

Code of Conduct Policy

1. Purpose

Inala Community House (ICH) is committed to delivering high quality services to clients, providing a harmonious workplace for all workers and maintaining a positive reputation within the community. The ICH Code of Conduct seeks to achieve this by outlining standards of acceptable conduct at work. It makes it clear to all people what is expected, reduces confusion and possible conflict. This may not encompass every situation faced in the workplace, but it is designed to give workers an understanding of the principles which Inala Community House promotes and expects from persons involved with the organisation.

This policy should be read in conjunction with all Inala Community House policies, procedures and any relevant legislation. Services may also have policies and procedures which operate in conjunction with this policy.

Failure to abide by the code of conduct may lead to disciplinary action up to and including termination from Inala Community House.

2. Scope

This Code of Conduct applies to all Board members and staff of ICH. This Code of Conduct is also expected of volunteers and contractors engaged to deliver services on behalf of ICH as a condition of their involvement with Inala Community House. For the purposes of this policy, these persons shall be referred to as workers.

3. Policy

This Code outlines the standards expected of all workers. These requirements focus on a wide range of matters, some of which are supplemented by more detailed policies and procedures (see Section 5. Related Documents).

The requirements contained within this Code have been developed with reference to ICH's mission, vision and values and the different situations which may arise in the work and activities of ICH.

ICH exists to strengthen local communities through services which are both high quality and responsive to the needs of service users and the broader community. ICH's mission, vision and values guide the direction of the organisation, how services are delivered and the expectations of all workers.

3.1 Professional Conduct

ICH aims to deliver high quality, responsive services to all service users. All workers have a responsibility to uphold this by acting professionally, ethically and with a focus on performing work to a high standard.

3.1.1 *General Obligations*

This section outlines the general obligation of all workers which includes:

- Promoting and modelling the mission, vision and values of Inala Community House at all times and in all interactions with other people including other workers, clients and the broader community
- Following all policies, procedures and reasonable directions of Inala Community House (including compliance with all relevant legislation and regulation)
- Adhering to all the accounting procedures of Inala Community House
- Carrying out duties while unaffected by drugs (excluding prescription or over the counter medication) or intoxication. Workers must discuss with Managers any medication which may impact their ability to perform their duties
- Maintaining a professional image in accordance with the ICH dress code
- Upholding the integrity and good reputation of ICH and not acting in any way which is detrimental to the organisation.

3.1.2 *Ethical and Professional Behaviour*

This section outlines the expectations of workers regarding the manner in which they perform their duties, this includes:

- Acting in a professional and ethical manner with honesty and integrity
- Treating all people with courtesy, respect and consideration
- Acting on complaints and providing the best level of service possible
- Performing your role to the best of your ability with due care and diligence in the best interests of ICH
- Promoting harmony, inclusivity and professionalism when dealing with others. This means avoiding:
 - Behaviour which discriminates, is prejudicial, bullies or harasses others
 - Abusive or aggressive behaviour, whether physical or verbal
 - Behaviour which is or could be perceived to be offensive, insulting, intimidating, malicious or humiliating
- Contributing to a collaborative and productive workplace which respects each persons' contribution
- Avoiding conflict with others and where this is unavoidable, following grievance procedures to try to resolve any conflicts with other people.

3.1.3 *Confidentiality*

Workers may have access to information which is confidential, sensitive or proprietary (not in the public domain). All workers have a duty to ensure confidentiality is upheld and protected in accordance with the ICH *Confidentiality Policy*.

3.1.4 *Conflicts of Interest*

At times, a conflict may arise between a worker's personal interests and their duties at ICH or ability to act in the best interests of ICH. These can occur for a variety of reasons however most can be appropriately managed.

All workers are required to recognise and properly manage situations which could, or could be seen to, result in a conflict of interest. If a conflict exists, it must be disclosed and properly managed in accordance with the ICH *Conflict of Interest Policy*.

3.1.5 *Suitability*

ICH is committed to ensuring that all workers are suitable for their position. ICH workers are required to hold and maintain a range of screening checks and must inform ICH if there are any changes to their circumstances which may affect their suitability (in accordance with the ICH *Suitability Policy* and relevant Employment Agreements).

