
CODE OF CONDUCT POLICY AND PROCEDURE

Policy owner: CEO	Policy type: Lead
Approval: Board of Management	Date approved: 26/10/2020
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PURPOSE OF POLICY

Knoxbrooke aims to give those who provide its services (ie: staff, volunteers and Board members) clear statements and minimum standards of how they are expected to behave and the values they are expected to demonstrate in their professional responsibilities and obligations.

POLICY

Knoxbrooke is committed to maintaining professional, caring and trusting relationships with participants, families, employees, customers, suppliers, industry bodies, other stakeholders and members of the public. We aim to create and maintain a positive reputation and public image to ensure our ongoing sustainability.

To achieve this, we require all staff, volunteers and Board members to abide by our Code of Conduct policy and create a positive and respectful working environment where effective, high quality products and services are provided in line with the organisation's Vision, Mission and Values.

OUR VISION:

A world where the human rights of people regardless of ability, are respected with dignity and warmly welcomed to fully participate in all aspects of everyday life.

OUR VALUES:

1. RESPECT

We treat all people with respect, dignity, honest and equality

It is expected that any interaction with people that you provide services to, work with or associate with is conducted with respect, care and compassion. If a person makes you aware of a situation that may be of a sensitive nature, it is expected you will behave in a respectful and sensitive manner without judgement and will seek to understand and clarify from that person how you can best meet their identified needs.

Examples of conduct consistent with this value are:

- Acting honestly and with integrity in all actions.
- Recognizing that violence in any form and against any person is unacceptable.
- Receiving and acting on complaints in a positive manner that provides an opportunity for Knoxbrooke to identify improvements.
- Promptly investigating and addressing a grievance lodged by an employee or volunteer.

Behaviour that is inconsistent with this value and would clearly not meet this requirement is unacceptable.

2. INCLUSION

We act to include all people with a disability and their families using our services and promote their best interests.

We aim to provide services appropriate to the needs of participants and their families/carers by demonstrating understanding and compassion for each situation and understanding and respecting cultural diversity. We are required to demonstrate a commitment to providing socially inclusive services that are responsive and delivered in a positive, timely and caring manner.

Examples of conduct consistent with this requirement are:

- Fulfilling your duty of care to participants at all times.
- Presenting a professional image, including wearing clothing appropriate to the duties required of you at any given time and speaking appropriately and professionally at all times, to all people associated with Knoxbrooke.
- Using courteous and business-like language in all letters and other communications with the public, agency staff, contractors, customers, suppliers, participants, families/carers, volunteers and other employees.
- Acting friendly, promptly and courteously when dealing with participants, families/carers, customers, suppliers, volunteers, students, other staff, visitors and members of the public.
- Ensuring required documentation is accurate, of required standard, completed within the specified time frames and stored appropriately (including recordings in a participant's communication book where relevant for community participants) and promptly phoning families and carers, when important issues or incidents occur that involve that participant.
- Sharing information and cooperate on collaborative tasks.
- Being punctual and reliable and to give notice in advance or as soon as possible, if unable to attend or perform work at the agreed time, day or location.
- Positively promoting Knoxbrooke and speaking professionally about colleagues and management.
- Staff to demonstrate fair, reasonable, socially responsible acceptable behaviours at all times.

Behaviour that is inconsistent with these examples clearly would not meet this value and is unacceptable.

Confidentiality and Public Comment

A participant's, staff member's and volunteer's right to privacy and confidentiality must be respected at all times. Information may only be released to a third party, which includes to the media or a politician, where there has been prior and appropriate authorisation.

Staff will not provide any comment, opinion or information to the media relating to Knoxbrooke, including people associated with Knoxbrooke through employment or support without prior authorisation by the Chief Executive Officer.

Sensitive information must be securely stored to ensure access cannot be obtained by any unauthorised person.

Staff are to ensure that confidential information is not left unattended or in an unsecured place. Furthermore, staff are to ensure that sensitive conversations relating to a person supported are to be held discretely and not overheard by others not associated with the person supported.

Behaviour that is inconsistent with this value and would clearly would not meet this requirement is unacceptable.

3. CONTINUOUS IMPROVEMENT

We continuously measure our activities to ensure that the needs of people with disabilities and their families are met through improved outcomes.

We view a complaint as a positive opportunity to learn about the needs of others, or to learn from our mistakes, in order to provide improved service in the future.

Examples of conduct consistent with this requirement are:

- Striving to develop skills and keeping up to date with current trends in the disability sector.
- Making a positive contribution to the organisation's quality plan.
- Reassuring a participant or their representative that their complaint will be treated seriously and acted upon promptly.
- Acting on all complaints and escalating them appropriately.
- Courteously advising a dissatisfied person of all the available avenues for redress.
- Reporting a serious breach of policy by another staff member or volunteer to the relevant Manager and in the appropriate manner.

Behaviour that is inconsistent with these examples clearly would not meet this value and is unacceptable.

4. ACCOUNTABILITY

We behave in a manner that is open and accountable, vigorously thorough, fair and ethical.

Conflict of Interest

Staff, volunteers and Board members have an obligation to act appropriately when a conflict (real, perceived or potential) arises between their own self- interest and duty to Knoxbrooke.

A conflict of interest arises where you have private interests that do, or could, conflict with work duties. A perceived conflict of interest can exist where a third party could form the view that your private interest could improperly influence the performance of your duties for Knoxbrooke, either now or in the future.

Staff are required at all times to disclose any situation where there may be an actual, potential or perceived conflict of interest arising out of your employment, engagement or directorship with Knoxbrooke. Examples may include:

- any acquaintances, friendships (professional or personal) or family relationships you have with any potential vendor, tenderer or candidate for an employment opportunity that you are directly involved in
- your access to, and knowledge of Knoxbrooke information being used for personal gain (financial or otherwise) or for the benefit of a friend (professional or personal), acquaintance or family member.

It is expected that as soon as you are aware of a potential conflict of interest, you will make your Manager aware of this and advise the exact nature of your relationship and the potential for a conflict of interest.

Ethical Conduct

Staff are required to perform duties, as outlined in their Position Description and as directed by their Manager, in a competent and capable manner and to exercise their best professional judgement to the best of their ability so that the best interests of Knoxbrooke are served at all times.

You are required to perform duties that you are competent and legally qualified to perform and to follow all lawful instructions from your Manager.

Examples of conduct consistent with this requirement are:

- Recording accurate, full and timely entries in any book, recording, or documenting and making accurate statements and furnishing any return or statement including on money or property required during the performance of your duties.
- Complying with legislative or Knoxbrooke's policy requirements.
- Performing duties at the required standard and working positively with others.
- Avoiding any improper, inefficient use of Knoxbrooke's resources.

- Immediately reporting any suspected or actual illegal or inappropriate actions.
- Not leaving your position during working hours (excluding unpaid breaks) without permission from your Manager.
- Approving only business expenditure or sign contracts that are in accordance with delegations.
- Not accepting any gifts or inducements associated with your work except where otherwise approved by the General Manager.
- Observing copyright requirements and respecting Knoxbrooke's intellectual property rights.
- Not steal or damage property of Knoxbrooke, other employees or the public.

Safe Work Environment

We all have a responsibility to create and maintain a physically and psychologically safe environment for participants, staff, volunteers and others in the workplace.

Any discrimination, harassment, bullying, intimidating behaviour or use of your position to gain an unlawful, immoral or emotional advantage over another person will not be tolerated.

To comply with this requirement, you are to:

- Maintain and leave personal workspace and equipment tidy and organized.
- Avoid and reject any form of bullying, harassment and/or intimidating or inappropriate behaviour (physical, verbal, emotional or sexual) including the use of coarse language.
- Comply with OHS policies or procedures (including wearing appropriate personal protective equipment (PPE)) and immediately report and deal with any safety hazard.
- Only report to work or remain at work in a state that is fit for the duties involved.
- Never possess or consume alcohol (unless at an approved work function) or non-prescribed substances in the work environment.
- Report any potential negative impact that prescribed medication may have on your health and safety or the health and safety of others.
- Operate any vehicles or machinery or tools according to Knoxbrooke guidelines and only do so if you hold the relevant license, approved competency and appropriate training.

Email and Internet Usage

Email and internet are provided primarily as a business tool but Knoxbrooke allows incidental private use by staff, volunteers and Board members, provided it is not excessive, does not negatively impact business productivity or work output or the work of others or breaches any operating guidelines.

Improper use of Knoxbrooke's information systems is strictly prohibited. Examples of conduct consistent with this requirement include:

- Never originating or forwarding harassing or inappropriate emails (including chain emails).
- Never accessing or forwarding profane material or forging or attempt to forge messages.
- Never accessing, downloading, or using unauthorised software, non- business-related websites, (including movies, music, pornographic, social, dating, or gambling websites) or any unlawful activity.

5. CULTURE

We provide an inclusive supportive environment to inspire people of all abilities to realise their full potential.

Diversity should be valued, and we aim to ensure that all people are treated fairly and equitably. We respect individuality and the rights of participants to make choices that suit them.

Any actual or suspected abuse of participants or non-supportive behaviour must be immediately reported in accordance with the law and Knoxbrooke's policy.

Examples of conduct consistent with this requirement are:

- Avoiding or rejecting any form of discrimination whether by age, gender, sex, sexual preference, marital status, family responsibilities, pregnancy, race, colour, religion, political opinion, national extraction, cultural identity, social origin, physical or mental impairment or because of domestic violence.
- Avoiding patronage or favouritism of any kind that results in an unfair benefit or detriment to others.
- Reporting any abuse of a participant whether it be physical, sexual, financial, emotional or by neglect of their needs.
- Avoiding or rejecting gossip, rumours or other actions that may socially isolate others.

Behaviour that is inconsistent with these examples clearly would not meet this value and is unacceptable.

PROCEDURE

Communication and Promotion

Management must ensure staff, volunteers and Board members are familiar with the Knoxbrooke Code of Conduct Policy and Procedures and are aware of their responsibility to adhere to it.

Education on the Code of Conduct is to be provided during induction to the organisation, through ongoing training and regular supervision and workplace reinforcement.

Consequences of Breaches

Significant and/or repeated breaches of the Code of Conduct may result in disciplinary action, up to and including termination of employment or engagement.

RELATED DOCUMENTS

- Code of Conduct for Disability Workers – Summary Guide
- Freedom from Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- Whistleblower Protection Policy and Procedure
- Privacy, Dignity and Confidentiality Policy and Procedure
- Child Safe Organisation Policy and Procedure
- Disciplinary Process Policy and Procedure

DECLARATION

I hereby declare I have read, understood and agree to abide by the Knoxbrooke Code of Conduct.

.....
Staff Member / Volunteer Name

.....
Staff Member / Volunteer Signature

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Date