

LIFE WITHOUT BARRIERS

# Code of conduct

Values-led behaviour



I am courageous • I am responsive • I am imaginative  
• I am respectful • I value every relationship





# Acknowledgement of Country

Life Without Barriers acknowledges the Traditional Custodians of Country throughout Australia and their deep and continuing connections to land, sea and community. We pay our respect to them, their culture and customs, and their Elders, past, present and emerging. We believe that Reconciliation must live in the hearts and minds of all Australians. We are committed to an ongoing journey towards truth-telling, Reconciliation and self-determination. We also recognise and value the contribution of the Aboriginal and Torres Strait Islander employees, carers, people we support and communities to our continued Reconciliation journey together.

*'Empowered Voices' cultural artwork created by Keisha Leon, Lisa Sorbie Martin and Gilimbaa.*

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## Our Culture Statement

### **We partner with people to change lives for the better.**

This purpose drives us to dismantle the barriers that stand in the way of far too many members of our community. With a strong and positive culture, we are led by our Values of respect, responsiveness, courage, imagination and a steadfast commitment to authentic relationships.

Our culture is how we do things and who we are at Life Without Barriers, individually and together. It is reflected in our mindset, shared beliefs and the way we behave every day.

Our Value of courage comes from our legacy, formed by the families who created Life Without Barriers—determined people unwilling to accept that any person should be denied opportunity.

Today, we are imaginers, curious and relentless in our pursuit of equal opportunity for all.

Our relationships are formed through close, trusting connections and are the foundation of the impact we seek to have with people.

Our culture is at its strongest when we embrace diversity in our thinking and skills because we believe inclusion is a powerful ingredient for collective ambition.

We offer depth in our relationships by acknowledging that all people are entitled to be recognised as individuals, each of whom are entitled to feel valued and respected, to have support if they need it, and above all, to be hopeful for their future.

Most importantly, we are guided by the people we support and the communities we serve. No matter how many thousands of people we partner with, no two people are alike. We partner to offer personalised services and are informed by each individual and their support network.

We strive to act thoughtfully and responsively to our communities now and recognise the emerging needs people may have in the future.



# Our Values

Our purpose is to partner with people to change lives for the better. It is reflected in our Values, portrayed in our vision, and intertwined within our culture. It is at the forefront of everything we do.

**We build relationships**



Relationships come first. It is more than just working together. It is understanding one another, making lasting connections and building trust. Our relationships are strong and enduring and have the power to impact real change.

**We are imaginative**



We know the importance of imagination to see what is possible and what works. We are always open to new ways of doing things and do so openly and willingly.

**We are respectful**



We respect people's rights and the viewpoints of others and try to see the world from a diverse and inclusive perspective.

**We are responsive**



We respond appropriately and promptly to individual and community needs, and we appreciate the importance of agility and partnering to find solutions.

**We are courageous**



We dare to challenge the status quo and have the resolve to do something about it. We are a collective that encourages people we support to lead the change they want.



We are people united by a common purpose—to partner with people to change lives for the better. Our Values offer us the compass for how we seek to make a difference in the lives of people across Australia.

It is with imagination, respect, courage and responsiveness as our guide in all relationships that we honour the trust placed in us to deliver great services.

The difference we offer is in the Values held in the hearts and minds of our people, which we pour into every relationship.

The heartbeat of our culture is our Values—beyond good systems and models of service, this is what we offer to the people we support.

This Code of Conduct brings to life our Values. It is our promise to each other and the communities we serve to hold ourselves to the highest possible standard in our decision-making, conduct and behaviour. This means we do what is right and deliver on what we say we will do.

After all, the support services that we provide can only be effective and of the highest standard if each of us performs our duties in an ethical, safe, efficient and Value-led way.

We may face ethical dilemmas in our work. This Code provides the standard we are all required to follow when making decisions and determining the most appropriate course of action at work.

We all have a shared responsibility to uphold and apply the Code of Conduct, and I encourage you to report any breaches of this Code of Conduct.

I look forward to your continued support in upholding this Code of Conduct and ensuring the long-term success for the individuals and communities we all serve.

Warm regards,

Claire Robbs  
**Chief Executive**

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I am proud to work as part of a team that sets and upholds high standards of conduct; a team that thinks not just about what we do, but how we do it.

## Who does this code apply to?

Our Code of Conduct applies to everyone who works for Life Without Barriers including people who are full-time, part-time, casual and temporary employees, as well as Board members, contractors and sub-contractors, labour hire personnel, volunteers and consultants.

The Code does not apply to Life Without Barriers Foster and Kinship Carers who have a separate code called Code of Conduct for Carers.

We are all accountable for our own actions and to be aware of the standard of behaviour expected of us.

The trust people and stakeholders place in us is an important responsibility and a privilege. This means we must work together to lead our organisation in a way that meets our Values and the expectations of the people we support.

