



## Code of Conduct

### Contents

1. Dress
2. General Housekeeping
3. Security
4. Service Location Responsibilities
5. Service User/Customer Service
6. Safety
7. Principles of Practice
8. Confidentiality and Privacy
9. Responsibilities to other Staff
10. Responsibilities to Management
11. Responsibilities to the Community
12. Management Responsibilities to You
13. Acceptance of the Code of Conduct

**(NB: All pages to be initialled by Employee and Manager)**

## A Code Of Conduct - Introduction

CASSI conducts its business according to the highest standards of honesty, integrity, respect and fairness when dealing with Service Users, staff and anyone involved in the activities of the organisation. We are committed to complying with all Federal and State legislation, standards and regulations, as well as common law obligations. We require all staff to demonstrate the same high standards.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

All staff are bound by the following set of rules and should ensure that they observe them at all times. Abiding by the Staff Code of Conduct is a condition of employment and any departure from it will be grounds for disciplinary action.

A staff member is defined as any person who agrees to carry out work for CASSI for some gain and includes paid and voluntary workers.

## 1. DRESS

It is our policy that all members of this business who are on duty will be well presented and appropriately dressed for the position and role, including appropriate protective clothing, when required.

## 2. GENERAL HOUSEKEEPING

**Housekeeping is the responsibility of each and every employee.**

- All parts of the house/service location should be kept in a high standard of cleanliness.
- Housekeeping duties, if applicable as per your shift roster/support plan should be carried out prior to your finishing of the shift where possible and if not a file note should be written explaining why it wasn't completed.
- Service locations and work spaces/desks should be left at the end of the shift clean, safe and tidy.
- Any cleaning materials should be disposed of correctly and not flushed down the drainage system.

## 3. SECURITY

- The industry in which we work has, at times a high exposure to the public. We need to be aware of the dangers and develop habits which will minimise the potential dangers which can occur to both life and property.
- Special attention should be given to the following areas:

**ROBBERY:**

Do not wait for a crime to occur. Report any suspicious persons immediately to management and/or police and record details in the communications book.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

- DOORS:** To house/s, office, and any storage area/s should be locked after regular office hours. The main entry/s should be kept locked for security purposes.
- ACCESS:** No unauthorised persons are to be admitted to the service location, including off-duty staff.
- PERSONAL:** Ensure all personal belongings are secure during working hours
- MOTOR VEHICLES:** Ensure all company motor vehicles are secure at all times. Notify CASSI, Service Manager/s of any accidents or damage to company vehicles.

#### 4. SERVICE LOCATION RESPONSIBILITIES

Each employee is required to display a high degree of responsibility when handling Service User/s belongings and money.

- Items for staff's personal consumption may be left at a location. These items are to be clearly marked with the staff's name. Staff are not to consume Service Users' food or drink unless arrangements have been made with the relevant Service Manager.
- Smoking is strictly prohibited in Service User's homes and company motor vehicles.
- The telephone is paid for by the Service User/s but may be used by staff in relation to matters of providing support to the Service User/s.
- Staff may have personal mobile phones on shift but use needs to be limited to a reasonable amount unless instructed otherwise by management.

Staff may use the telephone for necessary private calls provided they note the telephone number, time and date on the Telephone Record Form. Money for local calls should be paid for immediately. STD and mobile calls are to be paid when the phone account is received.

#### 5. SERVICE USER/CUSTOMER SERVICE

- The success and future of our business, therefore your job, is directly dependent on our Service Users.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

- They are the reason we are here. They are not an interruption to our business; they are the purpose of it.
- Service Users deserve the most courteous and attentive treatment we can give them.
- Service Users bring us their needs and wants. It is our duty to fill those needs and wants.
- Service Users are not someone to match wits with or argue with.
- Service Users should be served/request handled or at least acknowledged as quickly as possible.
- Should any Service User have a reason to make a complaint you should listen with courtesy, record the details, do not make any commitments outside your designated authority level or accept liability. Advise them that management will handle the matter as required.

