



STAFF CODE OF CONDUCT POLICY

NATIONAL PREMIER DISABILITY SERVICES

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NATIONAL PREMIER DISABILITY SERVICES

STAFF CODE OF CONDUCT

National Premier Disability Services prides itself on the professionalism and ability of its staff and Director to meet client and other stakeholder needs. The organization strives to be a leading service provider and to provide a safe, healthy and happy workplace. This Code of Conduct is designed to ensure that all staff, managers and stakeholders are treated in a manner that reflects the Mission, culture and legal obligations of the service.

Compliance

At all times, staff and The Director are expected to:

- Adhere to all policies and procedures;
- Comply with all applicable Federal, State and local laws and regulations;
- Comply with all reasonable, lawful instructions and decisions related to their work;
- Maintain a high degree of ethics, integrity, honesty and professionalism in dealing with clients, other staff and stakeholders;
- Maintain the confidentiality of the organisation's operations in relation to service activities, confidential documentation and work practices during and after their employment; and
- Take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other staff, clients and stakeholders.

Staff and Director Behaviour

If a staff member breaches the following guidelines, disciplinary action may be taken.

If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.

Staff and Director must not:

- Discriminate against another staff member, clients or stakeholder on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference;
- Engage in fighting or disorderly conduct, or sexually harass other staff, clients or stakeholders;

- Steal, damage or destroy property belonging to the organisation, its staff, clients or stakeholders;
- Work intoxicated or under the influence of controlled or illegal substances;
- Bring controlled or illegal substances to the workplace;
- Smoke in the workplace or in its motor vehicles; or
- Accept benefits or gifts which give rise to a real apparent conflict of interest.

Dress Code

Staff and The Director should:

- Dress to comply with workplace health and safety regulations relevant to their work activities;
- Dress suitably for their position, presenting a clean, neat and tidy appearance at all times;
- Wear minimal jewelry;
- Wear a uniform (if supplied) and maintain its condition (clean and not torn); and
- Consult with a member of the Director if unsure of the type of clothing appropriate to their position.

Staff should dress in a way that meets the organisation's requirements, and clients' needs. Unsuitable dress includes: clothing with logos, graphics or advertising that may be offensive;

Excessively loose clothes that risks being caught on equipment; clothing that is inappropriate for their role/may impede their ability to do their job appropriately and safely (such as dresses, skirts or short/no sleeved shirts); things; high heels and open shoes; clothing, jewellery and accessories that have dangling attachments or loops that can be caught on equipment or pulled or inadvertently scratch or injure clients.

Where a client has a particular needs, staff's dress code must accommodate these (i.e. where a client is known to pull hair, hair should always be kept tied up and out of reach).

Staff must wear lanyards with a quick release function.

Staff who deliberately breach this dress code may be subject to disciplinary action.

Privacy and Confidentiality

Staff and The Director must comply with National Premier Disability Services Privacy and Confidentiality Policy and Procedure in regards to the collection, storage, use, correction and disposal of personal and health information.

Dealing with aggressive behaviour

Staff and The Director are expected to provide a high standard of service provision. However, the service does not accept any form of aggressive, threatening or abuse behaviour towards its staff by other staff, clients or stakeholders.

If a staff member is unable to calm another person and/or believes a situation places them or other people in danger, they should notify the Director.

Use of computers, telephones, facsimiles

Unauthorised access and use of confidential information can severely damage the reputation of the service and undermine privacy.

Staff and The Director must:

- Use National Premier Disability Services communication and information devices for officially approved purposes only;
- Use these communication and information devices for a limited personal use, as long as this use does not interfere with daily duties; and
- Not share their password/s with another staff member or share staff member's password/s.

Use of the Internet and email

Internet and email are provided to staff and The Director for genuine work-related purposes.

Staff and The Director must;

- Limit personal use to a minimum. The organization may monitor use and call upon staff to explain their use;
- Not indulge personal or confidential information via the Internet or email; and any manner that breaches National Premier Disability Services Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure.

Related documents

- *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*
- *Workplace Health and Safety Policy and Procedures*
- *Privacy and Confidentiality Policy and Procedures*
- *Records and Information Management Policy and Procedures*

National Premier Disability Services

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