

Policy Number:2015/SOP/001	
Version: 2.0	Authorised by: Paul Smith
Date of Issue: 2 nd June 2015	
Date of last review: 20 th May 2013	Reviewed by: Pamela Sessions

Policy Context : This policy relates to:	
Relevant Legislation	Aged Care Act 1997 Anti-Discrimination Act 1977 Community Welfare Act 1987 Crimes Act 1990 Disability Services Act 1993 Independent Commission Against Corruption Act 1988 Fair Work Act 1996 Work Health & Safety Act 2011 Privacy & Personal Information Protection Act 1988 Public Finance & Audit Act 1983 State Records Act 1998

Introduction

Although no single set of rules can answer all ethical questions or describe every behaviour or action for all possible situations, a Code of Conduct provides a framework for decision making, actions and appropriate behaviour. It explains the values and principles that guide and form relationships and conduct in a variety of situations.

The *Code of Conduct* for KOPWA describes the **minimum standard of behaviour** expected of the employees, volunteers, contractors and stakeholders in carrying out their professional duties.

The principles of natural justice, respect for all people, accountability and quality service reflect the framework that motivates the operations of KOPWA and its programs and services.

The Code of Conduct acknowledges the following rights in relation to KOPWA's responsibilities to stakeholders, particularly service clients, care recipients and the general public:

- The rights of people to make choices in their own lives
- The rights of people to dignity, respect, privacy & confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis that is also culturally appropriate
- The right of the community to receive accountable and quality service.

The foundation of the Code of Conduct is that all employees, volunteers, external contractors, stakeholders, clients and their families are treated with dignity and respect at all times.

Clients and their families have a right to expect that KOPWA operates with efficiency, impartiality and integrity.

It is for this reason that employees, volunteers and external contractors are expected to perform their duties at the highest standard and that any conflicts of interest between private activities and public interest shall always be resolved in favour of public interest.

Compliance with the Code of Conduct will maintain and enhance public trust and confidence in the integrity and professionalism of the organisation.

Definitions

Natural Justice occurs when people are treated fairly, due process is accessible to all, decisions and judgements are made impartially, action taken is non-discriminatory, and outcomes are equitable.

Respect for People is shown when employees recognise the rights of others, treat others with due respect and do not discriminate against, abuse or exploit others.

Accountability is achieving the desired results through the best use of the organisation's financial, physical and human resources.

Quality Service is to provide relevant and professional service to service recipients and their families, sponsors, and other community stakeholders.

Bullying means repeated inappropriate behaviour, whether direct or indirect, that makes the workplace or the association with the workplace unpleasant, humiliating or intimidating. It may include, but is broader than, discrimination and sexual harassment. It does not include an argument or one-off act or violent outburst, although each of these acts may be inappropriate.

Harassment means any uninvited, unwelcome behaviour involving a written, verbal, visual or physical affront against another person including sexual or other unwarranted advances.

Scope

This policy applies to KOPWA and to each of its auspice programs, as well as everyone in Kopwa, including management, staff, contractors and volunteers.

Policy

1. All employees, volunteers and external contractors are accountable for their actions and are expected to promote and uphold this Code of Conduct.
2. The Code of Conduct shall be an integral part of conduct and performance management.
3. All employees, volunteers and external contractors are required to co-operate with this policy in accordance with KOPWA Core Values.
4. It is a requirement of an employee's continuing employment to sign the Statement associated with this Code of Conduct.
5. The employee's signature shall be taken as acknowledgement that they have read these documents, agree to abide by them, and that they understand their obligations.

6. For employees, breaches of this Code of Conduct may lead to disciplinary action or even dismissal in the event that the breach is of such a serious nature that such an action is warranted.
7. The Code of Conduct will be included in orientation, induction and information packages.

Commitment to Professional Behaviour

As an employee of KOPWA, personal and professional behaviour should contribute to a productive and harmonious workplace and reflect favourably on that person, their colleagues and KOPWA's services and professionalism.

