

P201	CODE of ETHICS and CONDUCT PROCEDURE
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Policy context: This procedure relates to	
Legislation or other requirements	Privacy Act 1988 Associations Incorporation Act (SA) 1985 Equal Opportunity Act 2010 Whistle-blower's Protection Act 1993 (SA) DCSI ISG Guidelines
Contractual obligations	Customer Service Agreement Employee contracts

Definitions

Organisational values: the guiding statement that the organisation uses to convey the culture of the organisation, to positively influence the way employees work and the decisions they make on behalf of the organisation.

Workplace ethics: the set of moral principles that guide workplace behaviour.

Privacy: the commitment and legal obligations of an organisation to keeping personal, sensitive or health-related information secure and restricted to those who require access to it for the purposes of delivering services required by their role.

Workplace confidentiality: the restriction of Customer/Client, employee or business information acquired as part of a job within the organisation until such time as it is officially released.

Procedures

All employees and governing body members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation. Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) will be an innovative leader within the disability sector delivering high quality member-governed services. The organisation's values are:

- Communication
- Customer/Client-governed
- Quality
- Commitment
- Teamwork

The Code of Ethics and Conduct requires Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service personnel to commit to:

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Values

Honesty and integrity:

- act honestly at all times
- be clear when making decisions or giving advice
- ensure all actions can withstand scrutiny

Respect and courtesy

- act fairly and equitably
- respect others, their values and their rights
- respect privacy and confidentiality
- create an environment that is free of discrimination, harassment or victimisation.

Team Work

- By working together to achieve the organisation's strategic plan
- Maintain collaborative working relationships by involving and engaging with others
- Establish productive and cooperative working relationships with peers and other employees
- Work to create a positive, supportive and respectful environment
- Provide support to all Managers where required to do so

Communication

- Ensure open lines of communication are maintained with both internal and external stakeholders where applicable
- Actively participate in team meetings
- Work within policies and procedures as outlined in the Code of Confidentiality
- Ensure any incidents are reported in accordance with policies and procedures

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Customer/Client Awareness

- Taking note of any changes in behaviour which may indicate that a person is experiencing distress
- Understanding the power differentials so taking personal responsibility for ensuring that we do not act in any way to undermine the person's sense of safety, comfort or control in their lives
- Ensuring that we do not unnecessarily invade the person's sense of person by undertaking any activities in a manner that is threatening to the person.
- Modelling positive and professional behaviour in our dealings with Customers/Clients and expecting that all other employees will do the same.
- Taking personal responsibility for ensuring that we understand the signs of abuse and that we keep our knowledge current.

Quality

- Ensure job specific compliance
- Actively participate in continuous improvement in all aspects of the organisation
- Actively self-evaluate your own functionality and practices
- Attend appropriate training where applicable

Work Health and Safety

- Take reasonable care for your health and safety and for the health and safety of others
- Adhere to all policies, procedures and safe work practices and maintain currency of knowledge in relation to Work Health and Safety
- Cooperate with strategies to actively ensure the safety, protection and wellbeing of children and vulnerable adults

NDIS Code of Conduct

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

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- 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.

Standards of work

All individuals will perform their duties as well they can and at the highest level of professional conduct. They 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

Commitment

- to the role demonstrated through regular attendance and positive work ethic
- to provide excellent service to our Customers/Clients
- to demonstrate initiative striving for best practice
- to uphold 'Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service' vision, purpose and core values
- positively represent the organisation in all aspects

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

Conflict of interest

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation. This is addressed in the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Conflicts of Interest Policy.

This Conflicts of Interest Policy requires that all employees and Board members:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision.

Confidentiality and privacy

All employees and Board members must respect and keep confidential internal matters of the organisation and respect the privacy of others. Detailed guidance on these issues is in the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Privacy policy.

Use of resources

Resources include physical, financial and technological resources as well as intellectual property. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service personnel must:

- recognise the resources that belong to the organisation
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources.

The use of equipment must be in line with directions given by an immediate manager or the Chief Executive Officer where applicable.

Harassment and bullying

Harassment and bullying are unacceptable and contrary to ethical behaviour.

Additionally, harassment on the basis of a person's sex, race, ethnic religious background, age, pregnancy, marital status, disability, transgender (transsexuality) 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.

Complaints concerning harassment or bullying should be actioned according to the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service complaints policy.

Reporting unethical behaviour

If a person believes that the behaviour of any employee or Board member is unethical they must report it to the immediate manager, or where applicable the Chief Executive Officer, or the Board for Executive Officer issues.

Unethical behaviour is defined as:

- workplace behaviour that is contrary to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service codes of ethics or conduct, or 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.

Enhanced Lifestyle's aim is to encourage employees to report any reportable conduct in good faith and in an environment free from victimisation so that the Board and management can adequately manage risk and cultural issues within the organisation.

It is the responsibility of all persons connected with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service to report any workplace concerns or reportable conduct, protect and maintain the confidentiality of a person they know or suspect to be a whistle-blower, or the subject of a whistle-blower disclosure and refrain from any activity that is, or could be perceived to be, victimisation of a person they know or suspect to be a whistle-blower, or the subject of a whistle-blower disclosure.

Enhanced Lifestyle's aims to encourage openness, transparency and accountability at all levels of the organisation. The organisation is committed to taking all reasonable steps aimed at keeping the identify of whistle-blowers and persons who are subject of whistle-blower disclosures confidential and respecting and protecting both whistle-blowers and persons who are the subject of whistle-blower disclosures from victimisation.

Individuals should address issues with their manager or the Chief Executive Officer.

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Documentation

Documents related to this policy	
Related policies	Q222 – Employee Conflict of Interest Q231a - Fraud Prevention Q269 - Managing Complaints Q259 - EEO, Equity and Diversity
Forms, record keeping or other organisational documents	Feedback register Customer feedback form WHS Incident form