

Code of Conduct: Training for Supported Employees

Frequently Asked Questions

Why is the Code of Conduct important for Supported Employees?

Our *Code of Conduct* applies to all employees, including supported employees.

Although not all the recent NDIS changes apply to Supported Employees, as a values-based organisation, we are committed to providing appropriate and necessary training to Supported Employees to ensure they understand the *Code of Conduct* and how it applies to them in their role.

Is there an easy-read version of the Code of Conduct for Supported Employees?

A copy of the *Code of Conduct* (easy read) is available on the intranet [here](#).

How can a Supported Employee provide feedback on the Code of Conduct?

Supported Employees are encouraged to provide feedback on the *Code of Conduct* to their Employment Coach or site leader.

Who can I speak to if I have a question about the training for Supported Employees?

You can speak to your leader or contact the People Experience team (07) 3900 5460 or peopleexperience@endeavour.com.au.

TRAINING

Who is responsible for delivering Code of Conduct training to Supported Employees?

It is the responsibility of the Employment Coach to deliver training to Supported Employees to ensure their understanding of their obligations under the *Code of Conduct*.

What topics are covered in the training?

Code of Conduct training covers the seven obligations within the code.

Real examples of acceptable and unacceptable behaviour are applied to each obligation.

A key focus is on ensuring that Supported Employees understand what is required of them and what options they have for raising concerns.

Why are we delivering it in two sessions?

To make it as easy as possible for supported employees to understand what they need to do to comply with our *Code of Conduct*, training is delivered in two sessions.

The first session covers the first three obligations and the second session covers the remaining four obligations.

How long does each training session take?

Each session takes approximately 30 minutes to deliver.

How often will the Code of Conduct training be delivered?

Code of Conduct training forms part of our ongoing training calendar for supported employees. It is delivered every 12 months to ensure new supported employees receive the training and existing supported employees receive a refresher training.

BREACH

Who can report a Code of Conduct breach?

A report may come from any employee, including another supported employee or an external party.

What happens when a Code of Conduct breach is reported?

The report will be investigated by either the Customer Safeguarding or People Experience team and may include Service Delivery Management.

What is the consequence if a Supported Employee is in breach of the Code of Conduct?

Any employees, including supported employees found in breach of the *Code of Conduct*, will commence a formal performance management process.

Can a Code of Conduct breach occur between two Supported Employees?

Yes. A breach can occur between two supported employees, or between a supported employee and non-supported employee.

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