

SHAPE DISABILITY

CODE OF CONDUCT

Purpose

The Code of Conduct sets out the ethical principles and professional standards that all staff and volunteers employed by Shape Disability are expected to embrace in their employment and in the performance of their duties.

Scope

This policy applies to all staff, directors, contractors, volunteers and board members of Shape Disability.

Policy Statements

Shape Disability is committed to maintaining the Code of Conduct to ensure the integrity of the Association and to safeguard the welfare of all supported individual's, staff, and volunteers. The behavior expected of all staff and volunteers promotes sound and ethical professional behavior. The Code of Conduct upholds the rights and safety of all supported individual's, staff, contractors and volunteers.

Definitions

Shape Disability: The legal entity of 'Shape Disability Services Association' (The Association).

Supported Individual: A person with a disability that receives disability support services from Shape Disability.

The Code of Conduct: Shape Disability's Code of Conduct Expectations and Rights.

Staff: All permanent, part-time, contract and casual staff in the employ of Shape Disability.

Volunteer: Anyone, including a Board member, who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of an on behalf of Shape Disability.

Contractors: Any person who is in contractual agreement to do work for or within the Association.

Procedure

The Chairman of the board in consultation with the Leadership Team shall issue and maintain the Code of Conduct and Ethics that shall apply to all Shape Disability staff and volunteers.

Performance Standards

Shape Disability shall ensure:

1. that all Staff and volunteers understand and comply with the Code of Conduct;
2. that all Staff and volunteers have access to the Code of Conduct
3. that all alleged breaches of the Code of Conduct are reported, assessed and corrective actions administered in a timely manner.

Introduction

The Code of Conduct provides the framework of principles for conducting business and all interactions with staff, clients, and stakeholders. The Code of Conduct does not replace legislative requirements and if any part of it is in conflict then legislation takes precedence.

Shape Disability commits to:

1. Act and maintain a high standard of integrity and professionalism;
2. Be responsible and ethical use of Company information, funds, equipment, and facilities;
3. Considerate and respectful toward the environment and others;
4. Fairness, equality, courtesy, consideration and sensitivity toward employees, clients, and suppliers;
5. Avoid apparent conflict of interests, promptly disclosing to a Senior Manager any interest that constitutes a conflict of interest;
6. Promote the interests of Shape Disability;
7. Perform duties with skill, honesty, care, and diligence;
8. Abide by policies, procedures and lawful directions that relate to employment with Shape Disability and our Clients;
9. Avoiding any business transaction that may be influenced by offering or accepting gifts;
10. Under no circumstances may employees offer or accept money;
11. Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code of conduct, while following correct reporting procedures, shall not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner; and
12. All staff and volunteers are expected to be familiar with, abide by, and uphold the Code of Conduct.

The Code of Conduct provides a daily framework and organisational culture for Shape Disability to ensure that all staff conduct themselves in a professional and ethical manner, upholding and reflecting the values of the Association: Dignity, Respect, Rights, Accountability and Quality of life, at all times. This will contribute to a positive, professional, safe and healthy work environment.

Shape Disability's Leadership Team have endorsed this Code of Conduct.

1 Customer Service to Supported Individuals and their Families

All staff shall:

- 1.1 Treat families, people with intellectual disabilities and people from other organisations with respect, and dignity;
- 1.2 Be fair, reasonable, and responsive in your dealings with families and people with intellectual disabilities;
- 1.3 Perform your duties with professionalism and integrity;
- 1.4 Be conscientious and exercise due diligence;
- 1.5 Be alert and responsive to areas in which services could be improved or in which difficulties are experienced;
- 1.6 Strive to continually improve the services provided;
- 1.7 Provide an environment safe from harassment or discrimination; and
- 1.8 Be punctual at all times

2 Conduct toward Clients

All staff shall:

- 2.1 Respect supported Individual's rights and opinions and encourage Supported Individual's participation in decisions which affect them;
- 2.2 Protect Supported Individuals from any abuse and immediately report any incident that appears to involve mistreatment or cruelty;
- 2.3 Display a positive attitude towards clients and their families;
- 2.4 Give clients the reasonable opportunity to gain knowledge and learn new skills;
- 2.5 Keep confidentiality on matters of a personal nature that relate to clients;
- 2.6 Ensure that in financial matters, including the handling of monies, they are fully accountable for all transactions or advice.

3 Conduct towards Sector Organisations and Other Partners

All staff shall:

- 3.1 Value our customers and partners and treat them with courtesy, respect and honest;
- 3.2 Deliver quality products and activities in accordance with the customer's requirements and timelines; and
- 3.3 Be responsive to customer complaints.

4 Conduct toward colleagues

All staff shall:

- 4.1** Treat other staff and volunteers with respect and courtesy. Staff shall not sexually harass or discriminate on the grounds of gender, marital status, sexual preference, pregnancy, race, age, impairment, or religious conviction.
- 4.2** Only discuss concerns involving another staff member/ volunteer with that staff member/ volunteer and/ or management, not with other staff/ members volunteers.
- 4.3** Maintain confidentiality on matters of a personal nature relating to staff/ volunteers.
- 4.4** Not allow personal relationships, inside or outside the work environment to adversely affect your work performance or that of other staff/ volunteers.

