Our Code at Sirv

At Sirv, we are here to support clients in reaching their goals and being part of their community. We want to help people live a life they are happy with.

What does the Code mean?

* Our Code helps us do the best job possible.
* It creates an honest and open space where we can work with pride.
* If anyone breaks our Code or does something against the law, we will act. This might mean extra training, or in serious cases, people losing their job.

Sirv Values

At Sirv, we value:

**Service** – We work together to meet clients' needs while ensuring safety and quality under NDIS rules.

**Achievement** – We solve problems and find better ways to succeed.

**Accountability** – We are honest, trustworthy, and responsible.

Making the Right Decision

If our staff are unsure, we expect them to consider:

* Is it safe?
* Is it legal?
* Is it right for the client?
* Does it follow Sirv's Code and Values?

Who Follows the Code?

All Sirv staff and volunteers must follow the Code and the law. We expect staff to ask their manager or the Quality Risk and Compliance team if they need help or support.

Responsibilities

* Staff: We expect our staff to speak up if they think someone is breaking the Code, a policy, or the law.
* Managers: We expect our Managers to lead by example, help staff understand the Code, and act if someone breaks the rules.

Delivering Services

We support people to achieve their goals. We follow the law to make sure we provide safe and ethical services. Not following the law can lead to fines or other serious consequences.

NDIS Code of Conduct

All Sirv staff, volunteers, and contractors must:

* Respect people’s rights and privacy.
* Provide services with care and skill.
* Be honest and act with integrity.
* Stop and report abuse, neglect, and other harmful behaviour.

Keeping Children Safe

We protect children and young people from harm and abuse. If staff see or suspect abuse, they must report it.

Human Rights

At Sirv, we respect everyone’s human rights. Staff must listen to the client and put their needs first in every decision.

Our Values in Action

Sirv helps people live a good life. We treat everyone with respect and work with clients and their families to achieve their goals.

Family Involvement

Families have a natural role in helping clients choose the support they need. Staff must listen to families and respect their input.

Duty of Care and Dignity of Risk

* Dignity of Risk: Clients have the right to make their own choices, even if they involve risk.
* Duty of Care: Staff must take care to avoid harm to clients, themselves, and others.

Privacy

Everyone has the right to privacy. We respect clients' choices about sharing their personal information.

Healthy Boundaries

It’s important to keep professional boundaries. For example, our staff must not:

* have intimate relationships with clients or their families.
* spend time with clients outside of work.
* invite clients to their home or bring friends to your place.

Working Together

We treat each other with respect. Everyone at Sirv deserves to feel included and valued.

No Bullying or Harassment

We do not tolerate bullying, harassment, or discrimination. We treat everyone fairly, including staff, clients, and their families.

Safety at Work

We all work together to keep our workplace safe. Anyone can report hazards to your manager.

Legal Requirements to Work

For your safety, Sirv ensures all staff supporting you must have a valid Blue Card and NDIS Worker Screening Card.

Social Media

When using social media, staff must follow Sirv’s policies and be respectful, of their actions online because this can affect how people see Sirv.

Financial Integrity

We keep accurate financial records and protect Sirv’s assets like computers, vehicles, and information.