

CODE OF CONDUCT



OUR VISION

A world where every person is welcomed

OUR PURPOSE

Working together to create possibilities for a great life



OUR VALUES

Conviction

We have the courage not to give up

Generosity

We give our hearts and minds in an effort to understand others

Integrity

We do what we say we will do

Collaboration

We work together, nurturing strong relationships



TABLE OF CONTENTS

| | |
|---|---------------|
| Introduction and Purpose | PAGE 4 |
| 1 All work is conducted with care and diligence in order to provide best quality services | 6 |
| 2 We treat people respectfully and equitably | 7 |
| 3 We act honestly and are accountable for our actions | 8 |
| 4 We maintain a professional work ethic at all times | 9 |
| 5 We comply with all laws, regulations, standards and requirements at all times | 11 |
| 6 We avoid and report all real, apparent or potential conflicts of interests | 12 |
| 7 We use Unisson Disability's resources carefully and properly | 14 |
| 8 We maintain appropriate levels of confidentiality at all times | 15 |
| 9 We ensure our own and others' personal health and safety in the workplace | 16 |
| Breaches and Amendments | 17 |

INTRODUCTION & PURPOSE



PURPOSE OF THE POLICY

The Code of Conduct is not meant to be an exhaustive prescription of expected responses in any situation, but together with Unisson Disability's Vision, Purpose and Core Values is meant to guide the way we work towards achieving the objectives of the organisation.

It is the responsibility of every employee and workplace participant to understand and act in accordance with the principles behind the Code of Conduct and our Core Values and to seek guidance from management or HR when in doubt.

SCOPE

This Code applies to all Unisson Disability employees, including supported employees, Board members, volunteers, contractors and consultants (collectively referred to as "workplace participants").

It also applies to other persons or organisations that have a relationship with Unisson Disability.

DEFINITIONS

BENEFIT refers to a non-tangible item of value (e.g. a new job or promotion, preferential treatment or access to confidential information etc.) that one person or organisation confers on another.

CONFLICT OF INTEREST refers to a situation where an employee (or someone close to them) has any personal interests that may conflict with the interests of Unisson Disability, by influencing, or having the potential to influence, that person's capacity to perform their duties fairly, impartially and in good faith.

A conflict of interest may involve:

- Pecuniary interests – opportunities for financial gain or loss or other material benefits;
- Non-pecuniary interests – i.e. favours, personal relationships or associations

A conflict exists when a reasonably minded and informed person would form that view.

GIFT refers to an item of value (e.g. gift voucher, entertainment, hospitality, commodity, travel, property etc.) which one person or organisation presents to another. In the business context, gifts can have different meanings and purposes. As an employee, you may be offered a gift or benefit as an act of gratitude and there are some circumstances when to refuse a gift would be perceived as rude, insulting or hurtful.

The purpose and appropriateness of the gift affects how it should be managed.

GIFT OF INFLUENCE refers to a gift that is intended or may be perceived as being intended, to influence the receiver to provide the giver with favourable treatment or a benefit in the future. Such a gift is not allowable and must be reported to the General Manager immediately so that they can assist with managing its return or other disposal.

GIFT OF GRATITUDE refers to a gift offered in appreciation of performing specific tasks or for exemplary or ongoing performance of duties. Gifts to a representative, employee or guest who speaks at an official function; or to an employee who has provided personal or excellent support to someone throughout a particular period of time, would generally be considered gifts of gratitude.

- . Provided that such a gift is of nominal value, it is generally acceptable for the receiver to retain such a gift.

LAWFUL DIRECTION is a direction which falls within the scope of the person receiving the direction's position description, involves no illegality and which is reasonable in the circumstances.

NOMINAL VALUE refers to the acceptable value of gifts that conforms to the community's norms of acceptable gifts of gratitude and would not normally infer inappropriate or corrupt conduct, usually not more than \$50.00.

PERSONAL RELATIONSHIP refers to any close relationship, including familial, marital, romantic, sexual or close friendship and in the context of this policy, can also include financial relationships such as business partners and associates.

REASONABLE INSTRUCTION refers to instructions given by an employer to an employee in the conduct of their employment that are reasonable because:

- The employee has the knowledge, skill, capability and ability to carry out the instruction. Instructing an employee to do something which they clearly cannot do, is unfair and unreasonable
- The instruction falls within the ambit of the employee's role. (If it is not clear whether or not a particular task falls within the parameters of an employee's role, then the objectives of the position set out in the Position Description must be considered along with the above.)

1 CODE OF CONDUCT

ALL WORK IS CONDUCTED WITH CARE AND DILIGENCE IN ORDER TO PROVIDE BEST QUALITY SERVICES

I DEMONSTRATE THIS BY:

- i.** carrying out my duties in a professional, competent and conscientious manner, and to the best of my ability whether in the community, in someone's home or on Unisson Disability's premises;
- ii.** supporting the aims and objectives of Unisson Disability in a manner consistent with:
 - a.** Unisson Disability's Vision, Purpose and Core Values; and
 - b.** Unisson Disability's Human Rights based service approaches: Person-Centredness, Active Support, Strengths Based Support and Celebrating Diversity;
- iii.** protecting and promoting the rights, welfare, safety and well-being of people Unisson Disability supports;
- iv.** meeting my duty of care by taking reasonable care to ensure the safety and welfare of the people we support, and to protect them from reasonably foreseeable risk of harm.

2 CODE OF CONDUCT

WE TREAT PEOPLE RESPECTFULLY AND EQUITABLY

Unisson Disability requires that in dealing with other people including colleagues, people you support or work with, family members, carers, students, volunteers, Unisson Disability's business partners, other service providers, community organisations, government departments or regulatory entities, and other members of the public, I demonstrate the following.

I DEMONSTRATE THIS BY:

- i.** being courteous, prompt and responsive;
- ii.** being committed to social justice by opposing prejudice, injustice and dishonesty;
- iii.** being procedurally fair and avoiding improper discrimination;
- iv.** promoting dignity and respect by avoiding behaviour which is harassing, bullying or intimidating; and
- v.** avoiding behaviours that may cause a reasonable person unnecessary offence or embarrassment or give rise to the appearance of improper conduct.

3 CODE OF CONDUCT

WE ACT HONESTLY AND ARE ACCOUNTABLE FOR OUR ACTIONS AT ALL TIMES

I DEMONSTRATE THIS BY:

- i.** being consistently honest, fair and trustworthy in all my work and work related matters;
- ii.** acting honestly and in good faith in providing information, advice or support that is impartial, comprehensive and in line with Unisson Disability's Values, support approaches, policies & procedures and applicable service standards; and
- iii.** creating and maintaining, capturing or storing full, accurate and honest records of activities, decisions and other business transactions (as required by Unisson Disability's policies, procedures and site specific procedures), and never destroy records without appropriate authority.

4 CODE OF CONDUCT

WE MAINTAIN A PROFESSIONAL WORK ETHIC AT ALL TIMES

I DEMONSTRATE THIS BY:

Maintaining a professional work ethic at all times in relation to:

4.1 my relationships with the people we work with and support,

- i.** I maintain positive, productive and professional relationships with those we work with and for.
- ii.** I work collaboratively with colleagues to reach common goals.
- iii.** I acknowledge Unisson Disability stakeholders as partners in furthering Unisson Disability's Vision and Purpose.

4.2 the professional knowledge and skills I require in order to carry out my responsibilities

- i.** I develop and maintain the professional knowledge and skills necessary to carry out my duties and responsibilities to the best of my abilities.
- ii.** I ensure that I am aware of Unisson Disability's policies and procedures, processes and delegations, as well as applicable service standards, particularly those that apply to my role, responsibilities and workplace; and if I am uncertain about the scope or content of any such policy, procedure or standard, I will seek clarification from my supervisor or manager.

4.3 behaviour in the workplace and outside of work

- i.** I behave in a way that upholds Unisson Disability's Values and the integrity and good reputation of Unisson Disability at all times.
- ii.** I never engage in personal activities outside of work that may damage the reputation of Unisson Disability or which may call my fitness for continued employment or engagement into question.

4 CODE OF CONDUCT

WE MAINTAIN A PROFESSIONAL WORK ETHIC AT ALL TIMES (cont.)

