



Employee Code of Conduct

1.0 Purpose

This *Employee Code of Conduct* is designed to ensure that all Me and My Support stakeholders are treated in a manner that reflects the values, mission, culture, and legal obligations of Me and My Support.

This *Employee Code of Conduct* applies to all employees of Me and My Support and sets out the expected standards of behaviour for all employees. It forms part of the employment contract and reflects the basic requirements of professionalism, integrity and courtesy needed to ensure that a quality service is provided to the people we support and all other stakeholders. Its purpose is to assist employees to know and understand the minimum standards of behaviour expected of them. It ensures that a pleasant, professional, and safe working environment exists for all employees and that Me and My Support organisational values are upheld.

2.0 Scope

The *Employee Code of Conduct* applies to:

- All Me and My Support employees and workers, whether permanent or casual, contractors, volunteers and stakeholders.

3.0 Employee Code of Conduct

Me and My Support mission is to support participants by providing valuable support services with a holistic and respectful approach to ensure best health outcomes.

We adopt a collaborative and strength-based approach within our multidisciplinary team to ensure that we are continuously providing support and care that promotes independence, freedom of choice and positive community connections in a safe and non-discriminative environment.

Our vision is to provide comprehensive and tailor-made person-centred support to participants with honesty and respect to empower participants to fulfil their goals and live a life of their choosing.

Me and My Support vision can only be achieved when all who are involved in the conduct of Me and My Support business consciously strive to meet the values promoted by the organisation. All interactions and behaviours should reinforce our values of:

- **Respect** - For all aspects of an individual's life including their values, beliefs, culture and right to freedom of expression, self-determination and decision-making and privacy and confidentiality
- **Honesty** - We always provide open and transparent care and support
- **Empowerment** - We value the goals and dreams of our participants and encourage individual choice and control
- **Understand** - We value excellent communication skills to make sure our participants feel heard and understood and promptly take steps to raise and act on matters that may impact the quality and safety of supports and services provided to participants
- **Safe and Harmonious Working Environment** - We offer a workplace that provides support, guidance and acceptance to employees and participants; and
- **Development and Improvement** - We always work to improve our services and value feedback of any kind.

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4.0 NDIS Code of Conduct

Me and My Support and its employees are committed to follow the *NDIS Code of Conduct* as below:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable 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
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability; and
- Take all reasonable steps to prevent and respond to sexual misconduct.

4.1 Responsibilities of All Me and My Support Employees

- All Me and My Support employees must comply with this *Employee Code of Conduct*, Me and My Support policies and procedures and any legal and regulatory obligations relevant to their scope of employment and/or practice
- All Me and My Support employees must perform all duties ethically, diligently, impartially, and responsively
- All Me and My Support employees must observe relevant occupational health and safety requirements and actively address, or report suspected health or safety hazards to the relevant manager and/ or the Director and/or appointed delegate
- The principles of QLD and Commonwealth Equal Employment Opportunity and anti-discrimination legislation are fully supported and adhered to at Me and My Support. We are committed to maintaining a workforce culture of inclusion, respect and celebrating the diversity of our people and community
- No individual or group may harass or discriminate against any other person or group on the grounds of age, gender, sexual orientation, marital status, pregnancy, carer/parental status, race, lawful religious or political belief or activity, disability, employment or industrial activity, physical features, or personal association with someone who has one of these personal characteristics. It is also against the law to sexually harass or victimise an individual, or to vilify them because of their race or religion
- All interactions and behaviours of those who work or perform a role on behalf of Me and My Support must be with utmost honesty and integrity. No party may use their position to obtain a personal benefit for themselves or for anyone else. Family or other personal relationships must not improperly influence any decisions in relation to any business-related decision made
- All Me and My Support employees must share the commitment to prevent fraud and corruption in the workplace. Managers at all levels should analyse their susceptibility to fraud risk on an ongoing basis in their areas of responsibility, recognising changes in their environment, and taking appropriate countermeasures to minimise risk
- All Me and My Support employees must exercise their role and perform all duties in accordance with the scope of their position at Me and My Support
- All Me and My Support employees registered with the Australian Health Practitioner Regulation Agency must always maintain current registration and work only within their respective scope of practice and registration standards
- All Me and My Support employees must exercise their duties in good faith, and in the best interests of Me and My Support
- All Me and My Support employees have a duty to use due skill, care, and diligence in fulfilling the functions of their role and in exercising the powers attached to that role
- All Me and My Support employees must use the powers of their role for a proper purpose, in the best interests of Me and My Support as a whole

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- All Me and My Support employees must recognise that Me and My Support primary responsibility is to our key stakeholders, including our community and the Government
- All Me and My Support employees must act without improper influence in all judgement and actions and to take all reasonable steps to be satisfied as to the soundness of all decisions taken within the scope of the role; and
- All Me and My Support employees must not undertake any fraudulent activities and report suspected fraudulent activities.

4.2 Working with Children

All Me and My Support employees are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children. All Me and My Support employees must not exhibit behaviours with children which may be construed as unnecessarily physical, put children at risk of abuse, use inappropriate language in the presence of children, discriminate against any child, including because of culture, race, ethnicity, or disability, ignore or disregard any suspected or disclosed child abuse. All Me and My Support employees must ensure any allegation of child abuse is to be reported to senior management, police, or child protection immediately.

4.3 Alcohol, Drugs, and Illegal Activities

All stakeholders must carry out their work safely and avoid conduct that puts themselves or others at risk. This includes the misuse of alcohol, drugs, or other substances when at work or when engaged in work related activities.

