

Title	Code of Conduct Policy	Policy No:6.3
Date Adopted: 7 th March 2019		Last Reviewed: 7 th March 2019

Your Life Your Choice Code of Conduct

This code of conduct has at its heart the purpose to make a positive difference

- In the lives of the people we support.
- Our colleagues that we work with
- Those colleagues in the wider community

This code of conduct is underpinned by the National Standards for Disability Service and underpins the professional work that we do.

1. Rights: The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. Participation and Inclusion: The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. Individual Outcomes: Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. Feedback and Complaints: Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. Service Access: The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. Service Management: The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Our Values

- Professional behaviour
- Person Centred Practice Approach
- Working, learning and supporting each other together
- Being transparent and accountable
- Being innovative and open

Decision making and professional conduct at Your Life Your Choice will be consistent with the principles of equal employment opportunity legislation, enabling equity of access to employment and learning opportunities within the organisation. Your Life Your Choice is committed to an organisational culture of inclusivity and respect which is free from discrimination harassment and bullying.

The Aims of the Code of Conduct

Your Choice Your Life is represented by the actions and values of our employees and the Code of Conduct provides a framework of agreed behaviours to maintain the respect and confidence of our service within the community.

The people we support

- Are provided with necessary support to ensure their emotional wellbeing, personal security, and property.
- Are able to make choices and decisions for themselves
- Maintain their health and well being
- Grow and develop relationships
- Have the opportunity to participate in the community
- Develop their talents, interest and abilities
- Engage in socially valued activities, including work, education and leisure activities
- Maintain independence and control their own lives

In our interaction with clients and the wider community

- Respect individual differences and the rights of others to have an opinion that is different to ours.
- Act with courtesy, promptness, fairness and efficiency and impartiality
- Assist clients to present themselves in the community as they choose and in such a way that they are accepted and integrated
- Ensure we wear our name badge and identify ourselves to clients their family, friends and carers
- Respect the rights and dignity of clients
- Always act in the public interest
- To the best of our ability, give full information and advice in a manner that is clear, simple and most appropriate for the person it is intended
- Only access confidential information for authorised work-related tasks and maintain confidentiality and privacy
- Seek to be a problem solver
- Present ourselves as a positive role model in the community through your speech, dress, attitude and interactions.
- Carry out our duties free from the influence of alcohol, drugs or anything that might inhibit our performance.

In our interactions with colleagues

- Treat all people with respect and positive self-regard, valuing their rights, aspirations and individuality
- Respect individual differences

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- Show consideration to our colleagues, including punctuality, doing our fair share and being helpful to others.
- Actively contribute and maintain a safe, healthy, harmonious and efficient working environment.
- Work together as a team and treat each other with respect and dignity
- Use the correct grievance procedure in resolving grievances.

As a manager or supervisor

- Provide fair and consistent leadership, information, resources, learning support and the correct policies and procedures to support employees reaching the required level of performance
- Ensure the code of conduct is communicated to employees, and that they are aware of its contents
- Ensure that the employees know what their job involved (what is expected, how it is to be done, what they are accountable for and how their performance will be managed).
- Supervise the employees in our teams, acknowledge good performance and actively correcting unsatisfactory performance
- Support the ongoing development of employees
- Manage change as ongoing, continuous and positive

As an employee of Your Choice Your Life

- Support our Life Your Choice Vision, Mission, Values and Goals
- Perform our duties conscientiously and with professionalism, integrity and honesty
- Apply the highest standard of personal conduct in dealings with clients, families, carers, advocates and other agencies
- Fulfil your responsibility in accordance with our job description or duty statement with due care and diligence
- Support the decisions of management and the Team
- always adhere to Your Choice Your Life procedures and guidelines
- Understand and comply with Your Choice Your Life work practices and maintain records as required
- Observe the privacy, dignity, confidentiality and rights of employees, volunteers, clients, their families, carers and advocates
- Provide services to clients in ways that are supportive and encouraging and that will foster interpersonal skills and the care, trust and empathy inherent in positive human relationships
- Encourage clients, families, carers and advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner

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- Support clients, family members and carers to make informed choices about the services and activities they are involved in and about the care they receive
- Use all Your Life Your Choice Facilities, resources and equipment efficiently, carefully and honestly. These are not to be used for personal purposes unless prior approval has been granted in accordance with Your Life our Choice policy.
- always Strive to conserve natural resources and conduct our duties in the best interest of the environment
- Respect and abide by all the laws, regulations, policies, standards and procedures that direct how we do things at Your Life Your Choice
- Immediately advise our manager if we are faced with the possibility of prosecution for any activity, either while at Your Life your choice or outside our usual work.
- Use “freedom of inquiry” the right to examine, constructively criticise and challenged the way we do things, in the spirit of a responsible and honest search to continuously improve the way in which we develop and deliver services to our clients
- Freedom of enquiry is also applicable to the processes and procedures that support client service delivery
- Strive to make a positive contribution to Your Life Your Choice, its clients and the community we serve
- Consider the broader impact of our decisions on our colleagues, our clients and the community
- Strive to improve our skills, knowledge and competencies

What happens if Your Life Your Choice does not work within the Code?

If conduct falls below the standards outlined in the Code, your manager or supervisor will provide counselling in accordance with the relevant policy. If your conduct is a significant departure from the code of Conduct, this may amount to misconduct and disciplinary action may be appropriate according to the current policy

Inappropriate behaviours include, but are not restricted to

- Abusive, derogatory or obscene language
- Discriminatory, threatening, harassing or bullying behaviour
- Financial relationship with a client or colleague that benefits an employee
- Providing advice to a client on financial matters
- Offering or providing services that create a conflict of interest
- Any relationship that has the potential for a conflict of interest
- Providing services which the employee does not have the appropriate skills and/or training, or authorisation
- Physical violence including throwing objects

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- Insensitive jokes and pranks
- Inappropriate behaviour of a sexual nature, including un welcome advances, jokes and comments on appearance
- Body contact or display of offensive material
- Inappropriate criticism or gossip of colleagues
- Dishonest behaviour
- Inappropriate arguments with clients, their families, carers or other service providers
- Not following lawful instruction
- Inappropriate standard of dress or personal hygiene

Any displays of the above behaviours will be dealt with as outlined in Your Life Your Choice current policy. This means that the employee or volunteer involved will have the opportunity to respond to the report of inappropriate behaviour. It will be the manager's decision as to what, if any, further action is required.

REVIEW

This Policy will be reviewed on an annual basis. However, if at any time the legislative policy or funding environment is so altered that the policy is no longer appropriate in its current form, the Policy will be reviewed immediately and amended accordingly



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Code of Conduct

Statement of Agreement

I have received and read my copy of the Your Life Your Choice Code of Conduct. I have had the opportunity to clarify any issues with my supervisor/manager at Your Life Your Choice.

I agree to abide by the terms set out in this document.

Employee's name (print): _____

Signature: _____

Date: _____

Date received by manager: _____

Name (print): _____

Position: _____

I certify that I have explained the content and the intentions of the Code of Conduct to the above-named employee.

Manager's signature: _____