3.1.6 *Working with Service Users*

ICH aims to provide professional, supportive and safe services to all service users. Workers must:

- Promote and uphold the Client Service Charter
- Respect the diversity of clients and provide support to clients which is appropriate to the service being delivered and which responds to individual needs and preferences
- Empower people to make informed decisions pertaining to the services being accessed by providing them with information about their rights and any choices which are available to them
- Be aware of professional boundaries (see section 3.1.6) and never engage in an inappropriate relationship with a client during or for a reasonable time after they have ceased receiving services from ICH
- Take all reasonable steps to protect clients from harm, neglect, abuse or exploitation and immediately report any concerns for the safety and wellbeing of clients
- Comply with the ICH Child and Youth Risk Management Strategy

Further information is available in the ICH *Client Service Charter*, *ICH Client Protection Policy*, *ICH Client Support Policy* and the ICH *Child and Youth Risk Management Strategy*.

3.1.6 *Professional Boundaries*

To facilitate effective service delivery, workers must ensure that professional and supportive relationships are established and maintained with clients. Upholding professional boundaries recognises the difference between personal and professional relationships and the inherent inequality of the worker/service user relationship.

All workers are required to establish and maintain appropriate professional boundaries when working with service users. By doing so, the worker ensures that the service user receives professional, impartial and safe service delivery.

Further guidance is available in the ICH *Professional Boundaries Policy*.

3.1.7 Health and Safety

ICH aims to provide a safe and supportive workplace and focuses on building a collaborative health and safety culture which evolves to meet legislative requirements and organisational needs. All workers must take responsibility for their health, wellbeing and safety and that of others. This includes reporting of hazards and incidents and participating in discussions about health and safety (in accordance with the ICH *Workplace Health and Safety Policy*).

All workers must comply with practices and procedures that may be required from time to time, including COVID-19 measures such as social distancing requirements, implementing basic hygiene practices, staying home while unwell and reporting any potential contact with a confirmed case of COVID-19.

3.1.8 Public Statements and Social Media

ICH is committed to upholding a strong and trusted reputation within the community. Workers are not permitted to make public statements on behalf of ICH, except where authorised by the Board or the Chief Executive Officer.

In a personal capacity, workers should be mindful of any representations or statements made of/about Inala Community House, its activities, any persons involved with ICH or individual views which relate to services provided by ICH.

Further guidance is available in the ICH *Social Media Policy* and ICH *Public Statements Procedure*.

3.1.9 Property, Information and Resources

All assets are owned by ICH and are provided for business purposes. This includes all property, information, equipment and other resources. All workers must take all reasonable steps to ensure that assets are not used or accessed inappropriately and are used in a way which prevents damage, loss or theft.

Workers must inform Management of any potential data security breaches, damage, loss, theft or inappropriate use of assets.

Further guidance regarding ICH's information technology assets is available in the ICH *Information Technology Policy*.

3.2 Responsibilities

Workers are required to comply with the requirements of the Code:

- In the course of working for ICH, regardless of where this occurs
- At any ICH premises
- When engaging with other people as a result of working within ICH
- In any other circumstances where workers' behaviour is likely to be associated with or reflect on ICH

This Code may also change from time to time as ICH's practices and activities change. It is the responsibility of all workers to familiarise themselves with the Code and to review the requirements as updated.

Workers are required to sign an annual declaration stating that they have read and understood the Code and any related documents at least on an annual basis.

3.3 Breaches of this Policy

Breaches of this policy may result in disciplinary action, up to and including termination. Breaches may also be reported to the Department or other relevant authorities.

4. Review

This policy shall be reviewed every 2 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

5. Related Documents

Policies

ICH Commitment to the Community Policy

ICH Confidentiality Policy

ICH Conflict of Interest Policy

ICH Anti-Discrimination Policy

ICH Anti-Bullying Policy

ICH Anti-Sexual Harassment Policy

ICH Client Protection Policy

ICH Client Support Policy

ICH Professional Boundaries Policy

ICH Workplace Health and Safety Policy

ICH Social Media Policy

ICH Dress Code Policy

ICH Privacy Policy

ICH Information Technology Policy

ICH Asset Policy

ICH Performance Counselling and
Discipline Policy

ICH Termination Policy

6. Declaration

I _____ [name], confirm that I have read, understood and agree to act in accordance with the Inala Community House *Code of Conduct*.

Signature: _____

Date: _____

Position: _____