

# Code of Conduct Policy

## Social Support and Counselling

**Owner Operator:** Charmayne Payne

**Version:** 1.0

**Review Date:** May 2027

---

## Purpose

Social Support and Counselling is committed to providing safe, ethical, respectful, person-centred, trauma-informed and culturally safe services to all clients, participants, families, carers, children, young people, and community members.

This Code of Conduct outlines the professional and ethical standards expected of all workers, contractors, volunteers, students, and representatives of Social Support and Counselling.

This Code supports compliance with:

- Australian Counselling Association Code of Ethics and Practice
  - NDIS Quality and Safeguards Commission Code of Conduct and Practice Standards
  - Aged Care Quality and Safety Commission Aged Care Quality Standards
  - National Principles for Child Safe Organisations
  - Australian Human Rights principles
  - Work Health and Safety legislation
  - Privacy and confidentiality legislation
  - Duty of Care obligations
- 

## Scope

This Code applies to:

- Sole trader / owner operator
- Employees
- Contractors
- Students
- Volunteers
- Agency workers
- Any person representing Social Support and Counselling

This Code applies during:

- Face-to-face services
  - Online or telehealth supports
  - Home visits
  - Community access supports
  - Phone, email and social media communication
  - Any work-related activity
- 

## **Core Values**

Social Support and Counselling is committed to:

- Respect
  - Compassion
  - Integrity
  - Professionalism
  - Inclusion
  - Safety
  - Accountability
  - Empowerment
  - Cultural sensitivity
  - Person-centred care
- 

## **Expected Standards of Conduct**

### **1. Respect and Dignity**

Workers must:

- Treat all individuals with dignity, respect, kindness and fairness
- Respect human rights, choice, autonomy, identity, culture, sexuality, spirituality and diversity
- Promote independence and empowerment
- Use non-discriminatory and inclusive practices
- Respect the rights of children and young people

Workers must not:

- Bully, harass, intimidate, threaten, shame, exploit or discriminate against any person
-

## 2. Person-Centred and Trauma-Informed Practice

Workers will:

- Provide supports that are person-centred and strengths-based
  - Promote informed choice and decision making
  - Recognise the impact of trauma
  - Avoid re-traumatisation
  - Support client participation and voice
  - Respect the client's goals, preferences and boundaries
- 

## 3. Professional Boundaries

Workers must maintain appropriate professional boundaries at all times.

Workers must not:

- Engage in sexual, romantic, exploitative, or inappropriate relationships with clients
- Accept inappropriate gifts or financial benefits
- Use clients for personal gain
- Share personal information excessively
- Become involved in financial, legal or personal decision-making outside professional roles

Dual relationships must be avoided where possible.

---

## 4. Child Safe Commitment

Social Support and Counselling has zero tolerance for child abuse, neglect, exploitation, grooming or harm.

All workers must:

- Prioritise the safety and wellbeing of children and young people
- Listen to and respect children
- Promote child participation
- Respond appropriately to disclosures or concerns
- Follow mandatory reporting obligations
- Maintain professional boundaries with children and families

Workers must never:

- Engage in inappropriate behaviour with children
  - Use punishment, humiliation or intimidation
  - Ignore or minimise child safety concerns
- 

## 5. Privacy and Confidentiality

Workers must:

- Protect confidential information
- Comply with the Privacy Act 1988 and Australian Privacy Principles
- Store records securely
- Obtain consent before sharing information unless legally required
- Discuss client information only for professional purposes

Confidentiality may be limited where:

- There is risk of serious harm
  - Abuse or neglect is suspected
  - Mandatory reporting applies
  - Records are subpoenaed by law
- 

## 6. Ethical Counselling Practice

Counselling services must align with the ethical principles of the Australian Counselling Association.

Workers will:

- Practice within their qualifications and competence
- Seek supervision or referral when appropriate
- Maintain accurate records
- Work honestly and transparently
- Avoid conflicts of interest
- Respect client autonomy and informed consent

Workers must not:

- Provide services while impaired
  - Misrepresent qualifications or experience
  - Use coercive or manipulative practices
-

## **7. Safety and Wellbeing**

Workers must:

- Follow Work Health and Safety procedures
- Identify and report hazards
- Take reasonable care for their own safety and others
- Report incidents, injuries, risks, and unsafe practices
- Promote emotional and psychological safety

Violence, aggression, intimidation or unsafe conduct will not be tolerated.

Emergency situations must be responded to appropriately, including contacting emergency services where required.

Emergency: 000

---

## **8. Mandatory Reporting and Incident Reporting**

Workers must immediately report:

- Abuse or neglect concerns
- Child protection concerns
- Serious incidents
- Injuries
- Unsafe environments
- Exploitation or misconduct
- Breaches of professional boundaries
- Reportable incidents under NDIS or aged care legislation

Where services are delivered through another provider or organisation, workers must also notify:

- The main provider
  - Agency coordinator
  - Relevant supervisor or case manager
- 

## **9. Use of Social Media and Technology**

Workers must:

- Use professional and respectful communication
- Protect confidentiality online
- Maintain professional boundaries on social media
- Obtain consent before sharing photographs or information

Workers must not:

- Post confidential or identifying information
  - Engage in inappropriate online interactions with clients
  - Use devices in ways that compromise safety or professionalism
- 

## **10. Cultural Safety and Inclusion**

Social Support and Counselling values diversity and inclusion.

Workers must:

- Respect cultural identity and lived experience
- Provide culturally safe and inclusive supports
- Recognise barriers to participation
- Use respectful and inclusive language
- Support Aboriginal and Torres Strait Islander peoples with cultural respect and sensitivity

Discrimination, racism, sexism, ableism, homophobia, transphobia or vilification will not be tolerated.

---

## **11. Alcohol, Drugs, and Impairment**

Workers must not:

- Attend work under the influence of alcohol or illicit drugs
- Misuse medications
- Provide services while impaired by substances, fatigue, illness or mental distress that affects safe practice

Workers must notify the owner operator if fitness for work is affected.

---

## **12. Record Keeping**

Workers must:

- Maintain accurate, objective and timely documentation
- Complete reports honestly
- Store records securely
- Comply with privacy and record retention requirements

Falsification of records is considered serious misconduct.

---

## **13. Complaints and Feedback**

All people have the right to raise concerns safely.

Workers must:

- Respond respectfully to complaints
- Support clients to access advocacy
- Cooperate with investigations
- Not victimise or retaliate against complainants

Complaints will be managed according to the Complaint and Incident Management Policy.

---

## **14. Breaches of the Code**

Breaches of this Code may result in:

- Supervision
- Additional training
- Corrective action
- Suspension of services
- Termination of engagement
- Notification to external authorities
- Mandatory reporting where required

Serious misconduct may be reported to:

- NDIS Quality and Safeguards Commission
  - Aged Care Quality and Safety Commission
  - Australian Counselling Association
  - Police or child protection authorities
- 

## **Related Documents**

- Complaint and Incident Management Policy
  - Privacy and Confidentiality Policy
  - Child Safe Policy
  - WHS Policy
  - Risk Management Policy
  - Client Rights and Responsibilities
  - Incident Report Form
  - Worker Acknowledgement Form
- 

## Review

This policy will be reviewed:

- Annually
  - Following legislative changes
  - Following a serious incident
  - As part of continuous improvement
- 

## Approval

Approved By:  
**Charmayne Payne**  
Owner Operator

*C. Payne*

Social Support and Counselling

Date: 18 /05 / 2026