

Code of Conduct

Neighbourhood Care is committed to a high level of integrity and ethical standards in all practices. Staff and volunteers must conduct themselves in a manner consistent with current community and organisation standards and in compliance with all relevant legislation. The Code of Conduct outlines how the Company expects its staff and volunteers to behave in the workplace on a range of issues. It includes legal compliance and guidelines on appropriate ethical standards.

1. Definitions

Code Abbreviation for Code of Conduct

2. Policy

Respect

- All staff listed are expected to conduct themselves in a professional and courteous manner. They must be honest and fair in dealings with people and their families, carers, co-workers, coaches, directors and the general public.
- Staff must treat everyone with respect and not discriminate against people based on disability, cultural background, religion, age, gender, sexual orientation, marital status, family status, union membership or non-membership.
- Staff should not behave in any way that might offend or embarrass another person.
- Staff should respect company and client property. This includes use of funds, equipment, technology, records and confidential information.
- They must respect the information of others and keep information confidential while working at Neighbourhood Care and afterwards into the future.
- No staff is to upload, download, use, retrieve or access any materials which are deemed inappropriate and/or offensive. This includes but is not limited to content that is sexual or illegal, copyrighted or defamatory.

Professional

- Staff, volunteers and coaches are not to solicit or receive gifts over the value of \$20. Any gift offered must be refused and if received must be donated to a registered charity.
- Whilst employed at Neighbourhood Care, staff, volunteers or coaches who wish to work for any another person or organisation, must seek prior approval from the Director/s.
- Staff, volunteers and coaches must not make any statements to the press about Neighbourhood Care's business unless otherwise instructed in writing. Requests for statements should be referred to the director/s.

Safety

- Staff must not use any form of physical or verbal abuse in the workplace.
- They must not perform work in circumstances where there is a risk to safety, or which may compromise the health or safety of others.
- Staff must not smoke during working hours unless it is during prescribed breaks and within designated areas.

Leadership

- All staff must be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts and all lawful and reasonable directions from Neighbourhood Care.
- Any violations of law, ethical principles, policies and this Code must be promptly reported to the director/s.

Staff who breach this Code or break the law may be subject to disciplinary action including termination of employment or contract for service.

NDIS Code of Conduct Required

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant 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 might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

All Neighbourhood Care staff, volunteers and coaches are responsible for:

- Notifying the director/s of a breach of this Code.
- Acknowledging errors and submitting incident reports where this Code applies.
- Identifying and reporting hazards.
- Working within policies and procedures.

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