

Code of Conduct

Target Group
Workplace Participants

Policy Name:	Code of Conduct
Policy Owner:	CEO
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Policy Number:	4
Version:	2
Issue Date:	1 March 2022
Next Review Date:	1 March 2023



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 agents 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 with respect and according to 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 and respectful
- The values of the organisation must be upheld. (Empowerment, Trust, Compassion and the underpinning values of discipline and accountability)
- All workplace participants approach each other with mutual respect and a can-do attitude
- We take responsibility for our actions and our commitment to ongoing improvement

2. Client autonomy

- Clients must always consent to services
- The agreed client care-plan must be followed
- Workplace participants actively promote the rights of the clients
- Workplace participants encourage the participation of advocates where requested
- Workplace participants acknowledge the importance of the clients' family and community in the delivery of care



- Whilst relationship-based services are provided, professional boundaries always apply
- Workplace participants understand the importance of the dignity decision making and that risk is an inherent part of some decisions
- Workplace participants understand the organisations' duty of care
- We promote wellness, independence and decision making control for all clients

3. Privacy is always upheld

- Workplace participants will respect the rights and privacy of clients and fellow Workplace participant members
- Workplace participants will not discuss confidential issues of the organisation with people outside the organisation except with express agreement
- The organisation will not tolerate the inappropriate sharing of any client or Workplace participants information

4. Act with integrity, honesty, and transparency

- Workplace participants should ensure that resources, funds, facilities, or equipment entrusted to them, are used effectively and economically in the course of their duties
- Workplace participants may not use the resources, funds, facilities, or equipment for any private or commercial purposes, excepting those Workplace participant members 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 the Workplace participant member to notify his or her manager if a perceived conflict of interest arises
- No gifts of monetary value are to be accepted. In the case that refusal may offend Workplace participants, they must advise their supervisor as soon as possible
- In the case of illness, including cold like symptoms, Workplace participants must not attend their duties

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

- Workplace participants have a duty to report any unethical behaviour or wrongdoing by any other Workplace participants
- 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 policy



- Workplace participants are expected to report client and Workplace participant injuries in the workplace and report any hazards in the workplace that may result in an injury or cause danger.
- The organisation will not tolerate harassment in the workplace in any form
- The organisation will not tolerate physical or verbal assault
- The consumption of alcohol or drugs (apart from prescribed medication), by its Workplace participants whilst on duty will not be tolerated

6. Actively respond to feedback, complaints, and suggestions

- Workplace participants welcome feedback and report it to their manager for action and response
- Workplace participants actively participate in providing feedback on how improvements can be implemented
- Workplace participants work to ensure the timely and accurate sharing of information in order to meet client outcomes

7. Positively represent Melville Cares and its workplace participants

- Workplace participants will follow the grievance procedure to try to resolve any conflicts with other Workplace participants or members of the organisation
- Workplace participants will represent the organisation in a positive way
- 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 participants is to be avoided unless interacting on the organisation's platforms
- Workplace participants are expected to abide by this code of conduct
- Breaches of the code will be dealt with through the Workplace participants disciplinary procedure
- 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.

6. RELATED DOCUMENTS



- Aged Care Quality and Safety Commission, Aged Care Quality Standards
 - Standard 7 Human Resources
 - Standard 8 Organisational Governance
- Melville Care policies
- 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

7. RESOURCES AND REFERENCES

- Melville Cares Vision, Purpose and Values
- Performance management system
- Rights and Responsibilities – Information for Clients
- Guideline – Dignity of Choice and Duty of Care

FURTHER INFORMATION

Further information is available from the Executive team.