**Code Of Conduct**

**Including Your Rights and Responsibilities.**

**Easy Read (February 2025)**

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# This code of conduct is rules about:

* How we treat the people we support
* How we can do a good job for you
* How you and your support network should treat RIAC staff

# The code of conduct says:

* What RIAC will do when supporting you
* What RIAC won’t do when supporting you
* What you will do when receiving support
* What you won’t do when receiving support

# RIAC Staff Will:

|  |  |
| --- | --- |
| **Respect and Fairness** | |
| Always treat you fairly and not take advantage of you. |  |
| Always be fair, considerate, and honest when working with you. |  |
| Treat you with respect regardless of your cultural background, race, religion, or sexuality. | Respect - Free gestures icons |
| **Safety and Protection** | |
| Create an environment where you feel safe and welcome. |  |
| Report and take seriously any form of abuse against people with Disability. |  |
| Report and take seriously any form of child abuse. |  |
| **Privacy and Confidentiality** | |
| Protect your right to privacy and confidentiality. |  |
| Protect your personal details and information and only share when you say it is ok. |  |
| **Communication and Understanding** | |
| Make sure that you can understand the information that is given to you. |  |
| Listen carefully to what you want and need and respect your choices. |  |
| Communicate with you in the way that works best for you. |  |
| **Understanding your rights.** | |
| Always be open and clear about what we are doing and why we are doing it. |  |
| Tell you if there is something we can’t do and help you find someone that can. |  |
| **Involvement and Decision Making** | |
| Support you to express yourself and make your own decisions. |  |
| Make sure that you are included in any decisions made about you. |  |
| Check with you before making any decisions for you. |  |
| **Encouragement and Support** | |
| Encourage children and young people to have their say. |  |
| Encourage and support you to speak up for your rights |  |

# RIAC Staff Will Not:

|  |  |
| --- | --- |
| Have contact with a person or child (including online) or their family outside of RIAC working hours. |  |
| Photograph or video a person, including a child without appropriate consent |  |
| Do anything that is against RIAC policies and procedures |  |
| Put people, including children, at risk of any kind of abuse |  |
| Discriminate against anyone including children or take away their human rights |  |

# Your Rights:

|  |  |
| --- | --- |
| Be treated with dignity and respect and receive quality service. |  |
| **Be listened to and understood** |  |
| Have a person of your choice support you or speak on your behalf. |  |
| Have your identity, culture and diversity valued and supported. |  |
| Be given the right to access RIAC services without discrimination and to receive these services in a fair, respectful way that ensures your safety. |  |
| Know about what is happening in a way you understand. |  |
| Have your privacy and confidentiality respected |  |
| Complain without being worried about what will happen to you, and have your complaints dealt with fairly and promptly. |  |
| Be able to access personal information RIAC holds about you.    *If you would like to see your file at any time, you can email CEO@riac.org.au* |  |

# As a RIAC client, you should:

|  |  |
| --- | --- |
| Tell your worker what you want |  |
| Give the right information and let RIAC know if anything changes, such as you move home or get a new phone number. |  |
| Ask questions |  |
| Give Feedback |  |
| Report any concerns or worries |  |
| Always treat RIAC staff and others with respect, using appropriate language and behaviour. We all have a right to feel safe.  (RIAC has zero tolerance for aggressive or abusive behaviour.) | Respect - Free gestures icons |
| Understand that if you send an email or call staff, they may not always be available when you would like them to be, but they will get back to you as soon as they can. |  |
| Understand that RIAC staff are here to support you, but we cannot guarantee that the outcome of your matter will always be what you want. |  |
| Let RIAC staff know if there are any cultural or religious needs that we need to be aware of. |  |
| Provide safe and reasonable access to anything related to your matter. |  |
| Be available for planned meetings or let RIAC staff know if you must make any changes. |  |