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| **POLICY NO & NAME:** | **001 - EMPLOYEES CODE OF CONDUCT** |
| **APPROVED BY:** | **Bec Symes, CEO** |
| **DATE CURRENT POLICY APPROVED:** | 22/01/2019 |
| **DATE CREATED** | 22/01/2019 |
| **REVISION DATE/S:** | 22/01/2019 |

**POLICY STATEMENT**

All Greendale Community employees, volunteers and students on placement are expected to adhere to a high standard of conduct in relation to their work, relationships with service users (children and adults), service users’ families, fellow employees, volunteers, students, the public and the property of both the agency and service user.

This policy also aims to ensure that everyone who is involved in any way in provision of a service at Greendale Community, which involves working with children and adults or contact with children and adults, is aware of their responsibility to act to ensure that the safety and wellbeing of children and adults is protected at all times, and to report concerns promptly to Greendale Community Management and appropriate authorities when they witness potential abuse or an allegation of potential abuse is made to them.

Greendale Community promotes and fosters a zero-tolerance culture / work environment where service user abuse and neglect is not tolerated at all.

This policy is consistent with the zero tolerance of abuse obligations, and covers the materials outlined in the DHHS Code of conduct for disability service workers May 2018.

Greendale Community will take all reasonable steps to protect children and adults from abuse.

This policy does not address all possible situations that may arise in employment with Greendale Community, but is a set of principles that provide guidance to staff on acceptable and unacceptable behaviour.

**SCOPE & PURPOSE**

This policy applies to all employees, volunteers and students on placement (to be referred to as employees in this policy).

The code of conduct sets the high standards expected of employees and also complies with the relevant legislation, policies and procedures.

**The Code of Conduct expects all employees to:**

* Display skills, care and diligence in the performance of their duties.
* Demonstrate professional, ethical behaviour at all times.
* Observe the human rights of all service users, service users’ families, fellow employees and the public to respect, dignity and privacy.
* Facilitate access to independent support such as medical assistance, counselling, support to report abuse to the police, advocacy services or the Office of the Public Advocate (OPA), where you have reason to believe a service user may have been abused, exploited, harassed or neglected or a person’s rights are not being upheld.
* Provide service delivery is in a person-centred approach keeping service users’ and their families’ interests and needs in mind.
* Actively listen and communicate with service users in a manner that enables service users to understand the information provided and to make their preferences known.
* Support service users to meaningfully engage with their local community.
* Behave in a courteous and professional manner to their fellow employees, service users and the public.
* Behave in a non-discriminatory and non-judgemental manner to their fellow employees, service users, service users’ families, and the public.
* Observe confidentiality concerning the agency or its service users in regard to any information gained during the course of their employment.
* Respect the property of the agency, fellow employees, service users and the public.
* Comply with the prescribed terms and conditions of their employment.
* Observe safe work practices, so as not to endanger themselves or others.
* Comply with oral or written official directions given by an authorised person.
* Be punctual and reliable in their attendance.
* Be clean, neat and tidy in their appearance.
* Comply with established agency disciplinary and grievance processes.
* Comply with agency guidelines to prevent harassment.
* Participate in any mandatory training / information / supervision sessions.
* Demonstrate a positive commitment to Greendale Community policies, procedures and programs.
* Not act to bring the organisation or its mission into disrepute or damage its reputation.

In particular, and without limiting the above items, employees must ensure that they:

* Carry out their duties promptly, correctly and in a safe and proper manner.
* Adhere to their prescribed and authorised hours of duty.
* Record attendance for duty in the manner prescribed.
* Notify the agency of any inability to attend duty. (Notification should be given as early as possible and, except in exceptional circumstances, no later than one hour before the scheduled time of commencement.)
* Do not absent themselves during their hours of duty without specific approval.
* Do not engage in personal phone use while on duty supporting a service user.
* Do not steal property belonging to the agency, its employees or service users, or make false declarations in connection with their employment.
* Do not use agency property in an unauthorised manner.
* Notify the agency if they are charged with a criminal offence or any offence that affects their capacity to perform their duties, (including the validity of their driver’s licence).
* Do not solicit, seek or accept gifts from service users or members of the public for performing their duties.
* Report and discuss the implications of any potential conflict of interest between the employee’s employment with Greendale Community and any existing or proposed outside employment. Discussion should be held with the relevant Manager or the Chief Executive Officer.
* Disclose a relationship with a Greendale Community service user’s family member to their line manager.
* Do not consume any intoxicating or other illegal substance while on duty.
* Do not attend for duty affected by the consumption of any substance, other than prescribed or regular PRN medication.
* Do not engage in any political actions whilst publicly representing Greendale Community.
* Dress in an appropriate manner whilst on duty / representing Greendale Community.
* Do not engage in any form of sexual contact or behaviour with a service user or relative of a service user. It is irrelevant if the sexual contact or behaviour is consensual, non-consensual or condoned by parents or caregivers. This includes sexual advances and sexual, personal or erotic comments.
* Take all allegations of abuse seriously and always report any sexual abuse or misconduct by other workers, people with a disability, service users, family members, carers or community members to Greendale Community’s management and, if you think no action is taken, report to other authorities such as the Disability Services Commissioner, DHHS.
* Recognise the power imbalance between you and service users and how this affects the kinds of behaviour that are appropriate.
* Maintain appropriate professional boundaries.
* Do not have contact with a service user or their family / carer outside of Greendale Community without management’s prior knowledge. Accidental contact, such as seeing people in the street, is appropriate.
* Do not have online contact with a service user or their family / carer unless necessary for work purposes, i.e. send out Parent Support Newsletters, Support Plans etc.
* Abide by the IGUANA guideline (Interagency guideline for addressing violence, neglect and abuse) which Greendale Community has endorsed / signed up to.
* Never use the power you have over the service user you support for personal gain.
* Do not put any service user at risk of abuse.
* Never abuse, exploit, harass or neglect a service user.
* Provide services without engaging in abuse, exploitation, harassment or neglect.
* Listen to and respond to the views and concerns of service users, especially regarding concerns of abuse or those who are worried about safety.
* Acknowledge and show respect for cultural, religious and spiritual differences when providing services and clarify cultural expectations when these are unclear or not currently being met.
* Promote the cultural safety, participation and empowerment of Aboriginal service users and service users from linguistically diverse backgrounds.
* Report any allegation / form of abuse or suspected abuse.

**DEFINITIONS (if required)**

**An authorised person** is therelevant Manager or the Chief Executive Officer.

**Employee** is a Greendale Community employee, volunteer or student on placement with Greendale Community.

**A service user** is a child or an adult (person with a disability) or aged person who uses a Greendale Community service.

**RESPONSIBILITIES**

All employees are to adhere to this Code and to the spirit of exemplary conduct in their role with Greendale Community, whether the specific conduct is named in this policy or not.

**PROCEDURES**

All employees are referred to the Code of Conduct as part of their induction to the organisation.

Failure to follow the Employee Code of Conduct may result in disciplinary action. Depending on the breach, disciplinary action may range from a written warning to termination. Any disciplinary action will be recorded in the employee’s personnel file and will be taken into consideration when reviewing opportunities for advancement within the agency.

**REFERENCES**

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|  | Reference: | Occupational Health and Safety Act 2004  Disability Act 2006  Aged Care Act 1997  Privacy Act 1998  Australian Privacy Principles (2014)  Equal Opportunity Act 2010  Victorian Home and Community Care (HACC) Program  Working with Children Act 2005  Child, Youth and Families Act 2005  NDIS Act 2013  DHHS Code of conduct for disability service workers (2018) |
|  | Industry Standard Reference | National Standards for Disability Services  DHS Standards  Aged Care Standards  Home and Community Care Standards (For the Aged)  Home Care Standards  ECI Standards  Victorian Child Safety Standards  Reportable Conduct Scheme  NDIS Quality & Safeguarding Rules |