Working against this standard, or formal breaches of the Code may lead to disciplinary action.

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Our employees join our organisation because of a commitment to supporting people across Australia who need access to services that can help them live the way they choose.

**Sometimes at work, you may face complicated situations where the right decision is not clear or straightforward.**

If you are not sure about what to do, ask yourself...

- Q Does it fit with our Values?
- Q Could it directly or indirectly endanger someone or cause risk to someone's safety or wellbeing?
- Q Is it lawful and aligned with our policies, guidelines and procedures?
- Q What would you tell your partner, parent or child to do?

**If you are feeling uncomfortable or finding it difficult to answer any of the above questions, speak to your manager or a member of the People and Culture Team.**



## Private and confidential information

There is information we generate and share within our workplace that is confidential. This means there is information that is not intended for the general public, but just for our staff. This can include employee information, activities, services, results, plans or strategies of Life Without Barriers or our stakeholders (including suppliers, business partners and people we support).

You must not share any information gained directly or indirectly through your work unless you are required to by law, or it is within the course of your duties, and you have the authority to share the information.

If you are unsure if the information is private or confidential, check with your manager first.

Make sure you understand and comply with the [Privacy and Confidentiality Policy Guideline](#).





## I am respectful

### 1. We are all accountable for how we behave at work.

This means we:

- 1.1 Are always respectful and inclusive of our diverse identities, backgrounds and experiences.
- 1.2 Behave in a way that doesn't cause someone to feel offended or embarrassed by something we have done or said.
- 1.3 Give advice or information that is relevant and true whilst protecting privacy.

### 2. We all want to enjoy our work and feel safe and valued.

This means you are entitled to work in an environment that is free of harassment, bullying, racism and discrimination, including behaviour such as:

- 2.1 Unwelcome remarks, gestures or physical contact.
- 2.2 Sharing content that is offensive, derogatory or sexually explicit, including by email and on the Internet.
- 2.3 Offensive or derogatory jokes or comments (explicit or by innuendo).
- 2.4 Verbal or physical abuse or threats.

## Speak up

### 3. Our behaviour is guided by the Life Without Barriers Respectful Workplaces Policy.

If you see behaviour that is not okay, you should:

- 3.1 Speak up if you are uncomfortable or upset about how you or others are treated.
- 3.2 Report behaviour considered harassment, bullying, racism, discrimination or otherwise unlawful or inappropriate.
- 3.3 Expect the person to stop and adjust their behaviour towards you or others when asked to do so.

Make sure you understand and comply with the [Respectful Workplaces Policy](#)



### 4. We treat the people we support with dignity and respect.

The people who trust us to provide their services deserve the very best of our ability to live our Values. This means we:

- 4.1 Always act to ensure the safety and wellbeing of the people we support.
- 4.2 Encourage independence and the rights of the people we support to make choices.
- 4.3 Report allegations or suspicions of harm towards the people we support immediately.
- 4.4 Work respectfully with the people we support and families and listen to them and their needs.
- 4.5 Use positive behaviour support strategies in line with our policies and procedures.
- 4.6 Maintain professional relationships with people we support at all times.

## I am responsive

### 5. We want everyone to return home safely at the end of the working day.

Safety is everyone's responsibility, including:

- 5.1 Being responsive to and reporting when you see something that looks unsafe.
- 5.2 Being responsible for your health and safety.
- 5.3 Working with your colleagues to promote safety and wellbeing and ensure it is a part of everyday business.
- 5.4 Complying with all policies and procedures that apply to your role and any instructions your manager gives.
- 5.5 Performing your work safely.

### 6. Being responsive means we are always aware of and comply with the laws, regulations or procedures related to our work.

This means you need to:

- 6.1 Know and abide by the laws and policies relevant to your work.
- 6.2 Raise any changes in your situation, such as a criminal conviction or other circumstances that may affect your ability to do your job.
- 6.3 Ask your manager for advice if you need clarification on the policies, procedures or laws you need to know about to do your job.
- 6.4 Ask for advice from your manager if certain policies, procedures or laws might make it harder for you to do your job.

Make sure you understand and comply with the [Work, Health & Safety Policy Statement](#)



## I am imaginative

### 7. We are a charity, meaning our resources are precious, and we need to make them stretch as far as we can for the people we support.

While we have resources available to us, we also need to use our imagination about how we can take care of these resources and use them in a way that best serves what we are trying to achieve. This includes:

- 7.1 Being honest when using Life Without Barriers resources, including equipment, materials, vehicles, property, services, facilities, funds and time.
- 7.2 Using Life Without Barriers' resources effectively, sensibly and economically as part of your job, in line with appropriate instructions and policies.

