



HEARTFELT PERSONALISED SUPPORT

At Heartfelt Personalised Support (HPS), our mission is to provide high-quality, person-centred support that empowers NDIS participants to live their lives with dignity, independence, and choice.

Our Core Commitment

This Code of Conduct outlines the standards of behavior expected from everyone associated with Heartfelt Personalised Support. It aligns with the NDIS Code of Conduct and our internal Policies and Procedures Manual to ensure a safe, inclusive, and respectful environment.

The Seven Pillars of Our Conduct

- **Respect Human Rights:** Act in a manner that promotes the rights to freedom of expression, self-determination, and decision-making.
- **Integrity and Transparency:** Act with honesty, integrity, and transparency at all times.
- **Quality and Safety:** Provide supports and services in a safe and competent manner, with care and skill.
- **Zero Tolerance for Abuse:** Promptly take steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse.
- **Privacy and Confidentiality:** Respect and protect the personal information and privacy of participants.
- **Professionalism:** Maintain professional boundaries and avoid any behavior that could be perceived as grooming or exploitation.
- **Responsiveness:** Listen to feedback and act promptly to resolve complaints and concerns.

Standards for Our Workers

Every worker, including employees, contractors, and volunteers, must:

- Treat all participants with dignity and respect their individual values and beliefs.
- Communicate in a form and language that is accessible and appropriate for the participant.
- Enable participants to exercise "Dignity of Risk" while balancing "Duty of Care."
- Identify themselves clearly when entering a participant's premises.
- Only use participant property or money with explicit, documented consent for intended purposes.

Professional Boundaries & Ethics

Workers must not:

- Discriminate based on disability, race, gender, sexuality, or ethnicity.
- Form biased or inappropriate personal relationships with participants.
- Offer or accept gifts that could influence professional judgment.
- Give financial advice beyond what is reasonably required in a participant's support plan.

Reporting and Accountability

Safety is a shared responsibility. We foster a culture where everyone feels safe to "speak up."

- **Incidents:** All accidents or near-misses must be reported within 24 hours.
- **Suspected Abuse:** Any suspicion of harm, neglect, or exploitation must be reported immediately to management or the NDIS Commission.
- **Feedback:** We welcome complaints and compliments as opportunities for continuous improvement.

Contact us:

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