

Interchange Shoalhaven.

HR Policy: Code of Behaviour for Employees & Volunteers

1.0 PURPOSE

- 1.1 The staff code of behaviour is a set of rules outlining standards of acceptable behaviour at work. It makes it clear to all people what is expected, and reduces confusion and possible conflict.

2.0 SCOPE

- 2.1 The purpose of this policy is to set out a code of behaviour to govern the decision and actions of employees and volunteers in the course of their duties, having regard to Standard 8 of the Disability Services Standards (1993).
- 2.2 This policy applies to all the organisation's employees and volunteers.

3.0 RESPONSIBILITIES

- 3.1 Every person has a role to play in ensuring that we maintain our reputation for honesty, integrity and excellence in dealings with consumers, families, organisations and the community.
- 3.2 All employees and volunteers are expected to familiarise themselves with and comply with the Code of Behaviour.
- 3.3 The Board must encourage a culture where ethical behaviour is recognised, valued and followed at all levels.
- 3.4 Managers and supervisors must take all reasonable steps to ensure that their team members are aware of and comply with this Code and associated policies.
- 3.5 The Manager is responsible for monitoring compliance with this Code of Behaviour.

4.0 PROCEDURE

- 4.1 A copy of the code of behaviour should be given to all staff (paid and volunteer) on recruitment.
- 4.2 Failure to abide by the Staff Code of Behaviour may lead to dismissal from Interchange Shoalhaven.
- 4.3 Employees and volunteers should wear neat clothes appropriate to the type of work and not offensive to the consumers.
- 4.4 Staff & volunteer Behaviour in consumer financial & legal affairs
- 4.4.1 No Interchange Shoalhaven worker (paid or volunteer) shall in any way attempt to influence the disposition of a consumer's legal will in the worker's favour nor shall a worker witness a consumer's will. Any consumer seeking advice about his/her will should be referred immediately to an independent legal adviser or organisation.
- 4.4.2 Further no worker will seek gifts from any consumer.
- 4.4.3 No worker shall, wherever practicable, accept gifts from consumers (except home garden produce and donations to Interchange Shoalhaven that are accepted). Details of all gifts must be entered into the donation book.

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- 4.4.4 The Manager or the Chairperson of the Board of Management must be immediately informed of any unsolicited gift or bequest of a value in excess of \$10-, for appropriate action consistent with this code of Behaviour.
- 4.4.5 Workers must not accept any financial or legal responsibility for a consumer, such as :
 - 4.4.5.1 Operating a consumer's bank account (unless the consumer has filled out all necessary paperwork);
 - 4.4.5.2 Accepting a consumer's power of attorney;
 - 4.4.5.3 Being appointed executor of a consumer's estate;
 - 4.4.5.4 Signing credit cards or bank account cards.
- 4.4.6 Workers will not offer financial advice to consumers, especially with respect to the investment or disposal of personal funds.
- 4.4.7 Workers also must not :
 - 4.4.7.1 Offer to buy or request to acquire anything a consumer owns (or make any statement which could be construed in such a way)
 - 4.4.7.2 Ask for gifts or expect a consumer to do anything in return for help, other than any agreement a consumer has made in his/her care plan;
 - 4.4.7.3 Accept any gift (valued over \$10.), loan, cash or other payment from a consumer, apart from any financial contribution agreed in his/her care plan.
- 4.5 Employees and volunteers agree to:
 - 4.5.1 Abide by the philosophy of Interchange Shoalhaven;
 - 4.5.2 Observe all the rules of Interchange Shoalhaven including those specified in the constitution and any others determined by the Board of Management or the membership of the organisation;
 - 4.5.3 Adhere to all the accounting procedures of Interchange Shoalhaven;
 - 4.5.4 Represent Interchange Shoalhaven in a positive way;
 - 4.5.5 Not discuss confidential issues of Interchange Shoalhaven with people outside the organisation;
 - 4.5.6 Not take illegal drugs or consume alcohol when on duty or on the premises;
 - 4.5.7 Not have sexual relationships with service consumers
 - 4.5.8 Follow any grievance procedures set down by the Board of Management to try to resolve any conflicts with other staff or members of Interchange Shoalhaven ;
 - 4.5.9 Not harass in any form nor abuse, physically or verbally, consumers, other staff or members of Interchange Shoalhaven;
 - 4.5.10 Support consumers in decision making without giving advice to consumers;
 - 4.5.11 Promote family relationships by remaining objective;

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- 4.5.12 Treat consumers with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.
- 4.5.13 Failure to abide by the above rules may lead to dismissal from Interchange Shoalhaven.

REFERENCE DOCUMENTS

Form:

Work Instruction:

Policy:

Procedure:

[Disability Services Standards \(1993\).](#)