the information
- say who gave us the information.

What happens when someone doesn't follow our Code of Conduct



If we think someone did not follow our Code of Conduct, we will look into it.



If a provider did not follow our Code of Conduct, we might:

- end our agreement to provide funding to them
- change our agreement, for example give them less funding.



If a worker did not follow our Code of Conduct, we might tell them they can't provide services and supports anymore.



We also might share information about what has happened on our website.

Word list

This list explains what the **bold** words in this document mean.



Advocacy services

Advocacy services support people with disability.

They help them to have their say.

They can also give them information and advice.



Anonymous

When you're anonymous, no one knows who you are.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Confidential

If we keep something confidential, we don't:

- share the information
- say who gave us the information.

Counselling

Counselling is when a person works with someone to explore how they think and feel.



This can help them:

- reach goals
- feel safe
- learn skills
- understand what happened to them.



Employment

Employment means a person:

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Funding

Funding is money from the Australian Government that pays for some disability services and supports.



Provider

A provider is someone who supports people with disability by delivering a service.



Quality

Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



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