Professional Ethics, Code of Conduct & THEFT

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| **Policy number** | HR019 |
| **Effective from** | March 2024 |

1. AIM
   1. To enable FLINTWOOD Management, Board of Directors, employees and volunteers to perform their duties with high levels of professionalism, skill, due diligence and objectivity and to contribute to the effective and efficient management of the service.
   2. FLINTWOOD’s aim is to ensure that any individual interests do not conflict with those of the organisation and are managed in a manner that will not affect any of the services, activities or decisions made on behalf of the organisation.

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1. FLINTWOOD Management, Board of Directors, all employees, and volunteers.
2. DEFINITION
   1. Professional ethics – are the standards set by professional organisations for the behaviour and values of the people working within a specific field.
   2. Professionalism – is the conduct, behaviour, and attitude of persons in a work or business environment.
   3. Code of conduct – A code of conduct is a set of principles and expectations that guide the behaviour of all those who belong to a particular organisation.
   4. Theft – The deliberate act of stealing and removal of property that belongs to other persons or the employer such items will include but not be limited to consumables, tissues, cleaning products. toilet rolls.

**FLINTWOOD Code of Conduct is mapped to NDIS Code of Conduct**

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| NDIS CODE OF CONDUCT | FLINTWOOD CODE OF CONDUCT |
| 1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions | Relationships with Participants |
| 2. Respect the privacy of people with disability | Confidentiality |
| 3. Provide supports and services in a safe and competent manner, with care and skill | Services |
| 4. Act with integrity, honesty and transparency | Service, Integrity, Accountability. Theft – Non removal of any item or property regardless of its value or other. Respect that all resources remain the property of Flintwood, its Participants and or other employees. |
| 5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability | Accountability, WHS |
| 6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of people with disability | Abuse, Accountability |
| 7. Take all reasonable steps to prevent and respond to sexual misconduct. | Abuse, Accountability |

POLICY

1. FLINTWOOD and its employees, Board of Directors and volunteers will always comply with all applicable laws, regulation, and organisation policy. FLINTWOOD will not condone the activities of any employee / Board Member who violates the law, breaches policy, or impedes the effective and efficient management of FLINTWOOD operations or services.
2. Procedures
   1. Relationships with Participants – All Participants have a right to question, seek extra information about or to refuse any part of their service delivery and to always be treated with respect and dignity.
   2. Employees will support Participants to make informed choices by providing information, training, and direct support and in doing so will be mindful of Participants values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability through all such interactions.
   3. Participants must always be spoken to in a professional and respectful manner. Employees are not to engage in personal shopping whilst supporting a Participant unless the Participant agrees to it, and it is part of the Participant’s activity.
   4. Employees will not buy gifts for Participants without the prior knowledge of their direct manager.
   5. All Board members, employees, volunteers, and contractors must notify the organisation where personal / other interests and/or commitments conflict with those of FLINTWOOD.
   6. A declaration and plan of management for conflicts of interest are specifically required for all FLINTWOOD personnel irrespective of the position held within the organisation.
   7. Confidentiality - All information regarding a Participant must be always kept confidential unless the Participant or Person Responsible has given written consent.
   8. Participants will be informed what information is kept about them, why we need this, who has access to it and what to do if they believe their privacy has been breached. Employees will respect the privacy and property of Participants by delivering services and support which maintains personal dignity and ownership of personal items.
   9. Integrity – consider people equally without prejudice or favour, act professionally with honesty, consistency, and impartiality. Take responsibility for situations, showing leadership and courage, place public interest over personal interest, be culturally sensitive and employees will declare and avoid any real or perceived conflicts of interest.
   10. Employees will avoid giving, asking for or accepting gifts or inducements that may influence decision making or service delivery under the NDIS or be seen to be taking advantage of their position in general.
   11. Trust – appreciate difference and welcome learning from others. Build relationships based on mutual respect and uphold the law and democratic principles. Communicate intentions clearly and encourage teamwork and collaboration.
   12. Service – provide services, which are flexible, innovative, and reliable and fair which focus on Participants needs and goals. Employees will ensure that accurate and timely records kept about a NDIS Participant’s service history, medication, and support needs.
   13. Employees will be transparent about their qualifications, any limitations on competencies, any worker screening clearance issues and if they have been subject to a professional misconduct finding.
   14. Abuse – Any verbal, sexual, racial, or physical abuse or harassment from any employees, volunteers or family members will not be tolerated. Employees will take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of people with disability. Employees and volunteers will take all reasonable steps to prevent and respond to sexual misconduct.