Me and My Support is committed to a safe and health work environment, and the delivery of safe and high-quality care, and therefore prohibits:

- Consumption of alcohol and/or drugs which impair the performance of employees whilst on duty or on Me and My Support premises
- Unlawful possession, use, production, distribution or sale of alcohol or drugs; and
- Performing work duties, including operating equipment or driving a work vehicle on work related business, whilst being affected by alcohol and/or drugs.

Me and My Support may require mandatory drug and/or alcohol testing if there is a reasonable belief of impairment. Consistent with any relevant occupational health and safety requirements, any parties who are on medication that could affect their work performance or the safety of themselves or others, must inform their manager or supervisor to ensure any necessary precautions or adjustments to work can be put in place.

Me and My Support employees must not engage in unlawful activities of any kind while at work or when carrying out duties on behalf of Me and My Support. Unlawful activities that are carried out outside of the work environment may also be inconsistent with the values of Me and My Support.

4.4 Criminal Offences, Police Criminal Record and Working with Children Checks

All Me and My Support employees, whether permanent or casual, contractors, volunteers, and stakeholders, must notify their reporting manager and/or the Director and/or appointed delegate if they are convicted of any offence during the period that they are working for or associated with Me and My Support (regardless of whether the offence is related to work duties or not).

Me and My Support employees must also notify their reporting manager and/or the Director and/or appointed delegate if they are charged with an offence by the Police that is potentially punishable by imprisonment and/or that could affect their ability to perform duties (e.g., possible disqualification from holding a driver's licence) or impose any risk to Me and My Support.

Where a conviction or pending criminal charge is disclosed, the decision about the impact (if any) on employment, student placement or volunteering rests with the Director and/or appointed delegate in conjunction with Human Resources.

4.5 How Should I Handle Official Resources?

Treat Me and My Support facilities and any physical resources for their proper work-related purpose, and ensure they are maintained properly. Me and My Support retains the intellectual property of work produced by Me and My Support employees during employment.

4.6 Use and Release of Information to the Media

Me and My Support employees must not use or communicate Me and My Support information for other than official bona fide purposes without the permission of the Director and/or appointed delegate. This includes leaking information, making comments, or expressing opinion to the media.

Me and My Support employees must not take improper advantage of any information gained in the course of employment, a student placement or volunteering with Me and My Support.

4.7 How Should I Treat Private Information?

Information must be collected, accessed, disclosed, used, and stored in a professional manner and in accordance with Me and My Support *Information Management Policy and Procedure* and relevant government regulations.

4.8 Using Social Media

Personal and professional use of social media by stakeholders must be consistent with Me and My Support values and policies and must not:

- Imply Me and My Support endorsement of personal views, products or services
- Bring Me and My Support into disrepute or compromise its reputation
- Compromise effectiveness at work
- Breach the confidentiality or privacy of consumers or parties; and
- Bully, harass or humiliate other parties.

4.9 Recording in The Workplace

No recording or distribution is permitted of any conversation with other employees, participants, or any other person in the workplace without the knowledge and consent of all participating persons.

4.10 Conflict of Interest

All stakeholders must avoid conflicts of interest (actual, potential, or perceived) wherever possible. All stakeholders must ensure that any personal or financial interests (including the interests of family members, friends, or associates) do not influence and could not be perceived to influence the performance of their role.

Potential or actual conflicts of interest must be disclosed promptly to the relevant manager or to the Director and/or appointed delegate. Individuals should stand down in any decision-making process where they may be compromised. It is not possible to define all potential areas of conflict of interest and if any party is in doubt as to whether a conflict exists, they should raise this with the relevant manager or to the Director and/or appointed delegate.

Further information as to what constitutes conflicts of interest is contained in Me and My Support *Governance and Operational Management Policy and Procedure*.

4.11 Can I Accept Gifts, Benefits and Favours?

All stakeholders should not seek or accept favours, benefits or gifts for services performed in connection with official duties. It is expected, however, that token gifts in a symbolic item, such as a box of chocolates, of low material value, may be accepted where there is no benefit in influencing a decision and which does not entail any obligation or expectation that favours could be gained.

4.12 Financial Probity and Accountability

All stakeholders must ensure that in financial matters, including the handling of monies and patient valuables, there is full accountability in relation to any transaction in which they may be involved. If they have financial responsibilities, parties must observe the relevant legislative and regulatory requirements.

4.13 Outside Employment

If any Me and My Support employee has other outside employment, that employment must not interfere with the safe and proper performance and attendance of their employment at Me and My Support. They must notify their manager if they have other employment outside of Me and My Support. This outside employment must not adversely affect performance with Me and My Support or pose any conflict of interest.

5.0 Declaration

I understand the requirements placed on me by Me and My Support under the provisions of the principles contained in the Privacy Act 2001 in relation to all the people we support, employees and volunteers, and information related to business operations and associated third parties. Any breach in this code will be addressed with the individual/s concerned and may result in a re-examination of the relationship between the individual/s and Me and My Support.

I understand that any breach of these practices by me will be subject to disciplinary action as outlined in the Me and My Support disciplinary procedure policy or letter / contract of engagement and that my relationship with Me and My Support may be terminated.

I acknowledge that I have read and agree to abide by the conditions as set out in this Code of Conduct for employees.

| Employee Details | Employer Details |
|-------------------|-------------------|
| First Name: _____ | First Name: _____ |
| Surname: _____ | Surname: _____ |
| Position: _____ | Position: _____ |
| Signature: _____ | Signature: _____ |
| Date: _____ | Date: _____ |