

## EMPLOYEE CODE OF CONDUCT AND ETHICS AGREEMENT

### 1. Employee Code of Conduct

The Code of Conduct requires AT HOME CARE employees to commit to:

- Being aware and acquaint themselves with the vision, purpose, values and policies of the organisation and where they can be found.
- Always act with integrity, honesty, respect, and courtesy.
- Provide supports to clients in a safe, ethical manner with care and skill.
- Be transparent when making decisions or giving advice.
- Ensure all actions can withstand scrutiny.
- Respect the individual's rights to freedom of expression, self-determination, and decision-making in accordance with laws and conventions.
- When dealing with one another, management, clients, external stakeholders and other agency representatives, staff members will be respectful, honest, and courteous.
- Employees will give accurate information and prompt attention and observe fairness and equity in their dealings with others.
- Act fairly and equitably.
- Respect others, their values, and their rights.
- Respect privacy and confidentiality.
- Create a safe work environment that is free of abuse, violence, discrimination, harassment, or victimisation.
- Not taking or consuming any illegal drugs or alcohol in the lead up to starting work or when on duty
- Informing At Home Care of any medications that may be prescribed and/or medical conditions during employment which may impact on being able to undertake the inherent duties requirement of employment.
- Report any actual or potential conflict of interest.

#### 1.1 NDIS Code of Conduct

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions (i.e., Human Rights)
- 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.

### 2. Working with Clients

When interacting or working with people who access our services, employees will:

- Always treat clients, their family and others working with them with respect, and be mindful of their rights to privacy and confidentiality.
- Always show respect for people's cultural or religious sensitivities or requirements and ensure the responsiveness of to their needs and circumstances.
- Uphold the rights of people with disability, including their rights as consumers.

- Facilitate informed decision by clients in a person-centred approach which supports and reflects their preferences and expectations.
- Ensure that service users are provided with, and understand, all information relevant to their situation, options available to them and conditions of use for the service.
- Ensure they 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 client or any members of their family.
- 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 to your supervisor/manager any potential or real risks of harm to the person with a disability.
- Not accept money, gifts, or hospitality.
- Not put themselves in a Conflict of Interest.
- Not socialise with clients or their family, friends outside of work hours or engage with them on social media.

### **3. Standards in the Workplace**

All employees are required to:

- Attend work in the times agreed, notify your supervisor/manager of their absences, report and account for all leave taken (where applicable), record attendance and obtain approval before changing their work times.
- Comply with the requirements of their duty statements and agreed work plans, paying appropriate attention to quality and detail in their work.
- Provide accurate and honest information to your supervisor/manager about work completed and challenges experienced in completing work.
- Follow instructions that are reasonable and lawful and within their capability and training.
- Report any concerns about hazards or risks in the workplace.
- Report any suspected corrupt or fraudulent practices of others. Any employee making a report will be protected from reprisal.
- Observe the requirements for conditions of employment and safety as described in our Workplace Health and Safety Policies available on-line.
- Perform their duties unaffected by alcohol or the use of drugs
- Maintain a harmonious, co-operative, and productive workplace, respectful of diversity.
- Ensure they do not use their position to exert inappropriate influence over others.
- Maintain professional boundaries when dealing with clients, families, and other agencies.

### **4. Standards of Work**

All individuals will perform their duties as well as they can and at the highest level of professional conduct and will be accountable for their work and their interactions with others.

Accountability:

- 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 them or the organisation into disrepute.
- Report all incidents.

Personal behaviours:

- 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 confidentiality.
- Maintain proper dress standards as per **Appendix 1** of this document.
- Report all incidents.

#### **4.1 Confidentiality and Privacy**

All staff and management must respect and keep confidential internal matters of the organisation and respect the privacy of others.

#### **4.2 Harassment and Bullying**

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment based on a person's sex, race, ethnic religious background, age, pregnancy, marital status, disability, transgender (transsexual) status or sexuality breaches anti-discrimination and human rights law.

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, 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.

#### **4.3 Reporting Unethical Behaviour**

If a person believes that the behaviour of any staff member, or management is unethical they must report it to a Senior Manager of At Home Care.

Unethical behaviour is defined as:

- Workplace behaviour that is contrary to our codes of ethics or conduct, and other workplace policies.
- Workplace behaviour that violates any law or is corrupt conduct or misconduct.
- Mismanagement of resources or fraudulent behaviour.
- Behaviour that creates a danger to public health or safety or the environment.

### **5. Teamwork**

Staff members will:



- Work together 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 each other, ensure appropriate training and development, and recognise each other's results and achievements.

## Appendix 1 – Personal Presentation Standards

As a part of our team, you play a critical role in shaping the image and reputation of At Home Care. We strive to bring a personalised approach to the provision of care together with a can-do attitude and with that we have formed close relationships with many stakeholders.

The health care sector is very much a people orientated one and it is the quality of service which our clients remember most. Providing that quality makes people reflect positively on At Home Care and by extension, it places special demands on personal presentation and conduct that is not seen in most other industries.

### Appropriate Clothing

All support staff must be dressed in a manner which non-revealing, neat, tidy, and reasonable for community standards. Smart casual clothing is acceptable, but your attire will exhibit common sense and professionalism. DO NOT wear anything that may cause offence or might make your client, their families, or co-workers uncomfortable. This includes clothing with profane language statements or promotes causes. NO low cut or crops are to be worn. See examples below.

### Footwear

Footwear must be enclosed covering the toes, heel and top of the foot, with flat soles or low heels and non-slip to comply with OHS standards. All footwear should be of a sensible nature and must be clean and tidy.

### Hair and Nails

Hair is to be always neat and tidy. Long hair should be tied back or worn up (long hair hanging down can be tangled in equipment and increases the risk of cross infection by falling onto clients or objects or coming into contact with soiled items or fluids). Fingernails should be kept short (no longer than the top of your fingers) clean and smooth edged.

### Jewellery

There should be no dangling earrings or necklaces. Rings should be minimal as these could catch on something in the home or when providing supports to clients. Piercings should reflect community support expectations.

### Sleepover at a Client's Home

As a support worker, you may be required to sleep at a client's home, and it is important to be aware that there may be a requirement to respond to the needs of the client. Therefore, appropriate clothing must be worn to bed; it is recommended that track pants and a top or conservative pyjamas be worn.

Examples:

