

1.5 Child Care Services Taree & Districts Inc.

Code of Conduct

This Code of Conduct has been designed to help us work toward making a positive difference to the lives of people we support, and to enhance relationships with our colleagues. It provides a list of statements or guidelines describing the professional conduct and practice required by an individual and a group of people working together.

This Code applies to all Child Care Services Taree & Districts Inc. workers, volunteers and contractors. It will not cover every possible situation, but rather summarises the standards required to maintain our ethics and professional integrity. It underpins and complements existing policies, procedures, NDIS guidelines and standards.

The Purpose of the Policy:

Child Care Services Taree & Districts Inc. reputation is directly impacted by the actions of our workers and the Code of Conduct provides a framework of agreed behaviours to maintain the respect and confidence of our services within the community.

We want to ensure the people we support:

- Are provided with necessary mechanisms to safeguard their emotional wellbeing, personal security and property
- Make choices and decisions for themselves
- Maintain and develop their health and wellbeing
- Grow and develop relationships
- Have the opportunity to participate in the community
- Develop their talent, interests and abilities
- Engage in socially valued activities, including work, education, and leisure activities
- Maintain independence and control of their own lives.

Interaction with Others

In our dealings with participants and the wider community we will:

- Respect individual differences and the rights of others to have an opinion that is different to ours
- Act with courtesy, promptness, fairness, efficiency and impartiality
- Assist participants 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 participants, their families, friends and carers
- Respect the rights and dignity of participants
- 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 find solutions to issues
- Present a positive image to the community through our dress, attitude and interactions
- Carry out our duties free from the influence of alcohol, drugs or anything that inhibits our performance

In Our Dealings with Colleagues, we will:

- Treat all people with courtesy, sensitivity and value their rights, aspirations and individuality
- Respect individual differences
- Show consideration to our colleagues; this includes being punctual, doing our fair share of the work and offering a willing hand to help 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 and approved procedures in expressing and resolving grievances

As a Manager or Supervisor, we will:

- 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 this Code of Conduct is communicated to workers, and that they are aware of its contents
- Ensure that workers know what their job involves (what is expected, how it is to be done, what they are accountable for and how their performance will be managed)
- Supervise the workers in our teams, acknowledging good performance and actively correcting unsatisfactory performance
- Support the ongoing development of workers and employees
- Manage change as ongoing, continuous and positive

As an Employee, Support Worker CCSTD, we will:

- Support CCSTD Inc. vision, purpose and values
- Perform our duties conscientiously and with professionalism, integrity and honesty
- Apply the highest standards of personal conduct in dealings with participants, families, carers, advocates and other agencies
- Fulfil our responsibilities in accordance with our job description with due care and diligence
- Support the decisions of management and Committee of CCSTD Inc.
- Adhere to CCSTD policies, procedures and guidelines at all times
- Understand and comply with CCSTD Inc. work practices of and maintain records as required
- Observe the privacy, dignity, confidentiality and rights of employees, support workers, volunteers, participants, their families, carers and advocates.
- Provide services to participants 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 participants, families, carers and advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner
- Support participants, 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 CCSTD 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 CCSTD Inc. policy
- Strive to conserve natural resources and conduct our duties in the best interests of the environment at all times
- Respect and abide by all laws, regulations, policies, standards and procedures that direct how we do things at Child Care Services Taree & Districts Inc.
- Immediately advise our manager if we are faced with the possibility of prosecution for any activity, either while at CCSTD or outside our usual work
- Use “freedom of inquiry” – the right to examine, constructively criticise and challenge the way we do things, in the spirit of a responsible and honest search to continuously improve the ways in which we develop and deliver services to our participants
- Freedom of inquiry is also applicable to the processes and procedures that support participant service delivery
- Strive to make a positive contribution to CCSTD, its participants and the community we serve
- Consider the broader impact of our decisions on our colleagues, our participants and the community
- Strive to improve our skills, knowledge and competencies.

What Happens if we do 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 result in disciplinary action or dismissal according to the current policies.

Inappropriate behaviours include, but are not restricted to:

- Abusive, derogatory or obscene language
- Discriminatory, threatening, harassing or bullying behaviour
- Financial relationship with a participant or colleague that benefits an employee
- Providing advice to a participant 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
- Insensitive jokes and pranks
- Inappropriate behaviour of a sexual nature, including unwelcome advances, jokes and comments on appearance
- Body contact or display of offensive materials
- Inappropriate criticism of colleagues and or Child Care Services Taree & Districts Inc

- Dishonest behaviour
- Inappropriate arguments with participants, 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 CCSTD Inc. current policy. This means that the staff, support worker 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.

Relevant Legislation and Standards

- NDIS Practice Standards
- Anti-Discrimination Act 1977 (NSW)
- NSW Disability Service Standards (NSW DSS).
- NDIS Code of Conduct
- Privacy and Personal Information Act 1988 (NSW)
- Privacy Code of Practice (General) 2003 (NSW)
- Work Health and Safety Act 2011 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW).
- NDIA Guidelines and Terms of Business for Registered Providers



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Child Care Services Code of Conduct - Statement of Agreement

I have received and read my copy of the Child Care Services Taree & Districts Inc. Code of Conduct. I have had the opportunity to clarify any issues with my Supervisor/Manager at CCSTD. I agree to abide by the terms set out in this document.

Worker 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.

Manager's signature: _____