

# CODE OF CONDUCT POLICY

Workpower



## WHERE THIS POLICY APPLIES

This policy applies to all Workpower business and services.



## RELATED DOCUMENTS



Complaints Process Guidelines



Complaints Procedure



Performance Management and Improvement Policy

## PURPOSE

The purpose of this policy is to set out a code of conduct to govern the decision and actions of employees in the course of their duties.

Furthermore, Workpower's code of conduct is to ensure that employees behave in an acceptable manner in all their work-related dealings with supported employees, participants, families, advocates, colleagues, employers and/or other agencies and the general community.

## INTRODUCTION

Workpower's values are the principles underpinning the Code of Conduct (the Code):

- > Diversity: In culture, business and thought
- > Teamwork: Work together. Support others
- > Commitment: Show up. Speak up. Don't give up
- > Excellence: Excellence is habit
- > Leadership: Be the change. Show the way
- > Safety and Wellbeing: Take care. Be accountable

Workpower's values guide how we behave in our work, and the wider community. These values are what we stand for and we will bring these values to life in everything we do.

This Code of Conduct confirms that commitment and outlines the expectations of all staff members of Workpower and is designed to promote a culture of fair and ethical behaviour and to ensure Workpower meets its obligations under State and Commonwealth legislation.

The code will assist Workpower safeguard public trust and confidence in the integrity and professionalism of its staff by ensuring that all staff: maintain appropriate standards of conduct; exhibit fairness, impartiality, honesty and equity in decision making; and foster and protect the reputation of Workpower

Staff can expect that Members of the Board, the Executive and Manager will lead by example in actively promoting and complying with the Code.

All staff are expected to act with integrity, which includes being aware of and acting within the laws that apply to their conduct.

Essentially the Code is a public statement about how Workpower expects to be perceived and, ultimately, judged. All staff are required to comply with the Code.

#### Employees will:

- > Understand and support Workpower's stated purpose, values and policies and behave accordingly
- > Strive to continually seek positive outcomes for people with disability
- > Fulfil their responsibilities as employees in accordance with their respective duty statement and with due care and diligence, which includes requesting training to assist/meet job requirements
- > Continually improve their own performance, the performance of others and the performance of the organisation
- > Cooperate with management, colleagues and other agencies to promote and deliver quality services to supported employees/participants and customers
- > Respect supported employees/participants as valued persons entitled to the same treatment and regard as other members of society
- > Observe the privacy, dignity and confidentiality rights of supported employees/participants, their families, stakeholders and advocates
- > Fully involve supported employees/participants (and families and advocates, where appropriate) in decisions about them and the services that they receive
- > Encourage supported employees/participants, families and advocates to raise issues and/or concerns and seek to resolve them in a non-threatening, non-defensive manner
- > Apply the highest standards of personal conduct in their dealings with supported employees/participants, families, advocates and other agencies
- > Dress in a manner that is appropriate to the duties being undertaken and that will not cast Workpower in a negative light or be offensive or uncomfortable to supported employees/participants, their families, advocates, or colleagues
- > Unless otherwise authorised, refrain from smoking or from taking or being under the influence of alcohol or illegal drugs whilst on Workpower's premises, providing supports to a participant or in Workpower vehicles

- > Not have sexual relationships with a supported employee or participant receiving services from Workpower under any circumstances
- > Not verbally, physically or emotionally abuse, threaten or harass supported employees/participants, families, advocates, colleagues, employers or members of the community
- > Not make any statements or take any actions that would have the effect of alienating the supported employees /participants from his or her family or support network
- > Not take advantage of supported employees/participants or their families, stakeholders in financial or other matters
- > Not have contact with employees/participants or their families and stakeholders on social media
- > Take reasonable care to ensure their own safety and the safety of others
- > Immediately report any hazard or workplace accident /incident
- > Not make improper use of agency premises, vehicles, equipment or other resources
- > Understand and comply with the administrative and work practices of Workpower and maintain records as required
- > Advise the Human Resource Manager in the event of losing their driver's licence or being charged or convicted of a criminal offence
- > Not make Where 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
- > Not accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of the participant
- > Not have any financial or other personal interest that could directly or indirectly influence or compromise the choice of provider or provision of supports to a participant. This includes the obtaining or offering of any form of commission
- > Not make any public statements to the media without the prior approval of the Chief Executive Officer.

**END OF DOCUMENT**