

The Australian Community Industry Alliance (ACIA) Membership Code of Conduct

The ACIA Membership Code of Conduct sets out the expectations for member organisations in their professional conduct and interactions within the community services industry. Members are expected to uphold ACIA's core values and contribute to a high-quality, ethical, and inclusive community care sector.

ACIA's Quality Statement

"ACIA and its member organisations are committed to being part of a community supports and services industry that is respected for its consistency in providing quality service delivery to all participants. Together, we advocate for ongoing improvements in the systems and structures that support quality service delivery."

Member statement

As a member of ACIA, an organisation commits to:

1. Inclusivity and Respect

- Foster a welcoming and diverse environment where all individuals feel valued.
- Treat all stakeholders, including clients, employees, suppliers, and the broader community, with dignity, fairness, and respect.
- Encourage open and respectful dialogue in all professional interactions.

2. Ethical Decision-Making and Positive Impact

- Make ethical, transparent, and well-informed decisions that benefit members, clients, and the community care sector.
- Align organisational actions with ACIA's mission, ensuring positive contributions to the industry.
- Refrain from engaging in corrupt practices, bribery, discrimination, or other unethical behaviours.
- Declare any ongoing investigations or proceedings relevant to the delivery of community supports at the time of membership application.
- Notify ACIA if the organisation becomes involved in a legal or regulatory matter that may impact service provision.
- Report concerns about serious misconduct or breaches of service quality by other members to ACIA or the relevant authority.
- ACIA members must comply with ACIA's Zero Tolerance for Abuse and Neglect policy.

3. Human-Centred and Personalised Approach

- Recognise and respond to individual needs through person-centred care models.
- Advocate for high-quality, individualised support services that enhance the well-being of those accessing community services.
- Promote policies that improve service delivery and quality of life.

4. Commitment to Best Practices and Continuous Improvement

- Adhere to all relevant laws and regulations within operational jurisdictions.
- Stay informed about industry best practices and emerging trends to enhance service effectiveness.
- Commit to ongoing education, innovation, and continuous improvement within the sector.
- Be committed to the ongoing delivery of high-quality community supports in line with ACIA's Quality Statement.

5. Collaboration and Community Engagement

- Actively engage with stakeholders, fostering partnerships that support industry growth and knowledge-sharing.
- Support ACIA's objectives and initiatives to strengthen the community care sector.
- Cooperate with ACIA and uphold the organisation's reputation through responsible representation.
- Respond to complaints and adverse events with diligence and transparency.
- The ACIA Board may review and revoke membership if the organisation fails to meet service delivery requirements set out in this Code.

6. Compliance and Accountability

- Members agree to notify ACIA of any complaints, allegations, or legal proceedings that may affect their operations or reputation.
- ACIA reserves the right to amend this Code of Conduct as needed. The most current version will be available on ACIA's website.
- If the ACIA Board determines that a member has breached this Code, the Board may take appropriate action, including suspension or termination of membership.

By upholding this Code of Conduct, ACIA members contribute to a high-quality, ethical, and collaborative community care industry.

References

- ACIA 019 Practice Guideline – Responding to Incidents and Adverse Events
- ACIA 020 Practice Guideline – Feedback and Complaints Handling
- ACIA External 044 - Zero Tolerance for Abuse and Neglect