As such, employees should strive to:

- Provide quality care to our residents and clients to the best of their ability, whilst maintaining a separation between work and personal life
- Use due care and diligence in exercise of duties in a lawful, professional, responsible and conscientious manner
- Comply with the letter and spirit of all applicable laws and Aged Care Standards
- Faithfully observe KOPWA policies, procedures, regulations and contracts
- Actively support a safe workplace and consideration of the environment
- Exercise respectful, honest and fair dealings with residents, clients, fellow employees, company management and the general public
- Respect the company's ownership of all company equipment, records and proprietary information, as well as the proper use of KOPWA's technology
- Ensure the preservation of confidential company information, resident and client information, plans and employee information and any other information that is not public knowledge
- Decline gifts, gratuities or payments offered by anyone with whom the company does business. However, token gifts or promotional material may be accepted
- Avoid conflicts of interest including not accepting any outside engagement or employment that could interfere with responsibilities to KOPWA. Where in doubt seek the approval of the CEO
- Prevent the disclosure of financial interests that might influence an employee's decisions or actions on the job, including interests in suppliers, residents, clients or competitors
- Provide proper and adequate documentation of transactions and decisions

- Not use information or authority derived from employment with the company for personal gain
- Support a compliance culture that protects those who report improper behaviour
- Represent KOPWA in a professional manner thereby enhancing its reputation in the community
- Exercise fair, equitable and harassment-free treatment of every person with whom there is an interaction, and not harass or bully others
- Not act corruptly or support anyone else acting corruptly
- Maintain and develop knowledge in professional fields and areas of responsibility
- Exercise best judgement in the interest of KOPWA, and make decisions fairly and without bias using the best factual information available
- Maintain appropriate documentation to support the care process and actively participate in the continuous quality improvement of KOPWA processes
- Behave at all times with courtesy, honesty, sensitivity and consideration to co-workers, service users, and the public, respecting their dignity
- Comply with all proper instructions and directions, while being free to follow up any concerns with the appropriate manager/supervisor
- Comply with any and all conditions of access to or use of KOPWA's resources and facilities
- Ensure that claims for work related expenses are accurate
- Not attend work under the influence of alcohol or other drugs
- Be open and honest when confronted by ethical dilemmas and seek to resolve these by consulting management
- Actively seek to minimise, prevent and deter theft, fraud or corrupt conduct throughout the organisation
- Maintain a smoke-free environment in all KOPWA premises and vehicles
- Act responsibly when becoming aware of any unethical behaviour or wrong doing by any other employee or stakeholder, by making a report to a senior member of staff

- Recognise that only the Chief Executive Officer or delegate is authorised to make a public comment on behalf of KOPWA
- Recognise that the KOPWA Board has the ultimate right to determine what is to be done in the planning and provision of services to service users

In addition to the above, this Code of Conduct commits managers to:

Provide leadership, information, resources, training, support and the relevant policies and procedures to assist employees they supervise to reach the required level of performance in a fair and consistent manner

Treat employees and others concerned with KOPWA business fairly and equitably, in accordance with KOPWA policies and procedures

Ensure that KOPWA premises adequately provide for the health, welfare and safety of employees, volunteers, external stakeholders and clients.

Review Procedure

This policy will be reviewed every two years. 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.

Version 1: Created 20th May 2013

Version 2: Created 30th April 2015

KOPWA Code of Conduct – Employee Agreement

I acknowledge that I have read the KOPWA Code of Conduct and Statement of Professional Behaviour. I have had an opportunity to clarify any issues with my Manager/Supervisor, and agree to abide by this Code.

EMPLOYEE NAME: _____

POSITION: _____

SIGNATURE: _____ **DATE:** _____

Witnessed by:

MANAGER'S NAME: _____

SIGNATURE: _____ **DATE:** _____