

Policy on Employee and Volunteer Code of Conduct

Date adopted.....04/06/2018.....

Latest date for review.....22/06/2019

/2018.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

OptimumChoice is a disability services organisation that is governed by Management, **Corporations Act (2001)** and our policies.

2. PURPOSE

OptimumChoice was established for the purpose of providing quality services to improve the lives of people with disabilities where their individualities are recognised, and their safety is paramount.

The purpose of this policy is to set out a code of conduct to govern the decisions and actions of employees and volunteers in the course of their duties, having regard to **Standard 8 of the Disability Services Standards (1993)**.

National Disability Insurance Scheme Act (2013).

This policy applies to all employees and volunteers.

3. POLICY STATEMENT

OptimumChoice is committed to ensuring that its employees and volunteers behave honestly, ethically and in an acceptable manner in all their work-related dealings with consumers, families, carers, advocates, colleagues, other agencies and the general community.

4. PROCEDURES

The following procedures are to be implemented to ensure that employees and volunteers behave in an acceptable manner.

Employees and volunteers will:

- 4.1 Acquaint themselves with the mission, principles, values, and policies of the Organisation and behave accordingly.
- 4.2 Fulfil their responsibilities as employees or volunteers in accordance with their respective duty statement and with due care and diligence.
- 4.3 Cooperate with management, colleagues, and other agencies to promote and deliver quality services to consumers.
- 4.4 Understand and comply with administrative work practices and maintain records as required.
- 4.5 Respect clients as valued persons entitled to the same treatment and regard as other members of society.
- 4.6 Observe the privacy, dignity, and confidentiality rights of consumers, their families, and advocates.
- 4.7 Fully involve clients (and families and advocates where appropriate) in decisions about their lives or how they live their lives.
- 4.8 Encourage clients, families, carers, and advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner.
- 4.9 Apply the highest standards of personal conduct in their dealings with clients, families, carers, advocates, and other agencies.
- 4.10 Dress in a manner that is appropriate to the duties being undertaken and that will not cast clients in a negative light or be offensive or uncomfortable to clients, their families, advocates, or colleagues.

- 4.11 Refrain from smoking or from taking or being under the influence of alcohol or illegal drugs whilst on Organisation premises, in Organisation vehicles or in clients' homes.
- 4.12 Refrain from knowingly assisting clients to engage in illegal activities.
- 4.13 Not have sexual relationships with clients under any circumstances.
- 4.14 Not be abusive: verbally, physically or emotionally, threaten, or harass clients or families, carers, advocates, colleagues or members of the community.
- 4.15 Not make any statements or take any actions that would have the effect of alienating the client from his or her family or support network.
- 4.16 Not make any public statements to the media without the prior approval of the Executive Officer.
- 4.17 Not make improper use of their position, or information, gained through their position as an employee or volunteer, to gain directly or indirectly, an advantage for themselves or any other person, or cause detriment to clients.
- 4.18 If they have personal interests that might give rise to conflicts of interests with their duties as employees or volunteers, disclose the nature of those interests to management.

5. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.