I DEMONSTRATE THIS BY:

4.4 personal grooming

- i. I ensure that my standard of dress, personal appearance and presentation (including personal hygiene) are clean, tidy and appropriate for the activity I am required to engage in.
- ii. my dress and appearance must not stigmatise or create a barrier for or offend the dignity of a person being supported.
- iii. my dress must not draw unwarranted attention to me, cause offence, or alienate or shock other members of the community (including family or friends of the person I am supporting).
- iv. my dress does not clearly identify me as an “employee”, including never wearing Unisson Disability “uniforms” (clothing provided by Unisson Disability that clearly displays identifying features such as our name and logo) when supporting or accompanying a person in the community. The exceptions to this are when I am supporting a person who is themselves visibly representing Unisson Disability at the time, or when supporting children, where it may be appropriate for employees to be identified as the person providing support and supervision.

5 CODE OF CONDUCT

WE COMPLY WITH ALL LAWS, REGULATIONS, STANDARDS AND REQUIREMENTS AT ALL TIMES

The Code of Conduct is intended to be consistent with laws, legal obligations, standards, regulations and policies and procedures that apply to each individual employee and workplace participant as well as to the organisation.

I DEMONSTRATE THIS BY:

- i.** complying with all laws, legal obligations, regulations, standards and policies and procedures at all times; and
- ii.** following reasonable instructions given by any supervisor or manager at Unisson Disability and any lawful direction given by any person at Unisson Disability with the authority to give that direction.

6 CODE OF CONDUCT

WE AVOID AND REPORT ALL REAL, APPARENT OR POTENTIAL CONFLICTS OF INTERESTS

It is the responsibility of all Unisson Disability employees and workplace participants to provide high quality services in order that the people we support are able to live, grow and develop their own best lives.

I DEMONSTRATE THIS BY:

In a situation where I am faced with a competing loyalty that offers me a choice to pursue a personal benefit for myself, a friend or a family member, I am faced with a conflict of interest. It is the duty of all employees and workplace participants to avoid and to report all actual, potential or perceived conflicts of interest and to report any pre-existing conflicts of interest. Conflicts of interest may arise in:

6.1 relationships with friends, relatives and co-workers

- i. I report any personal relationships (past or present) that I may have with potential employees, current employees or people Unisson Disability supports to my supervisor or manager (or to HR if before commencing employment).
- ii. I cooperate fully with Unisson Disability's management of such personal relationships in the best interests of all employees, the people we support and the organisation.
- iii. I report a personal relationship such as family relationships or close friendships, or pre-existing sexual relationships with an adult who Unisson Disability supports in the same department, worksite and/or service to my supervisor or manager.
- iv. I never commence a sexual relationship with a person who Unisson Disability supports.

6.2 business / employment opportunities related to work

- i. I never refer people Unisson Disability supports, their family members or carers to a service, business or other provider in which I, or someone I have a personal relationship with, has a financial or business interest.
- ii. I do not accept any employment with another organisation that is a supplier or competitor of Unisson Disability, without the prior written consent of Unisson Disability.
- iii. I do not accept any other employment that may conflict with, or negatively impact my ability to perform my position at Unisson Disability (including where it requires me to break Award and WH&S requirements for rest periods between shifts, prevents me from having adequate sleep to perform my role safely or causes me to repeatedly turn down shifts)
- iv. I never use my position unfairly to improve my own prospects of future employment or allow my work to be improperly influenced by plans for, or offers of employment outside of Unisson Disability.

6 CODE OF CONDUCT

WE AVOID AND REPORT ALL REAL, APPARENT OR POTENTIAL CONFLICTS OF INTERESTS (cont.)

6.3 the acceptance of gifts, entertainment or other benefits

- i. I do not allow the acceptance of any gift or benefit to influence or be seen to influence my decision-making or other work performance.
- ii. I consider the value and purpose of an offered gift or benefit before accepting it and declare any gift received to my manager to ensure that it is managed appropriately (ie, that it is not a gift of influence and does not exceed the nominal value allowed).
- iii. I never abuse my position for private purposes or ask for, or accept, any gift or benefit in connection with my employment or engagement which might compromise, or be seen to compromise my integrity or Unisson Disability's reputation.

6.4 reporting requirements

- i. when faced with a situation in which a conflict of interest may be present, for me or someone else, I must immediately report the situation to my manager.
- ii. I must report any situation where a colleague who has an identified conflict is or may be perceived as trying to unduly influence our decisions for a financial or business interest.

