

CPSN Code of Conduct

CPSN is committed to upholding the highest standards of ethical conduct, professionalism and accountability, while ensuring the safety, dignity and rights are upheld of all clients, workers and stakeholders.

CPSN is committed to fostering a culture of integrity, respect and continuous improvement, complying with all legislative, regulatory and NDIS Practice Standard requirements. The implementation of this Code of Conduct supports this commitment by clearly defining expected standards of behaviour, promoting ethical decision making and strengthening accountability providing a consistent framework for addressing and managing conduct across the organisation.

Record of procedure development

Version	Date approved	Date for review
Version 1	March 2026	March 2028

Responsibilities and delegations

This code applies to:	Members, Clients, and where appropriate, their decision makers, all workers, volunteers, contractors, and the Board of CPSN
Code approval:	Board
Review of Code Compliance:	CEO
Specific responsibilities:	Board CEO GM, Service Delivery Human Resources Manager CPSN Leadership Team CPSN workers All clients (and where appropriate, their decision makers)

Code context	
Service Standards	<p>NDIS Practice Standards and Quality Indicators, November 2021 Version 4</p> <p>National Principles for Child Safe Organisations, 2018</p> <p>Victorian Child Safe Standards, 2015 and 2021 (in force from 1 July 2022)</p> <p>NDIS Practice Standards, 2020</p> <p>Victorian Child Safe Standards</p>
Legislation	<p>National Disability Insurance Scheme Act 2013</p> <p>Fair Work Act 2009 (Cth)</p> <p>Disability Act 2006 (Vic)</p> <p>Disability Discrimination Act 1992 (Cth)</p> <p>Freedom of Information Act 1982 (Vic)</p> <p>Privacy and Data Collection Act 2014 (Vic)</p> <p>Privacy Act 1988 (Cth)</p> <p>Ombudsman Act 1976 (Vic)</p> <p>Worker Screening Act 2020 (Vic)</p> <p>Disability Service Safeguards Act 2018 (Vic)</p> <p>Disability Service Act 1986 (Cth)</p> <p>Work Health and Safety Act 2011</p> <p>Anti-Discrimination Legislation, including:</p> <ul style="list-style-type: none"> • Disability Discrimination Act 1992 (Cth) • Sex Discrimination Act 1984 (Cth) • Racial Discrimination Act 1975 (Cth) • Age Discrimination Act 2004 (Cth) • Relevant State anti-discrimination laws <p>Privacy Act 1988</p> <p>Criminal Code Act 1995</p> <p>Charter of Human Rights and Responsibilities Act 2006, Victoria</p>
Contractual obligations	<p>NDIS Practice Standards</p> <p>NDIS Code of Conduct</p> <p>NDIS Quality and Safeguarding Framework, 2016</p> <p>NDIS Practice Standards and Quality Indicators, 2020</p> <p>NDIS Practice Standards Verification Module – Required Documentation, 2020</p> <p>National Employment Standards (NES)</p>
Organisation policies	<p>Human Rights Policy and Framework</p> <p>Practice and Governance Policy and Framework</p> <p>Quality Policy and Framework</p> <p>Risk Management Policy and Framework</p> <p>Diversity and Inclusion Policy</p> <p>Vulnerable Persons Policy</p> <p>Privacy and Confidentiality Policy</p> <p>Complaints Management Policy</p> <p>NDIS Code of Conduct</p> <p>Financial and Fraud Risk Management Policy</p> <p>Conflict of Interest Policy</p> <p>Worker Screening Policy</p> <p>Incident Management Reporting Policy</p> <p>Bullying and Harassment Policy</p> <p>WHS Policy</p>

	Drug & Alcohol Misuse Policy Leave Policy Recruitment Policy Underperformance & Misconduct Policy Workforce Policy Conflict of Interest Policy – Employee/Clients Professional Boundaries Policy
Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006 Charter of Human Rights and Responsibilities Act 2006, Victoria

Definitions

For the purposes of this Code of Conduct, the following definitions apply:

CPSN means Cerebral Palsy Support Network (CPSN) and includes all related business operations, services and activities.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

Client means a client, family member/decision maker nominee, carer or other individual who engages with CPSN for the provision or coordination of services.

Family / decision maker means a person chosen or recognised by the participant to support them in decision-making or to make decisions on their behalf, where appropriate. This may include a family member, carer, nominee, guardian, advocate, or other trusted person, whether formally appointed or informally identified by the participant.

Minor Misconduct means conduct that is unintentional or low risk, does not pose immediate harm, and can generally be addressed through coaching, counselling or corrective action.

Serious Misconduct means conduct that represents a significant breach of CPSN policies, trust, professional standards or legal obligations and may place CPSN, workers or clients at risk.

Gross Misconduct means serious conduct that fundamentally breaches trust, safety or legal obligations and may justify immediate suspension or termination.

Conflict of Interest means a situation where a worker's personal, financial or other interests may conflict, or appear to conflict, with their duties and responsibilities to CPSN.

Confidential Information means any information relating to CPSN, clients, workers or stakeholders that is not publicly available, including personal, health, financial or operational information.

NDIS means the National Disability Insurance Scheme, including all relevant legislation, rules, standards, guidelines and the NDIS Code of Conduct.

