



Code of Conduct for Visiting Shared Living Residences

This Code of Conduct applies to family members visiting a resident or other visitors to an Ability WA shared residence.

Ability WA aims to empower people to realise their abilities, providing quality services and supports to people with disability in Western Australia. Our vision is for people of all abilities to thrive in their community, throughout their lives.

In keeping with contemporary approaches to shared living and the National Disability Insurance Scheme (NDIS) Code of Conduct, Ability WA seeks to provide a safe environment to underpin our provision of quality care and supports. To that end, this Code of Conduct has two purposes:

- To promote the creation and maintenance of an environment that is conducive to the provision of quality care by staff, the health and happiness of residents and one where families may be confident in the quality of services their loved ones are receiving. This Code of Conduct is based upon the premise of being respectful at all times in our residential homes.
- To support a safe working environment for Ability WA staff free from bullying, abuse, intimidation, harassment, discrimination and anti-social behaviour from residents' families or other visitors to Ability WA.

FAMILY MEMBERS AND OTHER VISITORS MUST:	
1.	Show consideration and respect for the rights and dignity of residents, staff and other visitors.
2.	Be courteous, polite and respectful at all times and in all forms of communication.
3.	Respect the privacy of residents and staff, and the confidentiality of all information relevant to them.
4.	Not engage in unwanted physical contact with residents and staff.
5.	When visiting a shared residence, ensure the care of residents is not compromised and that common areas are used for visiting residents and not for extended general use.

6.	Follow the steps outlined in in the Ability WA Feedback Form for registering a complaint or concern.
7.	Not behave in a manner that is threatening, abusive or intimidating to any other person. This includes, but is not limited to, verbal abuse, physical abuse and emotional abuse.
8.	Not participate in any conduct that is derogatory, demeaning and/or discriminatory. Discriminatory conduct includes conduct based on a person's race, gender, religion or beliefs, national extraction, sexual orientation, marital status or any conduct that would contravene Australian law.
9.	Not smoke, be intoxicated or be under the influence of illicit substances on Ability WA premises.
10.	Not use any written or electronic media such as email, Facebook or text messaging services to communicate with any person, including staff, in a manner which is bullying, abusive, threatening, disrespectful or otherwise anti-social.

If Ability WA staff consider that a family member or other visitor is not behaving in accordance with this Code of Conduct:

- Staff may request the family member or other visitor to behave in accordance with this Code of Conduct, and if not responded to appropriately, then
- The residence senior on duty at the time may direct the family member, or other visitor to leave the premises.

Any breach of this Code of Conduct will be treated as a matter of serious consequence which could result in the imposition of restrictions or withdrawal of visiting rights altogether.