

Code of Conduct Agreement

Organisation Name:	EASTHAVEN CARE SERVICES INCORPORATED
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Our Code of Conduct Policy

At all times, I will:

- Act with integrity
- Act honestly
- Act fairly and equitably
- Respect others, their values and their rights
- Be transparent when making decisions or giving advice
- Ensure all actions can withstand scrutiny
- Demonstrate respect and courtesy
- Respect each individual's rights to freedom of expression, self-determination and decision-making
- Provide accurate information in a timely manner
- Uphold privacy and confidentiality
- Create a safe work environment that is free of violence, abuse, discrimination, harassment or victimisation.

NDIS Code of Conduct

At all times, I will:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct
- Not engage in unfair pricing when supplying or promoting goods for NDIS participants.

Working with Clients

When interacting or working with our clients, I will:

- Always treat clients with respect, and be mindful of their rights to privacy and confidentiality
- Always show respect for an individual's cultural or religious sensitivities or requirements, and ensure the responsiveness of the service to their needs and circumstances
- Uphold each individual's human and legal rights
- Facilitate informed decision-making using a person-centred approach which supports and reflects individual preferences and expectations
- Ensure that clients are provided with, and understand, all information relevant to their situation, options available to them and conditions of use for the service
- Ensure clients have access to independent advocacy or support if they require in making any decisions
- Be aware of personal boundaries and never enter a sexual relationship with a client
- Treat all people in a manner that demonstrates respect and ensures their environment is safe, taking all reasonable steps to prevent any activities that will impact on the quality and safety of the services provided.
- Report any potential or actual risks of harm, abuse or neglect.
- Not accept money or other gifts from clients.

Standards in the Workplace

I will uphold high standards in the workplace. I will:

- Attend work in the times agreed, notify my manager of any absences, report and account for all leave taken, record attendance and obtain approval before changing work times
- Comply with the requirements of my Position Description and agreed work plans, paying appropriate attention to quality and detail in my work
- Provide accurate and honest information to my manager about work completed and challenges experienced in completing work
- Follow instructions that are reasonable and lawful and within the scope of my role, capability and training

- Report any suspected corrupt or fraudulent practices of others. I understand that if I submit a report, I will be protected from reprisal or retribution
- Observe the requirements for conditions of employment and safety as described in our Workplace Health and Safety Policy
- Perform my duties unaffected by alcohol or the use of drugs other than those prescribed for me by a medical practitioner
- Act in a manner that maintains a harmonious, cooperative and productive workplace, respectful of individual diversity
- Not misuse my position to exert inappropriate influence over others.

Standards of Work

I will perform my duties to the best of my ability and at the highest level of professional conduct. I will.

- Be accountable for the quality of my work and interactions with others:
- Work within the goals and objectives of the organisation
- Follow the rules, policies and procedures of the organisation
- Act within the law
- Undertake all duties in a diligent manner
- Not act in a way that brings myself or the organisation into disrepute
- Work cooperatively as a member of the team
- Support colleagues and treat everyone with respect and courtesy
- Discuss ethical concerns with colleagues and managers
- Project a positive image of the organisation
- Not be absent from duties without an appropriate reason
- Maintain privacy and confidentiality.

Confidentiality and Privacy

- I acknowledge that I must respect and keep confidential internal matters of the organisation and respect the privacy of others in the workplace.
- I will not use or disclose personal or business information to third parties without the appropriate consent.
- I understand that a deliberate breach of the organisation's Privacy Policy will result in disciplinary action and may result in employment termination.

Harassment and Bullying

Harassment and bullying are unacceptable, illegal and contrary to ethical behaviour. I understand that harassing a person based on their gender, sexual identity or preference, race, ethnic or religious background, age, pregnancy, marital status, ability or any other defining criteria breaches anti-discrimination and human rights law and this organisation's policies. Engaging in this behaviour will result in disciplinary action and may result in employment termination.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- Sexual or suggestive remarks or gestures
- Displaying or circulating sexually suggestive, offensive or degrading/insulting material (e.g. on walls, computer screen-savers, email)
- Making fun of someone, spreading rumours, and unwelcome practical jokes
- Obscene or unsolicited telephone calls, letters, faxes, text messages or email messages
- Invasion of personal space, unnecessary physical contact
- Continually ignoring or dismissing someone's contribution
- Pushing, shoving or jostling or assault
- Threats, insults, name-calling, inappropriate language
- Creating a hostile feeling or environment, even when there are no direct attacks being made on a person.

Complaints concerning harassment or bullying will be actioned in accordance with our Workplace Aggression and Violence Policy and, if a client is affected, our Client Feedback and Complaints Management Policy and procedure, Incident Management Policy and Procedure and the Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure.

Reporting Unethical and/or Illegal Behaviour

I understand that if I observe behaviour of any worker, including a manager or key personnel, at our organisation that I consider unlawful or unethical, I will report it to an appropriately delegated officer or manager.

Unethical behaviour is defined as follows:

- Workplace behaviour that is contrary to this Code of Conduct Agreement and to our organisational policies and procedures.
- Workplace behaviour that violates any law or is corrupt conduct or misconduct.
- Mismanagement of resources or fraudulent behaviour.
- Behaviour that creates a danger to an individual's, or individuals', health or safety.

Teamwork

I agree to:

- Work together with my team towards agreed work objectives and goals and communicate regularly with one another about progress
- Work together to look for ways to improve work methods and to solve workplace and service-related problems
- Give support and guidance to team members (where applicable), and ensure appropriate training and development is provided (where applicable) and recognise each other's results and achievements.

Worker's Acknowledgment

I understand that it is a condition of my employment that I comply with the terms and conditions detailed in this Code of Conduct Agreement.

I have read this Code of Conduct Agreement and agree to comply with its terms and conditions.

Name:	
Role/Position Title:	
Signature:	
Date:	