## 6. SAFETY

**It is the policy of the Company that all work practices be carried out in a safe manner and that we comply with all relevant legislation and regulation. We will provide you with a safe system of work and you must carry out your job in accordance with that system. This system of safety includes:**

- To be familiar with and implement the CASSI occupational health and safety program. This means;
- Taking care of your health and safety and the health and safety of others who may be affected by your work behaviour;
- Co-operating with management in its efforts to meet with occupational health and safety requirements.
- Reporting and recording any work-related injuries, illness, hazards and risks to your manager immediately.
- All staff have a “duty of care” to Service Users. This means taking steps to avoid foreseeable risks.
- By law the group homes are strictly a no smoking area and you must ensure that you and all employees adhere to this for their and your safety.
- You must be familiar with the location and operation of all emergency cut-off switches and fire extinguishers.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

- You must never engage in horseplay or fighting.
- You must adhere to all manual handling safety requirements
- When handling any corrosive or hazardous materials you must follow the correct handling procedures and equipment provided. If in doubt, consult CASSI Safety Officer.
- You are required to make yourself familiar with the location's "Emergency Procedure Plan" and to adhere to the designated procedures in an emergency situation.
- All employees will be held accountable for occupational, health and safety performance.

## **7. PRINCIPLES OF PRACTICE**

- To demonstrate a commitment to the philosophies, aims and objectives of CASSI and to work towards the best possible standards of service.
- To be familiar with and implement all policies, procedures and practices of CASSI, as documented in the Quality Management System.
- To respect the Service User's Rights and Responsibilities and to ensure that all practices meet with the State Disability Services Standards.
- To project a positive image of CASSI and people with disabilities.

## **8. CONFIDENTIALITY AND PRIVACY**

- To abide by the CASSI Policy of Privacy, Dignity and Confidentiality and maintain strict confidentiality in all matters relating to present, past and potential clients. This applies to written, spoken and observed information and information stored electronically.
- To apply the same principle to staff and management.
- CASSI staff are not to use their own phones or cameras to take photos/videos of service users. If the service user does not have a personal camera or phone and would like photos taken, service user and/or their advocate will need to give their written permission for pictures to be taken with staff camera or phone. These images are then to be transferred to the service user, their advocate or to their office file and not kept on staff personal cameras or phones.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

## 9. RESPONSIBILITIES TO OTHER STAFF

- In order that you have a good working relationship with your fellow employees, it is important that you consider them at all times.
- Punctuality is essential: turn up to your rostered shift in sufficient time to change over at the allotted time. Phone to advise office if unable to do so.
- Make sure that all monies and medications, if applicable, are correct.
- Pass on any messages or other relevant information to other staff that may impact on them.
- Use diaries, file notes, Service Improvement Forms, Hazard Reports, community calendars, shift reports to record messages to both management and other staff, and highlight any maintenance required.

## 10. HARASSMENT

By law all types of harassment are illegal. Workplace bullying, abuse or harassment of any kind will not be condoned or tolerated in any manner by this company. Those guilty of such behaviour will be subject to the strongest of disciplinary action.

## 11. RESPONSIBILITIES TO MANAGEMENT

- You are required to do your job to the best of your ability, and at times you will be required to use your discretion in fulfilling your responsibilities.
- You are required to communicate to management any Service User complaints or requirements that may occur during your shift.
- Should you not be available for your rostered shift, you are required to attempt to cover the shift if you can't then advise management so that alternative arrangements can be made.
- Mandatory attend team meetings and training workshops.
- Any damage or injury whatsoever to property, equipment or person caused by staff, Service Users, suppliers or contractors must be reported to management and an "Incident/Hazard Report Form" completed.
- No illicit drugs may be consumed or brought into service locations or company vehicles.

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /

- Alcohol may be consumed with prior approval from the CEO or authorised person/s. Any person who exhibits behaviour associated with intoxication will be in violation of this Code of Conduct.

## 12. RESPONSIBILITIES TO THE COMMUNITY

- It is the intention of this business to be a good corporate citizen. The reputation and good name of our business and that of CASSI is highly valued, and it is important that you do nothing that will jeopardise it.
- When dealing with the public you must display a high degree of honesty.
- We believe that every person regardless of ability, should have a valued role and inclusion in their community and staff will commit to upholding this belief.

## 13. MANAGEMENT RESPONSIBILITIES

- We undertake to make your job as interesting as possible.
- We will make your job as safe as possible.
- We will see that you are fairly paid.
- We will promote and reward on performance.
- We will provide training to give you the skills and knowledge needed to do your job, and we will provide refresher training to keep your skills and knowledge current.

## 13. CODE OF CONDUCT ACCEPTANCE

**Name of Employee:** \_\_\_\_\_

*I have read and understood fully the CASSI "Code of Conduct" and I agree to abide by it.*

*I agree to participate in all training courses that will be required to fulfil my duties as designated by management.*

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Employee's Initial \_\_\_\_\_ Manager's Initial \_\_\_\_\_

Date / /