Purpose

The CPSN Code of Conduct sets out the standards of behaviour expected of all workers and officers of CPSN. It exists to protect clients, workers, the organisation and the broader community, and to ensure compliance with applicable legislation, the NDIS Code of Conduct and CPSN values.

This Code applies at all times when representing CPSN, including during work hours, outside work hours where conduct impacts CPSN, online activity and when interacting with clients, families, colleagues, partners and the community.

Values and Principles

All conduct must reflect CPSN's commitment to:

Our values-

- Respect
- Integrity
- Responsiveness
- Accountability
- Courage

Important principles-

- Dignity and inclusion
- Client choice, control and safety
- Honesty and accountability
- Professionalism and ethical decision-making
- Cultural safety and diversity

Scope and Application

This Code applies to all CPSN workers, defined as any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

A breach of this Code may result in disciplinary action up to and including termination of engagement.

General Behavioural Standards

All CPSN workers must:

- Act lawfully, ethically and in CPSN's best interests
- Treat clients, families, community members and colleagues with respect and professionalism
- Maintain appropriate professional boundaries as per Professional Boundaries Policy
- Follow CPSN policies, procedures and lawful directions
- Protect confidential information and privacy
- Avoid conflicts of interest or declare them as per Conflict of Interest Policy
- Refrain from behaviour that could bring CPSN into disrepute

Categorised Conduct Offences

CPSN recognises that not all potential breaches of conduct can be foreseen. The following categories and examples of misconduct are provided to guide workers, managers and the organisation. They are not exhaustive, and any behaviour inconsistent with this Code may constitute a breach.

Category 1 – Minor Misconduct

Minor breaches that are generally unintentional, low-risk and correctable.

Examples include:

- Minor breaches of CPSN policies or procedures
- Inappropriate but non-offensive language
- Failure to follow reasonable instructions
- Poor timekeeping or attendance issues
- Inappropriate use of CPSN resources (low impact)

Potential consequences:

- Informal counselling or coaching
- Verbal warning
- Additional training or supervision
- Written warning (if repeated)

Category 2 – Serious Misconduct

Conduct that poses a risk to CPSN (the organisation) and / or our reputation, our clients or our workers or represents a significant breach of trust.

Examples include:

- Breach of confidentiality or privacy
- Failure to maintain professional boundaries
- Disrespectful, bullying or harassing behaviour
- Dishonesty, including falsification of information, records or timesheets
- Failure to comply with NDIS Practice Standards, NDIS Code of Conduct or CPSN procedures
- Misuse of organisational funds or assets
- Failure to disclose a conflict of interest
- Repeated or persistent minor misconduct

Potential consequences:

- Formal written warning
- Final warning
- Suspension (with or without pay, subject to applicable legislation)
- Performance improvement plan
- Termination of employment or engagement

Category 3 – Gross Misconduct

Serious behaviour that fundamentally breaches trust, safety or legal obligations and may warrant immediate action.

Examples include:

- Abuse, neglect or exploitation of a client
- Any form of violence, threats or intimidation
- Sexual misconduct or harassment
- Theft, fraud or serious dishonesty
- Substance misuse that endangers safety
- Serious breach of professional boundaries
- Serious breach of WHS obligations
- Criminal conduct related to employment
- Willful or repeated non-compliance with the NDIS Code of Conduct

Potential consequences:

- Immediate suspension
- Summary dismissal or termination
- Notification to the NDIS Commission
- Notification to Police or relevant Federal and State based regulators

Person Centred Conduct Expectations

When working with clients, all CPSN workers must:

- Uphold client rights, choice & control and freedoms
- Promote choice, control and informed consent
- Act in a manner that is safe, respectful and culturally appropriate
- Never exploit clients financially, emotionally or physically
- Maintain clear professional boundaries at all times

Any conduct that compromises client safety will be treated as serious or gross misconduct.

Confidentiality and Privacy

During the course and scope of their employment, all CPSN workers must:

- Protect confidential client, worker and organisational information
- Only access information necessary for their role
- Comply with privacy legislation and CPSN policies
- Not disclose information without proper authority

Breaches may result in disciplinary action and legal consequences.

Conflicts of Interest

All actual, potential or perceived conflicts of interest must be disclosed promptly on the Conflict of Interest online declaration form and in accordance with CPSN's Conflict of Interest Procedure.

Failure to disclose may constitute serious misconduct.

Reporting and Managing Breaches

CPSN encourages the reporting of suspected breaches in good faith.

CPSN will:

- Manage reports confidentially and fairly
- Actively prohibit the victimisation of any person who raises a concern
- Assess all matters proportionately and procedurally fairly

Procedural Fairness

CPSN is committed to procedural fairness in managing alleged breaches, including:

- Informing individuals of allegations
- Providing an opportunity to respond
- Considering all relevant information
- Applying consistent and proportionate outcomes

Duties & Responsibilities

All CPSN workers are responsible for:

- Understanding and complying with this Code
- Seeking clarification when unsure
- Participating in required training

Leaders are responsible for:

- Modelling expected behaviours
- Addressing issues promptly and fairly

- Supporting a culture of integrity and safety

Review and Acknowledgement

This Code of Conduct will be reviewed periodically. All CPSN representatives must acknowledge they have read, understood and agree to comply with this Code.

Failure to comply with this Code may result in disciplinary action up to and including termination of employment or engagement.

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of review
Board	V1	February 2026	Version 1 developed and submitted to the Board to review and approve as foundational policy