

## Code of Conduct

### 1. Code of Conduct

- 1.1 The Code of Conduct ('Code') relates to Disability Macarthur ('Disability Macarthur Family Support & Care') and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services.

### 2. Commencement of the Code

- 2.1 This Code will commence from 01/07/2022. It replaces all other codes of conduct of Disability Macarthur Family Support & Care, if any (whether written or not).

### 3. Scope

- 3.1 The Code applies to all employees, agents and contractors (including temporary contractors) of Disability Macarthur Family Support & Care, collectively referred to as 'workplace participants'.
- 3.2 The Code does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for services.

### 4. Purpose

- 4.1 Disability Macarthur Family Support & Care recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management and the general public.
- 4.2 Disability Macarthur Family Support & Care expects all workplace participants to observe the standards set out in this Code. Compliance with this Code is expected and non-compliance may result in disciplinary action up to and including the termination of employment or contract for services.

### 5. The Code requirements for all Employees

- 5.1 All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with Disability Macarthur Family Support & Care. This Code provides an overview of Disability Macarthur Family Support & Care's fundamental business values. It is by no means exhaustive, but summarises some of Disability Macarthur Family Support & Care's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all workplace participants.
- 5.2 As representatives of Disability Macarthur Family Support & Care, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing Disability Macarthur Family Support & Care:
- a) Comply with all laws, policies, procedures, rules, regulations and contracts.
  - b) Comply with all lawful and reasonable directions from Disability Macarthur Family Support & Care.

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- c) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- d) Display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensuring their appearance is neat and tidy.
- e) Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- f) Promptly report any violations of law, ethical principles, policies and this Code.
- g) Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- h) Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- i) Disability Macarthur Family Support & Care has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon Disability Macarthur Family Support & Care in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued employment or to provide services into question.
- j) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities. Workplace participants must attend workshops, conferences, seminars and training courses as directed and take responsibility for their own personal development.
- k) Observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by Disability Macarthur Family Support & Care in the interests of work health and safety.
- l) Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of Disability Macarthur Family Support & Care. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- m) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.

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- n) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Disability Macarthur Family Support & Care.
- o) Workplace participants must disclose all gifts from service users irrespective of the value. Workplace participants must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or Disability Macarthur Family Support & Care’s reputation.
- p) Respect Disability Macarthur Family Support & Care’s ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
- q) Maintain during their employment or engagement with Disability Macarthur Family Support & Care and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with Disability Macarthur Family Support & Care.
- r) While employed at Disability Macarthur Family Support & Care, not accept any employment with another organisation that is a supplier or competitor of Disability Macarthur Family Support & Care, or any other employment that is in conflict with your position at Disability Macarthur Family Support & Care.
- s) Not make any unauthorised statements to the media about Disability Macarthur Family Support & Care’s business (requests for media statements should be referred to the Director).
- t) Do not fight in the workplace.
- u) Do not use inappropriate language in the workplace. No swearing is permitted.
- v) Never report for work in circumstances where there is a risk that you could be affected by or ‘under the influence’ of illicit drugs or alcohol (e.g., if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- w) Do not smoke during working hours unless it is during prescribed breaks and within designated areas.
- x) Workplace participants must show respect and tolerance to the service users and be prepared at all times to safeguard their safety, well-being and to act responsibly with the information gained in the course of studies.
- y) Workplace participants must not have sexual relationships with service users whilst employed by the organisation.
- z) All workplace participants must declare any personal relationships with members and carers to management. Personal relationships that need to be disclosed are between staff, staff and volunteers, staff and service users, staff and host families, volunteers and service users, volunteers and host families.

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## 6. Child Safe Code of Conduct

6.1 All workplace participants are responsible for promoting the safety and wellbeing of children and young people in this workplace. Workplace participants must not:

- a) Subject a child to any form of corporal punishment, social isolation, immobilisation, sexual suggestion, offence or misconduct.
- b) Direct a child to perform in a sexually provocative or unsafe manner.
- c) Communicate with a child in ways that are likely to humiliate, frighten or distress the child.
- d) Use tobacco products or possess or be under the influence of alcohol or illegal drugs at any time while working with children.
- e) Develop any “special” relationships with children that could be seen as grooming/favouritism such as offering of gifts or special treatment.
- f) Do things of a personal nature that a child can do for themselves, such as toileting or changing clothes.

6.2 Workplace participants must:

- a) Treat children with respect and be a positive role model for them.
- b) Communicate with the children in an age appropriate and realistic manner.
- c) Set clear boundaries about appropriate behaviour between the workplace participant and the child.
- d) Only have physical contact with a child in ways which are appropriate to their profession or agreed role and responsibilities.
- e) Be willing to listen and respond appropriately to a child’s views and concerns.
- f) Respond quickly, fairly and transparently to any serious complaints made by a child or related to a child.
- g) Abide by all reporting obligations in relation to the employer’s Incident Register.
- h) Abide by the mandatory Code of Practice as part of the Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015.

## 7. Acceptance of Gifts Code of Conduct

7.1 All workplace participants must recognise that the receipt of a gift from a member is due to their opportunity to assist and support a member at Disability Macarthur. A gift is anything that is usable and/or has a monetary value.

7.2 All workplace participants must disclose all gifts from members irrespective of the value. The acceptance of gifts will be recorded in the “Gift Register” by the Assistant Manager and will have no bearing on the access to service of the service provided to individual members.

7.3 All gifts of money will be receipted and recorded as a donation.

7.4 Workplace participants must not ask for gifts from members attending Disability Macarthur.

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**8. Issues for managers and supervisors**

8.1 Managers and supervisors should:

- a) Promote a team spirit.
- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision making.
- d) Ensure compliance with Disability Macarthur Family Support & Care's procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.

**9. Breaches of this code**

- 9.1 A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

**Variations**

Disability Macarthur Family Support & Care *reserves the right to vary, replace or terminate this Code from time to time.*