

# Code of Conduct

## Policy

Employees adhere to the organisation's Code of Conduct which reflects the behaviour expected and is designed to encourage integrity and professionalism

## Definitions

A **Code of Conduct** is a set of rules, regulations, and guidelines which employees are expected to observe during their employment.

## Procedure

### Code of Conduct philosophy

The organisation prides itself on the professionalism and ability of its employees to meet community needs. The organisation strives to be a leading service provider and to provide a safe, healthy, and happy workplace.

This Code of Conduct is designed to ensure that all employees and community members are treated in a manner that reflects the mission, culture, and legal obligations of the organisation.

## Compliance

- All employees are expected to:
  - observe all policies, procedures, rules, and regulations at all times
  - comply with all Federal, State, and local laws and regulations
  - comply with all reasonable, lawful instructions and decisions related to their work
  - maintain a high degree of ethics, integrity, honesty, and professionalism in dealing with community members and other employees
  - adhere to the *Workplace Health and Safety Policy and Procedure*
  - maintain the confidentiality of the organisation's operations in relation to service activities, confidential documentation, and work practices during and after their employment
  - take reasonable steps to ensure their own health, safety, and welfare in the workplace, as well as that of other employees and community members. Employees are expected to make themselves familiar with their workplace health and safety obligations.
  - Comply with all requirements stated in the NDIS Code of Conduct to ensure the safety and wellbeing of all clients accessing the service with a disability

## **Employee behaviour**

- If an employee breaches the following guidelines, disciplinary action may be taken.
- If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State, or Local government laws.
  
- Employees **should not**:
  - discriminate against another employee or community member on the basis of gender identity, culture, age, race, religion, disability, pregnancy, marital status or sexual preference
  - engage in fighting or disorderly conduct, or sexually harass other employees and community members
  - steal, damage or destroy property belonging to the organisation, its employees or community members
  - work intoxicated or under the influence of controlled or illegal substances
  - bring controlled or illegal substances to the workplace
  - smoke on the organisation's premises or in its motor vehicles
  - accept benefits or gifts which give rise to a real or apparent conflict of interest.

## **Dress code**

- Employees **should**:
  - dress to comply with workplace health and safety regulations relevant to their work activities
  - dress suitably for their position, presenting a clean, neat and tidy appearance at all times
  - consult with the Regional Manager or COO if unsure of the type of clothing appropriate to their position.
- Employees who deliberately breach this dress code may receive disciplinary action.

## **Privacy and confidentiality**

- Securely store personal information provided by a client or employee, using password protected laptop and computer devices.
- Take reasonable steps to ensure this material is kept secure against:
  - loss
  - unauthorised access
  - use
  - modification or disclosure
  - misuse.
- Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware of, or has consented to, the disclosure.

- Keep information about all service provision confidential within the organisation. Do not disclose information associated either directly or indirectly to the organisation to external parties unless authorised by the CEO.

### **Dealing with aggressive behaviour**

- Employees are expected to provide high standards of service provision; however the organisation does not accept any form of aggressive, threatening or abusive behaviour towards its employees by community members.
- If an employee is unable to calm the person and/or believes the situation places them, other employees, or members of the public in danger, they should notify the CEO.

### **Use of computers, telephones, mobile phones**

- Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.
- Employees **should**:
  - use communication and information devices for officially approved purposes only
  - use these communication and information devices for limited personal use, as long this use does not interfere with their daily duties
  - not share their password/s with another employee or share another employee's password/s.

### **Use of the Internet and email**

- Internet and email are provided to employees for genuine work-related purposes.
- Employees **should**:
  - comply with copyright regulations when using the Internet or email.
- Employees **should not**:
  - divulge personal or confidential information via the Internet or email
  - use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.
- While the privacy of all employees is respected, emails may be used as evidence if legal action is taken against an employee.
- This information may also be used as evidence of a breach of the *Code of Conduct* or the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.