



Code of Conduct

Best Life Individual Support Services (BLISS)

1. Purpose

The purpose of this Code of Conduct is to set clear expectations for all workers, contractors, and representatives of Best Life Individual Support Services (BLISS). It ensures that all supports are delivered safely, ethically, and in line with the principles of the National Disability Insurance Scheme (NDIS).

2. Scope

This Code applies to:

- All employees (full-time, part-time, casual)
- Contractors and consultants
- Volunteers and students
- Any person representing BLISS

3. Our Commitment

At BLISS, we are committed to:

- Delivering person-centred supports
- Promoting participant choice, control, and independence
- Upholding dignity, respect, and human rights
- Ensuring safe, high-quality service delivery

4. Expected Standards of Behaviour

All workers must:

4.1 Act with Respect and Integrity

- Treat all participants with dignity and respect at all times
- Respect cultural identity, beliefs, values, and diversity
- Communicate in a professional, clear, and supportive manner
- Maintain appropriate professional boundaries

4.2 Promote Participant Rights and Choice

Approved By: The Board of Best Life Individual Support Services Pty Ltd		Version	3
Approval Date:	February 2026	Next Scheduled Review	February 2027

- Support participants to exercise their rights, independence, and decision-making
- Obtain informed consent before providing supports
- Encourage participants to express their preferences and goals
- Respect privacy and confidentiality at all times

4.3 Provide Safe and Competent Supports

- Deliver supports safely and to a high standard
- Work within your scope of practice and qualifications
- Follow all policies, procedures, and care plans
- Report any risks, incidents, or concerns immediately

4.4 Prevent Harm, Abuse, and Neglect

- Do not engage in any form of abuse, neglect, exploitation, or violence
- Immediately report any suspected or actual harm
- Follow mandatory reporting obligations where required
- Take all reasonable steps to protect participants from harm

4.5 Act with Honesty and Transparency

- Provide accurate information and documentation
- Not engage in fraud, theft, or misuse of participant funds or resources
- Declare any conflicts of interest
- Not accept inappropriate gifts, benefits, or inducements

4.6 Maintain Professional Boundaries

- Do not engage in personal, financial, or intimate relationships with participants
- Avoid situations that may create a conflict of interest
- Do not provide services outside of approved arrangements

4.7 Respect Privacy and Confidentiality

- Protect participant information in accordance with privacy laws
- Only access and share information where authorised
- Store records securely

4.8 Comply with Laws and Policies

- Follow all applicable laws, regulations, and standards
- Adhere to BLISS policies and procedures
- Comply with the NDIS Code of Conduct and Practice Standards

5. Zero Tolerance Approach

BLISS has zero tolerance for:

Approved By: The Board of Best Life Individual Support Services Pty Ltd		Version	3
Approval Date:	February 2026	Next Scheduled Review	February 2027

- Abuse, neglect, or exploitation
- Discrimination or harassment
- Fraudulent or unethical behaviour

Any breach may result in disciplinary action, including termination of employment and reporting to relevant authorities, including the NDIS Quality and Safeguards Commission.

6. Reporting Concerns

All workers have a responsibility to report:

- Unsafe practices
- Incidents or near misses
- Suspected abuse or neglect
- Breaches of this Code

Reports must be made:

- Immediately to management, or
- Through formal reporting channels in line with BLISS policies

Whistleblowers will be protected from victimisation.

7. Breaches of the Code

Failure to comply with this Code of Conduct may result in:

- Performance management
- Disciplinary action
- Termination of employment
- Mandatory reporting to regulatory bodies

8. Acknowledgement

All workers must:

- Read and understand this Code of Conduct
- Agree to comply with its requirements
- Participate in ongoing training and development

9. Review

This Code will be reviewed regularly to ensure compliance with current legislation and best practice standards.

Approved By: The Board of Best Life Individual Support Services Pty Ltd		Version	3
Approval Date:	February 2026	Next Scheduled Review	February 2027