

Code of Conduct

Target Group
Workplace Participants

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| Policy Name: | Code of Conduct |
| Policy Owner: | CEO |
| Document Author: | Maria Davison |
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1. PURPOSE

Melville Cares is committed to upholding the rights of clients, workplace participants and the good name of the organisation.

The Code of Conduct provides clarity on what behaviours are expected to ensure consistency and credibility in the services provided by workplace participants of the organisation.

2. COMMENCEMENT OF POLICY

This policy commences as at the Issue Date on the cover page. It replaces all existing policies of Melville Cares (whether written or not). Once printed, the version status needs to be checked before use.

3. APPLICATION OF THE POLICY

This policy applies to all Board members, employees, volunteers, student placements, agents and contractors (including temporary contractors) of Melville Cares, collectively referred to in this Policy as 'workplace participants', unless otherwise stated.

4. POLICY AND PROCEDURE

To ensure all Melville Cares workplace participants provide quality supports, having the right capabilities and attitudes, the following responsibilities are required:

1. Act according to organisational Policy and Procedures, and in line with organisational values

- Duties must be carried out in accordance with the Position Description, this Code of Conduct and as directed by management.
- Workplace participants will ensure that co-worker relationships are dignified. All communication must be mutually respectful and with a can-do attitude.
- The values of the organisation must be upheld. (Empowerment, Trust, Compassion and the underpinning values of discipline and accountability).
- We take responsibility for our actions and our commitment to ongoing improvement.

2. Act with integrity, honesty, transparency, and with respect for people's rights

- Workplace participants will actively promote the participation and rights of clients to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Workplace participants must act in a way that treats all people with dignity and respect, and values their diversity.
- Care and services will only be provided with consent from the client. Tasks that involve physical touch or the invasion of personal space will be explained and permission obtained in advance.



- Care and services must be delivered in accordance with the client's agreed care plan. The care plan is where all assessed needs, goals and preferences must be documented.
- Workplace participants support clients to make decisions about their own care and the way care and services are delivered, and to make decisions about when appointed representatives should be involved in their care and services.
- Workplace participants uphold the right of the client to make choices that may involve risk, as does any other member of the community, in accordance with the Dignity of Risk and Duty of Care Guidelines
- Workplace participants will provide clients with current, accurate and timely information and communicate in a way that is clear, easy to understand and enables them to exercise choices.
- Workplace participants acknowledge the importance of the clients' informal supports and the broader social networks and support in the delivery of care, and encourage the participation of advocates where requested.
- Workplace participants must promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care and services, or the client's health and wellbeing.
- Workplace participants understand the organisations' duty of care.

3. Act with respect for the privacy of people

- Workplace participants will comply with relevant privacy laws to ensure that client and fellow workplace participant's rights not to have personal information disclosed to others without their consent, is upheld. The organisation will not tolerate inappropriate sharing of private information.
- Workplace participants will not discuss confidential issues of the organisation with people outside the organisation except with express agreement.
- Workplace participants must report concerns about privacy breaches to their manager or a member of the leadership team without delay.

4. Act within the scope of the role held and organisational boundaries

- Workplace participants will provide care and services in accordance with training, competence and qualifications, and within the scope of the role they are undertaking.
- Whilst relationship-based services are provided, professional boundaries always apply in accordance with the Professional Boundaries Policy.
- Workplace participants have a duty to report any unethical behaviour, or wrongdoing by any other workplace participants in accordance with the Whistleblower Policy.
- Workplace participants will avoid any financial or other interest that could compromise the performance of their duties. Any gifts, financial or otherwise, will be reported to the workplace participant's manager in accordance with the Gift and Benefits policy.



- Workplace participants are expected to report client and workplace participant incidents, near misses, or hazards in the workplace that may potentially result in an injury or cause danger, in accordance with the Incident Management Policy.
- The organisation will not tolerate any form of harassment, violence, discrimination, exploitation, neglect, abuse, or sexual misconduct in the workplace. Workplace participants must take all reasonable steps to prevent and respond to any such acts where suspected in timely manner.
- The consumption of alcohol or drugs (apart from prescribed medication), by workplace participants whilst on duty will not be tolerated.
- Workplace participants should ensure that resources, funds, facilities, or equipment entrusted to them are used appropriately, effectively and economically in the course of their duties and are not to be used for private or commercial purposes. Excepting those who have the use of a car as part of their contract of employment, in such cases all conditions relating to their use must be strictly complied with.
- It is the responsibility of workplace participants to notify their manager if a perceived conflict of interest arises.
- In the case of illness, including cold like symptoms, workplace participants must not attend their duties and must notify their supervisor as soon as possible.

5. Actively respond to feedback, complaints, and suggestions

- Workplace participants are encouraged to provide feedback and report it to their manager for action and response in accordance with the Compliments and Complaints Policy.
- Workplace participants actively participate in providing feedback on how improvements can be implemented.
- Workplace participants ensure the timely and accurate sharing of information in order to meet client outcomes.

6. Positively represent Melville Cares and its workplace participants

- Workplace participants will follow the Workplace Grievance Policy in an attempt to resolve any conflicts with other workplace participants.
- Workplace participants will represent the organisation in a positive way at all times, internally and externally.
- Workplace participants will not make any comment to any media outlet, or social media platform on behalf of Melville Cares, without prior approval from a member of the Executive.
- When interacting on social media, the name of the organisation, or mention of procedure or workplace participant is to be avoided unless interacting on the organisation's platforms.



- Breaches of the code will be dealt with through the workplace disciplinary process. Breaches may be considered potential grounds for instant dismissal.

5. LEGISLATION

Key legislation, regulations, and other requirements applicable to this policy include but are not limited to:

- Australian Health Practitioner Regulation Agency (AHPRA)
- COAG Health Council, Final Report: A National Code of Conduct for Health Care Workers (2015)
- Equal Employment Opportunity Act, 1984.
- Aged Care Act 1997

6. RESOURCES AND REFERENCES

- Aged Care Quality and Safety Commission, Aged Care Quality Standards
 - Standard 7 Human Resources
 - Standard 8 Organisational Governance
- Aged Care Voluntary Industry Code of Practice 'The Code', Aged Care Workforce Industry Council www.acwic.com.au
 - NDIS Code of Conduct (Workers) www.ndiscommission.gov.au
 - Aged Care Quality and Safety Commission, Code of Conduct for Aged Care Dec 2022

7. RELATED DOCUMENTS

- Melville Cares Vision, Purpose and Values
- Performance management system
- Rights and Responsibilities – Information for Clients
- Guideline – Dignity of Choice and Duty of Care
- Operational Guideline- Dress Standards & Uniform Guidelines

FURTHER INFORMATION

Further information is available from the Executive team.



Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how **you must behave and treat consumers**. It includes the 8 elements below.



A.

Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



B.

Act in a way that treats people with dignity and respect and values their diversity.



C.

Act with respect for the privacy of people.



D.

Provide care, supports and services in a safe and competent manner, with care and skill.



E.

Act with integrity, honesty and transparency.



F.

Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



G.

Provide care, supports and services free from:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.



H.

Take all reasonable steps to prevent and respond to:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.

Find out more:

[Aged Care Quality and Safety Commission](https://agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers)

agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers



December 2022

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Aged care reforms

[Aged Care Quality and Safety Commission- Code of Conduct for Aged Care Worker](#)