- 7.3 Taking precautions to prevent theft, damage or misuse of Life Without Barriers resources.
- 7.4 Reporting suspected theft, damage or misuse of Life Without Barriers resources or property.
- 7.5 Accounting for expenses accurately and promptly in line with our Life Without Barriers policies and procedures.
- 7.6 Reporting any loss or willful or negligent damage to a Life Without Barriers property team member.



# What is a conflict of interest?

## 8. A conflict of interest exists if a person's position or authority is misused and can influence decisions that lead to financial, personal or other beneficial gains.

We are being responsible, honest and open by declaring a conflict of interest to our manager. Some examples of conflicts of interest include:

- 8.1 Contracts between Life Without Barriers and a company, business, enterprise or other organisation in which you have some responsibility or financial interest.
- 8.2 Ownership of property that may be affected by a decision of Life Without Barriers.

- 8.3 Professional or personal involvement with a Government department or an organisation where the type of involvement may have an actual or perceived potential to either advantage or disadvantage Life Without Barriers to funding or our status as a licensed or accredited service.
- 8.4 Inappropriately influencing people or management-related decisions of a colleague, employee, contractor, carer or recruitment candidate with whom you have a close personal relationship.
- 8.5 Involvement (paid or unpaid) in a business, company, enterprise or organisation that provides the same or similar services to Life Without Barriers.
- 8.6 Favouring family or friends over other prospective or current employees.

Make sure you understand and comply with the [Conflict of Interest Policy Guideline](#)



## 9. Gifts and entertainment

Sometimes when working with others, they may offer a gift.

Gifts can be things like:

- Monetary payments, e.g. cash, cheques, gift cards or vouchers
- Goods and services
- Personal favours
- Entertainment
- Hospitality
- Travel.

When considering these offers, we must be honest and mindful about what is appropriate and what is not.

We don't seek out gifts or ask for them in return for engaging with Life Without Barriers. We don't accept cash gifts, no matter the amount.

Token gifts under \$100 in value may be considered, however, if it doesn't feel right, don't accept it.

If someone from outside Life Without Barriers tries to give you a gift during your employment, you must always declare it to your manager.

## 10. Secondary employment

We want our employees to thrive with continuous learning and development, and sometimes outside employment can offer unique and valuable opportunities for this.

We need to ensure we are not involved in any form of work that may conflict with the business of Life Without Barriers or involve using our knowledge, intellectual property or resources.

A conflict of interest may also occur when working at a secondary job causes a health and safety risk such as fatigue or where the combined hours worked with Life Without Barriers and the secondary employment is in breach of the relevant industrial instrument.

Secondary employment includes full-time, part-time, temporary, casual work, contractor/consultancy work, or involvement in directorships.

Secondary employment must be declared in writing to your manager.

Make sure you understand and comply with the Secondary Employment Policy Guideline.

## I value every relationship

### 11. Many of us use social media in our personal lives. Sometimes, that may mean we identify as an employee of Life Without Barriers on our social media platforms.

If posting information online, it is important to always be conscious of how it will reflect on our peers and organisation.

If we make public comments or engage in discussion online, we must ensure that:

- 11.1 It is thoughtful and considerate of the environment we are in.
- 11.2 Is never offensive, hurtful, hateful or judgmental.

11.3 The privacy of colleagues, people we support, contractors, carers, volunteers, consultants, funders, business partners and any other stakeholders of our organisation is protected.

11.4 If expressing an opinion, it states it is a personal opinion.

11.5 The appropriate authority or approval has been granted before making a statement on behalf of Life Without Barriers.

11.6 Inappropriate or unlawful comments are reported to your manager or the People and Culture Team.

Make sure you understand and comply with the [Social Media Policy Guidelines for Personal Use](#)



## I am courageous

**While it can sometimes feel challenging, it is essential that we speak up if we see or become aware of something that does not align with our Values and this Code.**

The best thing to do is raise it with your manager first. If you are uncomfortable doing that, you can seek confidential advice from the People and Culture Manager's Advisory Team. You can feel confident that your concerns will be taken seriously and that all information provided will be treated confidentially.

Alternatively, you can disclose information of concern by telephone or in writing to our external Whistleblower Service—Stopline. Stopline is an independent provider that operates 24/7, 365 days.

Make sure you understand and comply with the [Whistleblowers Protection Policy Guideline](#)

Some reportable areas can include:

- Criminal offences such as threats to child safety, fraud, deception, bribery, theft and corruption
- Substantial mismanagement or waste of Life Without Barriers resources
- Financial malpractice
- Deliberately ignoring significant health, safety and environmental obligations
- Neglect, abuse and mistreatment of a person we support, including unauthorised use of restrictive practices
- Breaches of Life Without Barriers policy and procedure or legislative or contractual requirements
- Behaviour and actions that cause risk to staff, person/s we support or the reputation of Life Without Barriers.

It can be hard to raise a concern about, but our courage to lead through our Values helps us confidently make the right decisions for each other and the people we support.





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