



## Code of Conduct

The Code of Conduct for Griffin Aikido requires all staff to act with respect for individual rights to freedom of expression, self-determination, and decision-making of participants. The Code ensures that the privacy of all participants is respected, that programs are provided in a safe and competent manner with care and skill, and that all reasonable steps are taken to prevent and respond to violence, exploitation, neglect, sexual misconduct, and abuse of participants. All staff will act with integrity, honesty, and transparency, and will promptly take steps to raise, and act on, concerns about matters that might have an impact on the quality and safety of the programs provided to participants.

### Code of Conduct Areas

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1. *Individual Values and Beliefs:* Griffin Aikido is committed to the practice of Aikido in a manner that is respectful to each participants particular culture, diversity, values and beliefs.
2. *Independence and Informed Choice:* At Griffin Aikido the autonomy and dignity of each participant is respected and each participant is supported to make informed choices about the benefits and risks and to review their involvement.
3. *Violence, Abuse, Neglect, Exploitation and Discrimination:* Griffin Aikido has a zero tolerance policy for violence, abuse, neglect, exploitation or discrimination and all such acts are actively prevented (with NDIS participants informed about the use of an advocate). All allegations and incidents are acted upon with records made of outcomes with action taken to prevent similar incidents from occurring again.
4. *Privacy and Dignity:* At Griffin Aikido each participant is supported through consistent processes and practices that respect and protect their dignity and right to privacy. Participants are advised as to considerations around the confidentiality of the sessions and clearly advised as to format, need for, and specific use of any personal information collected. Participant information is not made available to any other participant and is kept confidential unless permission is otherwise provided.
5. *Safe Environment:* Griffin Aikido provides a safe and clean environment that is appropriate to participants needs. Staff are easily identifiable and clear precautionary measures and emergency responses are in place and communicated to participants. In the case of private sessions staff will work with participants to ensure that the setting is appropriate to provide a safe delivery environment. Participants and staff will be provided with clear instructions as what to do in the case of an emergency, such as a medical or urgent health situation.
6. *Emergency and Disaster Management:* Griffin Aikido ensures the risks to participants and staff from an emergency/disaster are well managed. A building evacuation plan along with designated muster points will be provided to all participants in the case of an emergency or disaster.
7. *Person-centred Support:* As part of staff induction staff are provided information in order to understand the legal and human rights of participants in relation to the practice of Aikido in order to answer related questions by participants, with particular reference to the Universal Declaration of Human Rights by the United Nations and the South Australian Charter of the Rights and Freedoms of Vulnerable Adults.
8. *Governance Systems:* Griffin Aikido maintains appropriate governance systems to support its activities, monitor continuous improvement, and meet financial, legislative, regulatory and contractual responsibilities. All staff are provided associated training and participants are provided opportunities to have input into the development of policy. Strategic and business

planning is undertaken to consider legislative requirements, organisational risks, requirements related to specific supporting programs (such as the NDIS), participants' and workers' needs, and the wider organisational environment.

9. *Operational Management*: Staff are suitably qualified and/or experienced persons with clearly defined responsibility, authority and accountability (including responsibility delegation). Perceived and actual conflicts of interest are proactively managed and documented, including through development and maintenance of organisational policies.
10. *Risk Management*: Griffin Aikido undertakes a process of to identify, analyse, prioritise and treat risks to participants and staff, supported by the provision of appropriate insurance policies. The process involves the consideration and documentation of: the management of incidents, handling complaints, managing finances, governance, operational management, HR, information management, Work place health and safety, emergency and disaster management, and the prevention and control of infections and outbreaks, such as COVID-19. (See Griffin Aikido 'Risk Management Policy')
11. *Quality Management*: Griffin Aikido maintains a focus on continuous improvement of its programs and services in-line with legislative requirements and standards, which is reviewed and updated as required. This process is informed by program outcomes, information on risks, evidence-informed practice and feedback from participants and staff.
12. *Information Management*: Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised. Participant's consent is obtained to collect, use and retain their information or to disclose their information (unless required by law). Each participant is informed of how their information is stored and used, and when and how they can access or correct information, and withdraw or amend prior consent.
13. *Incident Management*: At Griffin Aikido all incidents are acknowledged, respond to, well-managed and learned from, and are in compliance with NDIS 'Complaints Management and Resolution' Rules. All incidents are to be reported to the Lead Sensei in person or in writing.
14. *Human Resource Management*: All Griffin Aikido staff are deemed competent, qualified, and have relevant expertise and experience, as per the requirements of the level of Aikido rank achieved. This includes required training, document control, supervision, performance management and response to disasters and infection prevention. (See the Griffin Aikido 'Human Relations Policy')
15. *Continuity of Programs*: The provision of programs at Griffin Aikido will be delivered in such a manner as to provide continuity. In the absence of a staff member, either a suitably qualified and/or experienced person will perform the role, or a previously agreed and documented alternative arrangement will be implemented.
16. *Accessibility*: All participants are provided with clear information on participation criteria, including associated costs, and the circumstances that involvement in programs will be halted. The venue for the delivery of programs is adjusted as needed to ensure fit for purpose and that each participant's health, privacy, dignity, quality of life and independence is supported.
17. *Transitions to or from a provider*: At Griffin Aikido each participant experiences a planned and coordinated transition to or from another Aikido training or service provider. In the case of NDIS participants this process is documented and risks associated with the transition are identified, documented and responded to. Processes for transitioning a NDIS participant to or from another provider are developed, applied, reviewed and communicated.
18. *Feedback and Complaints Management*: Feedback and/or complaints are welcomed, acknowledged, respected and well-managed, and are in compliance with NDIS 'Complaints Management and Resolution'. Feedback and complaints are provided to the Lead Senesi in person or in writing, with participant views on the way complaints are handled sought.