

# Code of Conduct, Child Safe inc.

## POLICY AND PROCEDURE

### Purpose

Subee Pty Ltd Code of Conduct provides the standards by which we do business and defines how we relate to clients (internal and external) and each other. The Code of Conduct is a set of behaviours that should be modelled by all staff. In modelling the behaviours that we expect from others; we work together to create a positive and productive organisational culture and create an environment in which the business is competitive and attuned to industry standards.

Subee expects all workplace participants to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action including the termination of employment or contract for services.

All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during their employment or engagement with Subee.

As representatives of Subee, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing Subee.

The NDIS Code of Conduct has been introduced for workers under the National Disability Insurance Scheme to ensure the safety and wellbeing of people with disability.

The Code of Conduct for Aged Care (the Code) sets out how approved providers (providers) and their workers and governing persons must behave and treat consumers when providing aged care services.

The Charter of Aged Care Rights provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

The Child Safe Standards to drive cultural change are recommended by the Royal Commission provide a framework for making organisations safer for children

### Direction

- Comply with all laws, policies, procedures, rules, regulations, and contracts.
- Respect the privacy and confidentiality of clients and colleagues.
- Comply with all lawful and reasonable directions from Subee.

### Privacy

- Do not share personal or compromising information with service delivery clients.
- Subee staff are not to be witnesses for clients signing documents.

### Professionalism

- Be honest and fair in dealings with customers, clients, suppliers, co-workers, management, and the general public.
- Display the appropriate image of professionalism at the workplace. Wear the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensure their appearance is neat and tidy.
- Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation, or harassment based

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on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.

- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Do not fight in the workplace.
- Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone, and let the supervisor know as soon as possible.
- Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons, they should advise their Manager well in advance.
- Do not use inappropriate language in the workplace.
- Subee has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon Subee in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued employment or to provide services into question.

### Working Safely

- Promptly report any violations of law, ethical principles, policies, and this Code.
- Observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by Subee in the interests of work health and safety.

- Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g., if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- Do not smoke during working hours unless it is during prescribed breaks and within designated areas.
- Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities. Support other staff to develop new skills and share acquired skillsets.

### Positive Communication

- Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of Subee. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This including failure to comply with reporting requirements and falsifying records and other documents.

### Authenticity

- Maintain during employment with Subee and after the termination of employment, the confidentiality of any confidential information, records or other

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materials acquired during the employment with Subee.

- While employed at Subee, not accept any employment with another organisation that is a supplier or competitor of Subee, or any other employment that is in conflict with your position at Subee.
- Not make any unauthorised statements to the media about Subee's business (requests for media statements should be referred to the line manager).
- Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Subee.
- Workplace participants must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise or be seen to compromise their integrity or Subee's reputation.
- Respect Subee's ownership of all its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).

### Child Safe Code of Conduct

The Code of Conduct requires all employees to:

- Refrain from words, actions and behaviour in any medium that demonstrate disrespect for other children, or the family members of such individuals.
- Uphold the organisation's reputation and integrity by ensuring that their conduct towards children is within acceptable standards.
- Be vigilant in ensuring an environment that is safe and protects children and employees from emotional, physical, verbal, and sexual abuse.

- Respect children and employees' rights to privacy and the confidentiality of their personal information.
- Act with honesty and integrity when dealing with property, monies and any other assets belonging to children.
- Deliver services to children/young persons in a non-discriminatory way.
- Respect and abide by the laws of Australia and NSW.

### The NDIS Code of Conduct

The NDIS Code of Conduct promotes safe and ethical service delivery, by setting out expectations for safe and ethical services and supports for both NDIS providers and workers.

It requires workers and providers delivering NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse.
- Take all reasonable steps to prevent sexual misconduct.

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All Subee support workers will complete the Worker Orientation Module called 'Quality, Safety and You' that explains the obligations of workers under the NDIS Code of Conduct.

### Aged Care Code of Conduct

When providing care, supports and services to people, I must:

- a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports and services in a safe and competent manner, with care and skill
- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) provide care, supports and services free from:
  - (i) all forms of violence, discrimination, exploitation, neglect and abuse
  - (ii) sexual misconduct
- h) take all reasonable steps to prevent and respond to:
  - (i) all forms of violence, discrimination, exploitation, neglect and abuse
  - (ii) sexual misconduct.

### Charter of Aged Care Rights

I have the right to:

- Safe and high-quality care and services;
- Be treated with dignity and respect;
- Have my identity, culture and diversity valued and supported;
- Live without abuse and neglect;
- Be informed about my care and services in a way I understand;
- Access all information about myself, including information about my rights, care and services;
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- My independence;
- Be listened to and understood;
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- Personal privacy and to have my personal information protected;
- Exercise my rights without it adversely affecting the way I am treated.

### Managers and Supervisor Responsibility

Managers and supervisors should:

- Promote a team spirit.
- Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.

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- Avoid bias in decision making.
- Ensure compliance with procedures when carrying out counselling and discipline.
- Exercise objectivity when administering rewards or discipline.

Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.

### Breaches of this code

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

### Variations

Subee reserves the right to vary, replace or terminate this Code from time to time.

### Resources

The aged care code of conduct (the Code)

[https://www.agedcarequality.gov.au/sites/default/files/media/code\\_of\\_conduct\\_for\\_aged\\_care\\_worker\\_fact\\_sheet\\_0\\_0.pdf](https://www.agedcarequality.gov.au/sites/default/files/media/code_of_conduct_for_aged_care_worker_fact_sheet_0_0.pdf)

The Child safe Standards

[https://ocg.nsw.gov.au/sites/default/files/2021-12/g\\_CSS\\_GuidetotheStandards.pdf](https://ocg.nsw.gov.au/sites/default/files/2021-12/g_CSS_GuidetotheStandards.pdf)

NDIS Code of Conduct

<https://www.ndiscommission.gov.au/about/ndis-code-conduct>

### Worker participant acknowledgement

*I acknowledge receiving the Subee Code of Conduct; that I will comply with the Code; and that there may that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment or contract for services.*

Workplace participants name:

Sign:

Date:

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