



Code of Conduct

*As a centre for Social Enterprise,
FSG Australia is committed to
delivering on the values of
Freedom, Social Justice and
Growth.*

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SECTION A – INTRODUCTION

Glossary

Refer to [FSG Australia glossary](#)

Scope

This document applies to all FSG Australia (FSGA) workers:

A person is a worker if the person carries out work in any capacity for FSGA, including work as:

- (a) an employee; or
- (b) a contractor or subcontractor; or
- (c) an employee of a contractor or subcontractor; or
- (d) an employee of a labour hire company who has been assigned to work at FSGA or
- (e) an outworker; or
- (f) an apprentice or trainee; or
- (g) a student gaining work experience; or
- (h) a volunteer.

Human Services Quality Standards

Standard 6: Human resources

3. The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.

Home Care Standards

Standard 1: Effective management

1.7 The service provider manages Human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.

NSW Disability Service Standards

Standard 1 - Rights

3. Each person will receive a service in an environment free from discrimination, abuse, neglect and exploitation

SECTION B - PROCEDURE

1. Commitment to FSGA is demonstrated by:

- i. acting in the best interests of FSGA as a whole
- ii. demonstrating a 'can do' attitude
- iii. working in a cost effective and efficient manner
- iv. reporting all incidents in accordance with the [Managing Incidents Procedures](#) including professional misconduct, unethical behaviour, [hazards](#), [negligence](#) or unsafe work practices through the relevant channels
- v. refraining from conducting private business during work hours or using FSGA resources for private business purposes
- vi. taking the necessary steps to ensure the protection and proper use of FSGA's assets and resources and to prevent damage or theft
- vii. acknowledging that FSGA is the owner of [intellectual property](#) created by staff members and volunteers in the course of their employment unless otherwise agreed by both parties in writing
- viii. refraining from making unauthorised statements representing FSGA or its position, publically or to the media in accordance with the [Managing Human Resources Procedures](#)
- ix. being punctual and only leaving the workplace early with prior FSGA approval. Unless a life-threatening situation prevents it, always seeking permission from a line manager or after-hours contact prior to leaving a shift.
- x. ensuring personal appearance reflects a professional image and is appropriate to the job in accordance with the [Managing Human Resources Procedures](#)
- xi. only transacting and approving authorised expenditure
- xii. abiding by all FSGA safety rules and procedures, those of other relevant community organisations and work health and safety legislation.

2. Respectful and ethical behaviour is demonstrated by:

- i. maintaining the privacy, dignity and confidentiality of workers and customers
- ii. acting with honesty, respect and integrity at all times
- iii. taking responsibility and accountability for duties and actions
- iv. refraining from using position for personal benefit, independent from FSGA business
- v. not [defaming](#) others; or using language and behaviour that offends, harasses or unlawfully discriminates against others
- vi. disclosing and resolving any [conflicts of interest](#)
- vii. not acting maliciously towards others
- viii. having an understanding of differences (e.g. disability, age and cultural differences) and acting sensitively in accordance with these differences
- ix. understanding personal biases and not making assumptions in relation to [lesbian](#), [gay](#), [bi-sexual](#), [trans](#) or [intersex](#) (LGBTI) persons
- x. accurately representing qualifications and skills of oneself and others
- xi. not taking advantage of customers financially, emotionally or in any other way refer also to the [Managing Human Resources Procedures](#))
- xii. each worker being responsible for their own property and ensuring that it is safe from damage or theft.

3. Teamwork and effective communication is demonstrated by:

- i. working collaboratively and in partnership to serve the best interests of customers
- ii. utilising effective communication and consultation with others
- iii. encouraging a supportive and friendly environment
- iv. attending team meetings, expressing ideas and participating in discussion
- v. actively learning from one another, sharing relevant information and seeking assistance when required

- vi. recognising and respecting diverse and complementary skills of others
- vii. remaining open to constructive comments, with regards to behaviour or practice
- viii. if appropriate, providing guidance and feedback to others in a positive manner.

4. Quality service and customer focus is demonstrated by:

- i. ensuring [duty of care](#) obligations are met
- ii. being honest, courteous and helpful
- iii. ensuring customers are aware of their [rights and responsibilities](#)
- iv. being aware of professional limitations and asking for assistance when needed
- v. encouraging customers to raise concerns in accordance with the [Managing Complaints Procedures](#)
- vi. promptly reporting and accounting for any absences
- vii. being sensitive to customers' cultural, linguistic, religiosity, sexuality and gender identities
- viii. being aware of and understanding differences e.g. disability, age, culture, gender and sexuality

5. Quality service and customer focus when providing a service to people with a disability or aged persons is demonstrated by:

- i. applying the principles of Human Rights in Practice and the [least restrictive alternative](#) when interacting with customers
- ii. maintaining [professional boundaries](#) at all times e.g. not taking customers to a private residence without FSGA authorisation or not purchasing items for customers with workers' own money. Note: Workers who are working within the Intentional Peer Support (IPS) Model should disregard the professional boundaries policy and should instead refer to the personal limits described in the IPS Manual
- iii. providing opportunities for customer decision making and feedback
- iv. supporting and encouraging participation and integration of customers into community life
- v. encouraging customers, carers and service providers to be involved in the planning, management and implementation of service delivery

- vi. providing appropriate referrals to meet individual needs
- vii. advising of changes to, withdrawal or declining of service
- viii. not engaging in sexual activities with current or former customers who do not have the cognitive [capacity](#) to give [consent](#)
- ix. not engaging in sexual activities with any person identified at the time as an FSGA customer
- x. taking the necessary steps to manage [risks](#) of harm due to assault, abuse or neglect of customers
- xi. being mindful of the fact that all children and young people are vulnerable to harm, which includes physical, psychological, emotional, sexual abuse or neglect or other forms of exploitation, and taking all the steps necessary to manage risks which could lead to harm. Being committed to [child protection](#) at all times
- xii. workers disclosing if they are in a relationship with a family member of a customer or customer visiting our services.

6. Continual improvement and capability is demonstrated by:

- i. ensuring [continual improvement](#) and development of quality service provision
- ii. acting with professionalism and responsibility at all times
- iii. providing services within competency levels and observing [professional boundaries](#)
- iv. exercising independent and sound judgment in performing duties
- v. not working when competency is negatively affected by alcohol or drugs (including prescription drugs) in accordance with the [Managing Human Resources Procedures](#)
- vi. ensuring [fitness for duty](#)
- vii. encouraging and participating in professional development, to maintain a high level of skill and competency
- viii. where relevant, encouraging customers, carers and service providers to evaluate service provision and provide feedback.

7. Compliance to legislation and FSGA policies and procedures is demonstrated by:

- i. abiding by all relevant laws, regulations and codes of practice

- ii. providing services within the guidelines of sector legislation e.g. the *Disability Services Act 2006 (Qld)*, *Aged Care Act 1997 (Cwlth)*, *Disability Inclusion Act 2014 (NSW)* and other relevant legislation and codes of practice
- iii. complying with all FSGA policies and procedures
- iv. respecting confidentiality and privacy of [personal information](#)
- v. not misusing FSGA's information or that of stakeholders
- vi. following lawful and reasonable instructions.

Agreement to comply

I have read, understood and agree to comply with this Code of Conduct.

Name:

Signature:

Date: