

CODE OF CONDUCT

All employees of LifeScope and Meditech are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with LifeScope and Meditech.

As a representative of LifeScope and Meditech, you are expected to conduct yourself in a professional manner observing the following principles:

Confidentiality and Privacy

Observe a highest standard of ethics and probity in all professional conduct

Honest Dealings

Act honestly but appropriately in all dealings with workplace participants, clients, and stakeholders

Professional working relationships

Respect appropriate professional conduct in all dealings with workplace participants and clients, maintaining the highest level of dignity

Legal Compliance

Comply with all legal, statutory & government requirements

Quality and Safety

Act diligently in assessing and controlling all WHS safety risks, and maintaining quality standards in all services

Best Practice

Develop knowledge and skills to continually improve competency and outcomes

Good Order

Mutual respect for all workplace participants and for responsible positions of leadership and authority

Employees, representatives and service providers of LifeScope and Meditech **must not**:

- Consume alcohol or take illegal drugs when undertaking duties as contracted by LifeScope and Meditech;
- Have sexual or intimate relationships with service clients or their carers;
- Take clients or carers to their homes;
- Visit clients (outside of contracted hours) without declaring and obtaining authorisation
- Harass in any form clients, employees or volunteers of LifeScope and Meditech;
- Abuse of a physical, financial or verbal nature any clients, carers, employees or volunteers of LifeScope and Meditech;
- Alienate clients from their family;
- Remove a client's property;
- Abuse, deface or wilfully damage property;
- Smoke at/in a client's home while undertaking tasks for LifeScope and Meditech;
- Carry any form of weapon, explosive or inflammable substance.
- Request or accept a gift or bribe in connection with services provided on LifeScope and Meditech's behalf, or a payment or other benefit from someone other than an employee, representative, or service provider of LifeScope and Meditech for the Service or any other work

Employees, representatives and service providers of LifeScope and Meditech **must:**

- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of employees, Board of Management members or service users;
- Follow safe work practices;
- Respect and safeguard the property of the organisation, clients/carers and colleagues;
- Use safety equipment, where and as required;
- In the event of an emergency, follow standing orders or instructions as directed by a LifeScope and Meditech Manager or Care Coordinator;
- Report all incidents or potential hazards to the Program Manager or Managing Director, as soon as practical from the time of incident or potential hazard identification

Employees, representatives and service providers of LifeScope and Meditech **are responsible to:**

1. Treat clients and carers with respect and dignity;
2. Promote the rights of clients and carers;
3. Focus on the needs of clients/carers in relation to service delivery;
4. Achieve quality outcomes through best practice in service delivery;
5. Respect client privacy and observe the need for confidentiality;
6. Act on, and resolve to a satisfactory resolution, any complaints or concerns relating to service delivery or performance; and
7. Evaluate service delivery outcomes at regular intervals.

Breaches of the Code of Conduct are considered a very serious matter and will be dealt with in accordance with the Performance and Misconduct Policy, which includes termination of employment.

I _____ have read and will abide by this Code of Conduct

Date: _____ Signature: _____