

PROCEDURE Code of Conduct

1. PURPOSE

To ensure employees and volunteers act in a manner which exemplifies Senses Australia's values and ensures the safety of employees, volunteers and clients.

2. SCOPE

This procedure applies to all employees and volunteers of Senses Australia and must be applied to the execution of all activities and duties whilst working in a Senses Australia facility or office, or at any other location including whilst they are working from home.

3. DEFINITIONS

Senses Australia's Values

Senses Australia's values represent the ethical ideals of the organisation and the manner in which all the work of the organisation will be undertaken. They were approved by the Senses Australia Board at its meeting in December 2008 as part of the approval of the 2009 – 2014 Strategic Plan and then again in December 2013 as part of the 2014 – 2017 Strategic Plan.

Senses Australia's values are as follows.

1. To respect each person as an individual of value.

We respect each person as an individual of value. We respect our members, our funders and the general public. We respect the people we serve. We actively engage clients and their families in decisions about their service. We respect our employees and volunteers and value each unique contribution towards achieving our mission. We acknowledge their many roles outside the workplace, in family and community,

2. To act honestly and with integrity.

We are honest with others and with ourselves. Each member of our board, our employees and volunteers meet the highest ethical standards in everything we do. We do what we say we will do. We accept responsibility and we hold ourselves accountable for our actions.

3. To be innovative.

We are enablers in helping clients reach their dreams and their potential. We are creative in meeting clients' needs and we seek new and better ways of working.

4. To pursue excellence.

We are committed to excellence in everything we do and we strive to continuously improve. We are passionate about being "the best we can be" in both our client and corporate services.

4. PROCEDURAL DETAILS

Senses Australia:

- Values the contribution of its employees and volunteers in pursuit of quality service provision.
- Is committed to providing an environment that encourages employees and volunteers to push the boundaries of excellence.
- Respects the rights of clients, employees and volunteers to express their individual views on any subject without fear or favour.
- Values loyalty from employees and volunteers and understands that loyalty and commitment is a two way process.
- Recognises individual's excellence and improvement in service provision.
- Believes its greatest asset is its people (employees and volunteers). Only with their valuable contribution can the quality of life of people with disabilities be optimised.

In performing their duties, all employees and volunteers are required to:

- Act at all times with integrity and honesty and in a way which upholds the values and reputation of Senses Australia.
- Perform their duties conscientiously, with professionalism and without harassment.
- Apply the highest standards of personal conduct in dealing with clients, families, advocates and other agencies.
- Fulfil their responsibilities as an employee or volunteer in accordance with their duty statement and with due care and diligence.
- Support Senses Australia's vision and purpose and all the policies, procedures, lawful instructions and reasonable directions.
- Support the decisions of both management and the Board of Senses Australia.
- Understand and comply with the administrative and work practices of Senses Australia and maintain records as required by the Senses Australia.
- Maintain teamwork and harmony in the workplace.
- Use the correct and approved procedures in expressing and resolving grievances.

In relation to clients, in performing their duties, every employee and volunteer is also required to act in a manner which:

- Nurtures clients sense of purpose in life and their individual needs, interests and preferences.
- Promotes clients independence and control of their own lives.
- Assists clients to be able to present themselves in the community as they choose, and in such a way that they are accepted and integrated in the general community with optimal ease.
- Acknowledges clients individual differences.

- Provides services to clients in ways that are supportive and encouraging, and will foster inter-personal skills and the care, trust and empathy inherent in positive human relationships.
- Observes the privacy, dignity, confidentiality and rights of clients and their families whilst ensuring safeguarding practices are in place to protect our clients from harm.
- Assists clients to engage in socially valued activities, including work, educational, leisure and social activities.
- Encourages clients, families and their advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner.
- Facilitates clients and family members to be able to make informed choices about the services and activities they are involved in and about the care they receive.
- Provides clients with the opportunities to develop friendships and other human relationships and to engage in social interaction.
- Considers the health and safety of clients by encouraging healthy and safe lifestyles.
- Provides a physical environment for clients that encourages enjoyable, meaningful activity and is a reflection of the wider community.
- Provides the necessary mechanisms to safeguard the emotional wellbeing, personal security and property of clients.
- Provides services to assist clients to adjust to and manage their disabilities, and to maintain maximum functional ability, independence and community participation.

Every employee and volunteer is also required to dress in a manner which enables the execution of all duties, represents Senses Australia to the community in the best possible manner and ensures the safety of the employee, volunteer and the client. This includes:

- Wearing clothes that are free of inappropriate or offensive images, logos, wording or advertising.
- Wearing footwear at all times. This footwear must be well fitting, supportive, fully enclosed (heel and toe) with a slip resistant sole where appropriate. Where the type of activity the employee or volunteer is engaged in makes the wearing of this type of footwear inappropriate, they should still wear a shoe which protects their foot.
- Wearing minimal or no jewellery when working with clients. Piercings must be covered or the jewellery must be removed where it may pose a safety risk to the employee or client.

In relation to other Senses Australia employees and volunteers, all employees and volunteers are required to:

- Respect the varying roles, disciplines and professions employed within Senses Australia.

- Respect the skills and expertise of other employees and volunteers.
- Respect the individual differences of other employees and volunteers.
- Support, encourage and foster the inter-personal skills, care, trust and empathy inherent in positive workplace relationships.
- Observe the privacy, dignity, confidentiality and rights of employees and volunteers.
- Respect the health and safety of employees and volunteers.
- Provide the necessary mechanisms to safeguard the emotional wellbeing, personal security and property of employees and volunteers.

5. RESPONSIBILITIES

It is the responsibility of each employee and volunteer to ensure that they remain informed regarding Senses Australia procedures which impact upon their duties, and to work within them.

6. CONTINUOUS IMPROVEMENT

All Senses Australia employees and volunteers are encouraged to provide feedback on this procedure to their supervisor, to ensure that it remains relevant and continues to reflect the actual manner in which activities are undertaken.

RELATED FORMS
FORM Grievance Registration
FORM Bullying or Harassment Incident Report

RELATED QMS DOCUMENTS
POLICY Alcohol Use
POLICY Human Resource Management
PROCEDURE Alcohol Consumption in the Workplace
PROCEDURE Client Admission to Hospital
PROCEDURE Client Services Governance
PROCEDURE Clients as Missing Persons
PROCEDURE Community Living Services Death of a Client
PROCEDURE Discipline and Termination
PROCEDURE Duty of Care
PROCEDURE Gifts, Benefits, Loans and Grants to Employees and Volunteers and the Use of Family Members as Suppliers of Goods
PROCEDURE Grievances which Relate to the Employment Relationship
PROCEDURE Illegal Substances Drugs and Prescription Drugs

RELATED QMS DOCUMENTS

PROCEDURE Management of Clients' Funds in Community Living Services

PROCEDURE Personal Security including Security within Community Living Services

PROCEDURE Relocation of Client Services Staff

PROCEDURE Staff Meetings including Meetings for Staff Supervision

PROCEDURE Standard of Service Provision

PROCEDURE Support Worker's Training

PROCEDURE Violence, Bullying and Harassment towards a Staff Member, Volunteer or Student
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PROCEDURE Volunteers

RELEVANT LEGISLATION AND STANDARDS

WA Equal Opportunity Act 1984 (WA)

Senses Foundation (Inc) Collective Workplace Agreement 2006

Fair Work Act 2009

Australian Human Rights Commission Act 1986

Age Discrimination Act 2004 (Cth)

Occupational Safety and Health Act 1984

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1975
