

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





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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 Sunshine'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 Sunshine 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 Sunshine.

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 Sunshine, 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 a 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.)

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1

All work is conducted with care and diligence in order to provide best quality services.

what is required of you?

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

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2

We treat people respectfully and equitably.

what is required of you?

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

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

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3

We act honestly and are accountable
for our actions at all times.

what is required of you?

- i. be consistently honest, fair and trustworthy in all your work and work related matters;
- ii. act honestly and in good faith in providing information, advice or support that is impartial, comprehensive and in line with Sunshine's Values, support approaches, policies & procedures and applicable service standards; and
- iii. create and maintain, capture or store full, accurate and honest records of activities, decisions and other business transactions (as required by Sunshine's policies, procedures and site specific procedures), and never destroy records without appropriate authority.

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4

We maintain a professional work ethic at all times.

what is required of you?

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

- 4.1 your relationships with the people we work with and support;**
- 4.2 the professional knowledge and skills you require in order to carry out your responsibilities;**
- 4.3 behaviour in the workplace and outside of work; and**
- 4.4 personal grooming.**

4.1 Your relationships with the people we work with and support

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

4.2 The professional knowledge and skills you require in order to carry out your responsibilities

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

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We maintain a professional work ethic at all times. (cont')

4.3 Behaviour in the workplace and outside of work

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

4.4 Personal grooming

- i. you ensure that your standard of dress, personal appearance and presentation (including personal hygiene) are clean, tidy and appropriate for the activity you are required to engage in;
- ii. your dress and appearance must not stigmatise or create a barrier for or offend the dignity of a person being supported;
- iii. your dress must not draw unwarranted attention to you, cause offence, or alienate or shock other members of the community (including family or friends of the person you are supporting); and
- iv. your dress does not clearly identify you as an "employee", including never wearing Sunshine "uniforms" (clothing provided by Sunshine 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 you are supporting a person who is themselves visibly representing Sunshine at the time, or when supporting children, where it may be appropriate for employees to be identified as the person providing support and supervision.

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5

We comply with all laws, regulations, standards and requirements at all times.

what is required of you?

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. comply with all laws, legal obligations, regulations, standards and policies and procedures at all times; and
- ii. follow reasonable instructions given by any supervisor or manager at Sunshine and any lawful direction given by any person at Sunshine with the authority to give that direction.

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6

We avoid and report all real, apparent or potential conflicts of interests.

what is required of you?

It is the responsibility of all Sunshine employees and workplace participants to provide high quality services in order that the people we support are able to live a great life. In a situation where you are faced with a competing loyalty that offers you a choice to pursue a personal benefit for yourself, a friend or a family member, you are 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**
- 6.2 business / employment opportunities related to work**
- 6.3 the acceptance of gifts, entertainment or other benefits**
- 6.4 reporting requirements**

6.1 Relationships with friends, relatives and co-workers

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

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We avoid and report all real, apparent or potential conflicts of interests. (cont')

6.2 Business / employment opportunities related to work

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

6.3 The acceptance of gifts, entertainment or other benefits

- i. you do not allow the acceptance of any gift or benefit to influence or be seen to influence your decision-making or other work performance;
- ii. you consider the value and purpose of an offered gift or benefit before accepting it and declare any gift received to your 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); and
- iii. you never abuse your position for private purposes or ask for, or accept, any gift or benefit in connection with your employment or engagement which might compromise, or be seen to compromise your integrity or Sunshine's reputation.

6.4 Reporting requirements

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

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7

We use Sunshine's resources carefully and properly.

what is required of you?

Resources used at work are limited and almost entirely paid for by the individuals Sunshine supports through their fees, or by public funding paid on their behalf. This includes your time.

- i. use Sunshine's resources in a careful, proper and efficient manner and only for business purposes;
- ii. treat Sunshine's property with due care and ensure that it is secured against theft and misuse; and
- iii. do not use Sunshine's resources and your 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 worktime or while supporting someone.

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8

We maintain appropriate levels of confidentiality at all times.

what is required of you?

- i. it is the responsibility of all Sunshine employees and workplace participants to maintain the confidentiality of all information, records or other materials acquired during employment with Sunshine (both during employment and after the termination of that employment);
- ii. you must maintain the confidentiality of all information, records or other materials pertaining to the people Sunshine supports, employees or students, acquired during employment with Sunshine;
- iii. you must only use any confidential information for the work related purpose it was intended;
- iv. you never disclose or use confidential information unless authorised to do so by legislation or by Executive Management; and
- v. you never improperly use confidential information to gain, or seek to gain, a benefit or an advantage for yourself or any other person; or cause or seek to cause, harm or loss to Sunshine or any other person.

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We ensure our own and others' personal health and safety in the workplace.

what is required of you?

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. In order to do this, it is required that you:

- i. provide skin, eye, body and overall protection and safety for you or others in the workplace, as appropriate for the activity you are engaged in;
- ii. do not create hazards or risks to yourself or others by way of your clothes, footwear, jewellery or accessories;
- iii. remove any item of 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 you leave the workplace; and
- iv. you secure back long hair whilst working with clients.

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:

- 1.** All amendments to the policy statement are to be approved by the persons responsible for policies from Human Resources, Work, Health & Safety, Finance and Administration, the Policy Committee and the Board.
- 2.** 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.

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sunshine

