



Australian Government
Department of Social Services

About our Code of Conduct

Information for service users

Easy Read version



How to use this document



The Australian Government Department of Social Services (DSS) wrote this document.

When you see the word 'we', it means DSS.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

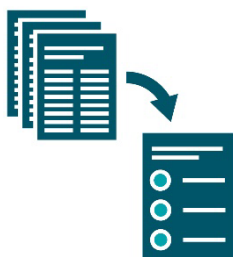
We wrote some words in **bold**.

This means the letters are thicker and darker.



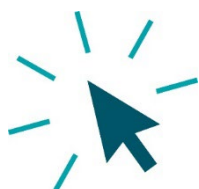
We explain what these words mean.

There is a list of these words on page **14**.



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.dss.gov.au/dsi-act



You can ask for help to read this document.

A friend, family member or support person might be able to help you.

What's in this document?

What this document is about 4

Who must follow our Code of Conduct 6

The 7 rules in our Code of Conduct 10

How to make a complaint 12

Word list 14

What this document is about



We wrote a new **Code of Conduct**.

A Code of Conduct is a list of rules about how everyone should behave.



Our Code of Conduct protects our service users – people with disability who receive disability services and supports.



Our Code of Conduct makes sure our service users always get good **quality** services and supports.



Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



We started using our Code of Conduct in January 2024.

In this document, we explain:



- who must follow our Code of Conduct



- the 7 rules in our Code of Conduct



- how to make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

Who must follow our Code of Conduct



Funding is money from the Australian Government that pays for some disability services and supports.



Providers then hire workers to provide these disability services and supports.

A provider is someone who supports people with disability by delivering a service.



There are different types of workers who:

- can help you
- must follow our Code of Conduct.

Workers must follow our Code of Conduct if they provide:



- carer supports



- **counselling** services.



Counselling is when you work with someone to explore how you think and feel.



This can help you:

- reach goals
- feel safe
- learn skills
- understand what happened to you.



Workers must follow our Code of Conduct if they provide disability **employment** services.



Employment means you:

- have a job
- go to work.



Workers must also follow our Code of Conduct if they provide **advocacy services**.



Advocacy services support you.

They help you have your say.

They can also give you information and advice.



You can visit our website to find out if our Code of Conduct applies to services you get.

www.dss.gov.au/dsi-act

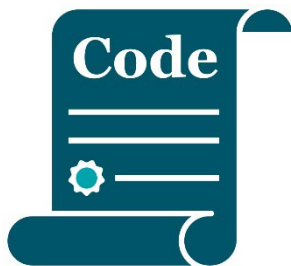
Who doesn't need to follow our Code of Conduct



The National Disability Insurance Scheme (NDIS) provides services and support to people with disability.



Our Code of Conduct is only for services and supports that are not provided through the NDIS.



The NDIS has its own Code of Conduct.
It is very similar to ours.



A worker who provides services and support through the NDIS will follow the NDIS Code of Conduct.

The 7 rules in our Code of Conduct



There are 7 rules in our Code of Conduct that providers and workers must follow.

These rules apply when they provide disability services and supports to you.



1. Providers and workers must treat you:

- fairly
- equally.



2. They must also respect your right to choose:

- what you want to keep safe and private
- what other people can know about you.



3. Providers and workers must be safe when they support you.



4. Providers and workers must be open and honest when they communicate with you.

And let you be open and honest with them.



5. They must also tell you if they are worried about your safety.

And they must tell other people who can help, for example other providers or the police.



6. They must take steps to stop anyone who might want to:

- hurt you
- scare you
- control you.



7. They must also take steps to stop anyone who might want to behave in a sexual way towards you that is:

- against the law
- not welcome.

How to make a complaint



If your provider or worker isn't following our Code of Conduct, you can make a complaint.



To make a complaint, you need to talk to your provider.



You can get help from a different service if you:

- don't feel comfortable to talk to your provider
- are not happy with how your provider managed your complaint.



You can call the Complaints Resolution and Referral Service.

1800 880 052



You can also visit our website to make a complaint.

www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries



You can choose to be **anonymous** when you make a complaint.

When you're anonymous, no one knows who you are.



It can be harder for us to help if you make an anonymous complaint.

This is because it can be harder to learn more about what happened.



We will always keep your complaint **confidential**.

If we keep something confidential, we don't:

- share the information
- say who gave us the information.

Word list

This list explains what the **bold** words in this document mean.



Advocacy services

Advocacy services support you.

They help you have your say.

They can also give you information and advice.



Anonymous

When you're anonymous, no one knows who you are.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Confidential

If we keep something confidential, we don't:

- share the information
- say who gave us the information.

Counselling

Counselling is when you work with someone to explore how you think and feel.



This can help you:

- reach goals
- feel safe
- learn skills
- understand what happened to you.



Employment

Employment means you:

- have a job
- go to work.



Funding

Funding is money from the Australian Government that pays for some disability services and supports.



Provider

A provider is someone who supports people with disability by delivering a service.



Quality

Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



This Easy Read document was created by the Information Access Group using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com. Quote job number 5556-A.