5 Compliance with Policy and Lawful Directions

All staff shall:

- 5.1** Conform with Shape Disability's policies and procedures;
- 5.2** Adhere to directives from supervisors;
- 5.3** Adhere to legislative and contractual obligations placed on Shape Disability; and
- 5.4** Act with duty of care.

6 Conflict of Interest

All staff shall:

- 6.1** Not allow private interest to adversely affect your performance or impartiality;
- 6.2** Not seek to unduly influence any person to obtain promotion, transfer or other advantage; and
- 6.3** Inform leadership team of outside employment.

7 Dress Standards

It is expected that staff dress and personal presentation shall;

- 7.1** Conform with the community perception of supporting individual's
- 7.2** Be appropriate to the work setting, giving full effect to occupational health and safety requirements;
- 7.3** Enhance the professional and business standing of Shape Disability; and
- 7.4** Comply with Shape Disability's Dress Code Policy.

8 Use of Alcohol and Drugs

All staff shall:

- 8.1** Attend the workplace free from the influence of illicit drugs and alcohol, and not consume alcohol or drugs that may affect your performance in the workplace;
- 8.2** Notify your supervisor of any medication that you have prescribed that may effect your performance;
- 8.3** Report concerns about working with other staff/ volunteers you perceive to be a safety risk due to drug/ alcohol use to the manager/ supervisor as soon as possible;
- 8.4** Not drink when representing Shape Disability at official functions; and
- 8.5** Recognise that Shape Disability has a smoke-free policy and that smoking is limited to designated area and recognised breaks.

9 Contact with the Media and the Public

All staff shall:

- 9.1** Not contact or discuss issues pertaining to Shape Disability with the media without the appropriate authorization ;
- 9.2** Not comment publicly on issues pertaining to Shape Disability without authorization.

10 Occupational Health and Safety

All staff shall:

- 10.1** Co-operate in ensuring that the highest possible health and safety standards are maintained at Shape Disability;
- 10.2** Take reasonable care to ensure your own safety at work and avoid adversely affecting the health, safety and welfare of any other person;
- 10.3** Use or wear any protective equipment clothing required to be used or worn;
- 10.4** Immediately report any situation at the workplace that may constitute a hazard to any person; and
- 10.5** Report any accident or incident immediately.



11 Use of Shape Disability Property and Equipment

All staff shall:

- 11.1** Use Shape Disability property and equipment for its intended purpose;
- 11.2** Ensure that Shape Disability property and equipment is properly cared for and maintained; and
- 11.3** not give away, lend, destroy, or otherwise dispose of Shape Disability's property unless the action is authorised, regardless of the age of the property or damage to the property.

12 Use of Shape Disability Vehicles

All staff shall:

- 12.1** Not drive Shape Disability vehicles when under the influence of alcohol or drugs;
- 12.2** Document all use of Shape Disability's vehicles as far as purpose of use, time, destination, and date of use;
- 12.3** Only drive Shape Disability vehicles when authorised by Shape Disability and legally licensed to do so;
- 12.4** Use Shape Disability vehicles for their authorised purpose;
- 12.5** Not allow unauthorized drivers to drive Shape Disability's vehicles;
- 12.6** Ensure that Shape Disability vehicles are regularly and properly cleaned and maintained;
- 12.7** Not smoke in Shape Disability vehicles;
- 12.8** Drive Shape Disability vehicles with care and safety at all times and in accordance with Shape Disability policies and procedures and the road traffic code;
- 12.9** Promptly settle any fine incurred as a result of traffic and parking infringements occurring while you are a driver of a Shape Disability vehicle;
- 12.10** Report all damages to a Shape Disability vehicle in your control and vehicle malfunctions to a director as soon as practicable, no matter how small; and
- 12.11** Report any driving convictions to your manager at the time of the offence.

13 Staff Rights

You have a right to:

- 13.1** Work in an environment which, as far as is practical, is free from exposure to hazards;
- 13.2** Refuse to work where there is a risk of imminent and serious injury or harm;
- 13.3** Be given clear expectations of required performance;
- 13.4** Object to directions which you believe, on reasonable grounds, are illegal, improper or against your particular religious beliefs or philosophy;
- 13.5** Work in an environment that is free from harassment or discrimination;
- 13.6** Have equal opportunity in employment and to have applications for positions treated with merit;
- 13.7** Raise grievances in an atmosphere which is not threatening and without fear of retribution in accordance with Shape Disability policies and procedures;
- 13.8** Participate in public life, including joining trade unions, political parties and interest groups;
- 13.9** Be given adequate training and equipment to do the job;
- 13.10** Be treated with respect and dignity and receive clear and honest communication from the leadership team; and
- 13.11** Have information about you kept confidential unless you give permission for it to be passed on.

Communication

This Policy will be available on the Association's Shared Google drive and made available during induction.

Review and Evaluation

This Policy will be reviewed every two years or earlier if required.

STATEMENT OF AGREEMENT

This Code of Conduct applies to all employees, volunteers, and contractors. It will not cover every possible situation, but rather summarizes the standards required.

It underpins and complements existing policies, procedures, guidelines, and standards which I will adhere to.

I have received and read my copy of the Shape Disability Code of Conduct.

I have had the opportunity to clarify any issues with my Director.

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

Employee's name (print): _____

Signature: _____

Date: _____

Date received by Director: _____

Name (print): _____

Position: _____

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

Director's signature: _____