5.15 Dress and Personal Hygiene - Employees and volunteers are working in

proximity of Participants and must dress appropriately (in line with

FLINTWOOD dress code) and smell fresh to ensure nobody gets offended.

All employees and volunteers clothing must cover entire torso with shorts.

and skirts at knee length. Dangling jewellery and long nails are not.

permitted and sports clothes can be worn for sporting activities.

5.16 Theft – The theft of Flintwood resources, irrespective of their value, or

purpose will not be permitted. Where any person is found to have taken any resource off site without written authority (of Management) will become subject to Performance Management Protocols. Any witnessing of theft must be reported to management immediately.

5.17 Accountability – all recruitment and promotion will be on merit and individuals will take responsibility for decisions and actions. FLINTWOOD will provide transparency to enable public scrutiny including questions related to the cost effectiveness or cost benefit of service options and delivery. All employees and volunteers are responsible for the efficient and effective use of resources. All employees and volunteers will always observe standards for safety and practice Duty of Care. All employees will be familiar with the organisations complaints and incident management systems and follow established procedure.

Work Health & Safety – All employees are responsible for always exercising safe work practices, reporting hazards and risks which includes reporting mental health concerns in the workplace.

5.18 Drugs, Alcohol & Smoking – FLINTWOOD has a strict no alcohol and no illegal drugs policy. Employees seemingly to be affected by drugs or alcohol will be unable to work. Smoking, which includes vaping, must occur in isolation in the designated smoking areas.

5.19 Public Representation – Employees are not permitted to make any public representation on behalf of FLINTWOOD or which directly or indirectly represents Flintwood, including on social media platforms or speaking to the media without permission from Management.

1. RESPONSIBILITIES
2. **Employees and Volunteers**

* Always adhere to this policy.
* Be alert to an element of risk regarding of damage or theft to personal belongings left on site and importance to

**Service Manager**

* Adhere to this policy and ensure employees read and sign off as having understood it
* Alert employees to respect Flintwood resources and property and to refrain from the removal of resources regardless of their value or condition; this includes basic items such as cleaning aids, toilet rolls, tissues and consumables.
* Inform in a timely manner any concerns to the General Manager

**General Manager**

* Adhere to this policy, support Service Managers and General Manager People, Finance & Systems when required.

**General Manager People, Finance & Systems**

* Adhere to this policy and support the Management team when required.

**CEO**

* Ensure all employees, board and volunteers adhere to this policy and the policy is periodically reviewed by the Policy Committee.. .
* Report any misconduct of Board of Directors to relevant Government authority!

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| The following policies are to be read in conjunction with this policy. A copy of the NDIS Code of Conduct is attached. | |
| Smoking Policy | Gifts & Conflicts of Interest Policy |
| Bullying, Harassment & Discrimination Policy | Borrowing Flintwood Property |
| Dress Code & Personal Hygiene Policy | NDIS Code of Conduct |
| Drugs & Alcohol Policy | WHS Policy |
| Privacy, Dignity & Confidentiality Policy |  |

1. CHANGE HISTORY

| Version | Release / Review date | Author / Reviewer | Change details |
| --- | --- | --- | --- |
| 0.1 | April 2019 | Mat Flynn | Combine organisational code of conduct with that of the NDIS |
| 0.2 | August 2019 | Temp | Formatting |
| 0.3 | November 2021 | Andrew Sadleir | Formatting, editing |
| 0.4 | March 2024 | Gerry Connolly | Added Theft to Policy |