7 CODE OF CONDUCT

WE USE UNISSON DISABILITY'S RESOURCES CAREFULLY AND PROPERLY

Resources used at work are limited and almost entirely paid for by the individuals Unisson Disability supports through their fees, or by public funding paid on their behalf.

I DEMONSTRATE THIS BY:

- i. using Unisson Disability's resources in a careful, proper and efficient manner and only for business purposes,
- ii. treating Unisson Disability's property with due care and ensuring that it is secured against theft and misuse, and
- iii. not using Unisson Disability's resources and my time at work for personal gain, including the unreasonable use of telephones and other devices for personal reasons, leaving the workplace or attending to personal tasks or chores during work time or while supporting someone.

8 CODE OF CONDUCT

WE MAINTAIN APPROPRIATE LEVELS OF CONFIDENTIALITY AT ALL TIMES

It is the responsibility of all Unisson Disability employees and workplace participants to maintain the confidentiality of all information, records or other materials acquired during employment with Unisson Disability (both during employment and after the termination of that employment).

I DEMONSTRATE THIS BY:

- i.** maintaining the confidentiality of all information, records or other materials pertaining to the people Unisson Disability supports, employees or students, acquired during employment with Unisson Disability.
- ii.** only using any confidential information for the work related purpose it was intended.
- iii.** never disclosing or using confidential information unless authorised to do so by legislation or by Executive Management.
- iv.** never improperly using confidential information to gain, or seek to gain, a benefit or an advantage for myself or any other person; or cause or seek to cause, harm or loss to Unisson Disability or any other person.

9 CODE OF CONDUCT

WE ENSURE OUR OWN AND OTHERS' PERSONAL HEALTH AND SAFETY IN THE WORKPLACE.

It is the responsibility of every employee and workplace participant to take all reasonable steps to ensure their own and others' personal health and safety in the workplace.

I DEMONSTRATE THIS BY:

9.1 personal health and safety

- i. providing skin, eye, body and overall protection and safety for me or others in the workplace, as appropriate for the activity I am engaged in,
- ii. not creating hazards or risks to myself or others by way of my clothes, footwear, jewellery or accessories,
- iii. removing any item of inappropriate clothing or jewellery whilst in the workplace if directed by a supervisor or manager to do so, or, if not practicable to do so, that I leave the workplace, and
- iv. securing back long hair whilst working with clients.

9.2 footwear

All employees providing direct support must wear a flat enclosed shoe (toe and heel) with slip resistant soles. Lace up shoes are preferable due to the support they provide.

Supervisors or employees not providing direct support may wear an enclosed shoe (toe and heel) with a heel. The heel must not exceed 50mm (measured at the back of the shoe) and be solid in nature. Base of the heel will not be less than 30mm square. No stiletto style heel is to be worn. The shoe must have a slip resistant sole.

Employees working in an office environment may wear open toed slip resist sandal style shoes. The sandal must be a strapped on style. When visiting Unisson Disability worksites i.e. Community Services, Accommodation, Respite etc., office employees must consider wearing appropriate footwear.

I DEMONSTRATE THIS BY:

- i. keeping my shoes clean and maintained,
- ii. not wearing thongs at any time and
- iii. not having bare feet at any time.

BREACHES & AMENDMENTS

BREACHES TO THE CODE OF CONDUCT

A breach of the Code of Conduct may lead to disciplinary action including but not limited to, termination of employment.

RELATED POLICY

Performance Management and Disciplinary Proceedings.

LEGISLATION / REGULATIONS / STANDARDS

Anti-Discrimination Act 1977

Child Protection Legislation Amendment Act 2003

Children and Young Persons (Care and Protection) Act 1998

Commission for Children and Young People Act 1998

Occupational Health and Safety Act 2000

Ombudsman Act 1974

Privacy Act 1988

AUTHORITY FOR APPROVING AMENDMENTS:

- i. All amendments to the policy statement are to be approved by the persons responsible for policies from HR, WHS and Finance and Administration, the Policy Committee and the Board.
- ii. All amendments to the format and procedures are to be approved by the persons responsible for policies from HR, WHS and Finance and Administration and the Policy Committee.

6 West Street, Pymble NSW 2073
PO Box 474, Gordon NSW 2072
T 1300 266 222 **F** (02) 9496 8701
E info@unisson.org.au
unissondisability.org.au

ABN 28 613 272 772
NDIS Provider Number 4050000228

