



Disability Services Commission

Western Australian National Disability Insurance Scheme (WA NDIS) Operational Policy

General Conduct of Staff

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1. Key words

Conduct, staff, ethics, integrity, equality, inclusive, decision-making, communication

2. Policy statement

This policy outlines the principles for general conduct of Local Coordination employees working in WA NDIS areas.

3. Principles

People with disability have the right to respect for their human worth and dignity, and the right to participate in and contribute to the community.

People with disability have the right to realise their potential for physical, social, emotional and intellectual development.

WA NDIS will support people with disability to exercise their right to be able to determine their own best interests, including the right to exercise choice and control, and to engage as partners in decisions that will affect their lives, to the full extent of their capacity.

WA NDIS will support people with disability to access reasonable and necessary supports and services which are appropriate to the unique circumstances of each person.

WA NDIS services and communications will be timely, responsive and accurate.

4. Definitions

Conflict of interest – a situation that arises where there is an overlap between an employee's duty as a public officer and their private interests, and the prioritisation of those private interests could directly or indirectly benefit the employee.

Procedural fairness – requires that an employee uses a fair and proper procedure to make an objective decision. Maintaining procedural fairness protects the rights of individuals and enhances public confidence in the process.

5. Introduction

All employees are expected to comply with the Disability Services Commission (the Commission) Code of Personal Conduct and the Public Sector Commission Code of Ethics, which set out the standards of conduct and personal integrity for employees.

All Local Coordination employees delivering services under WA NDIS are also expected to comply with this General Conduct of Staff policy.

6. Implementation

Local Coordination employees will implement this policy through their support of the person with disability, their family and/or carers by providing assistance to access information, plan for the future, participate in their community and identify local supports and services.

In all interactions with people with disability, their families and carers, employees will:

- demonstrate respect
- recognise the person's valued role in the community
- support the person's choice, control and decision-making.

Communication

Employees will communicate clearly to the person with disability, their family, carers and other relevant people or agencies in a way that is accessible and appropriate to the person's needs.

Communication will be respectful, sensitive and inclusive. Employees will be mindful of the person's age, gender, religion, Aboriginality, cultural and linguistic diversity, developmental needs, and/or geographical location and will engage with the person accordingly.

The mode of communication will be sensitive to the person's disability-related needs. For example, employees will consider if Auslan or other language services, or assistive technology, is required to support communication regarding WA NDIS matters.

Communication may be provided in both verbal and written or visual form. Employees will explain the communication formats and other information to the person, and ensure these are clearly understood. Information or decisions, including reviewable decisions, will generally be provided in writing, as well as communicated verbally to the person.

The Local Coordinator and all other employees will value and encourage the role of the

person with disability's family, carers and other people in supporting the achievement of positive outcomes.

The Local Coordinator and all other employees will work in partnership with the person with disability to support the person's meaningful choice, control and decision-making. This may include engagement with people who support the person to make decisions that reflect the person's choice and preferences; and/or people who make decisions on the person's behalf and in the best interests (see WA NDIS Operational Policy – Plan Development and Plan Changes).

Decision-making

In making decisions, employees will comply with the Commission and WA NDIS policies and all legal requirements. Employees will only make a decision if they have the delegated authority to do so and have no conflict of interest (see Commission Conflict of Interest Policy and Operational Procedures, and Delegation Framework for Approval of WA NDIS Plan Funding).

Before making a decision, employees will:

- identify and ensure compliance with the relevant policies
- obtain and consider the relevant material, information and evidence required in order for the decision to be made
- ensure procedural fairness is applied in decision-making.

The decision-making process must be documented for all decisions, including the evidence or other material on which each decisions was based and the reasons for the decision, in keeping with the Commission's requirements for recordkeeping.

The documented rationale for a decision will be provided to the person upon request. Where a decision does not support the person's request, the rationale for this decision will always be provided in writing to the person.

7. Compliance

Compliance with this policy is mandatory.

8. Communication

This document will be published on the Commission's website and intranet, and relevant employees and other stakeholders advised of its existence.

9. Evaluation and review

This policy will be reviewed in 24 months or whenever required by a significant change to relevant policy, people, process, technology and/or information. Evaluation of the policy will take into account operational learning, feedback from stakeholders and relevant data.

10. Related documents

Code of Personal Conduct

National Standards for Disability Services

Disability Services Act 1993

Disability Services Regulations 2004

WA NDIS Operational Policy – Reviewing and Appealing WA NDIS Decisions

Guardian and Administration – Principles and Procedures

Decision Making and Choice Policy and Operational Guidelines

Privacy, Dignity and Confidentiality Policy and Operational Guidelines

Western Australian Language Services Policy and Guidelines

Improving the Provision of Supports and Services for Aboriginal People with Disability:
Policy and Guidelines

Effective Engagement, Communication and Consultation with Families and/or
Stakeholders Operational Guidelines

Public Service Commission Code of Ethics

WA NDIS Coordination Framework

Conflict of Interest Policy and Operational Procedures

