



# CODE OF CONDUCT

## Purpose

The Code of Conduct outlines the responsibilities, general standards of work, conduct and behaviour expected of all ATSiCHS employees.

The purpose of the Code of Conduct is to encourage the commitment and contribution of each employee in striving to achieve an exceptional quality of service to our clients.

The Code of Conduct does not specifically define all required behaviors' and circumstances. Instead, it provides guidance on what is expected and through this guidance enables those in scope to deal with situations appropriately.

## Scope

This policy provides a framework to guide all actions for the ATSiCHS Board, Senior Management Team (SMT), staff, clients, students, volunteers, contractors and visitors.

## Definitions

N/A

## Legislative References

- Fair Work Act 2009
- Anti-Discrimination Act 1991 (Qld)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- National Disability Insurance Scheme Act 2013



# 1. Principles

The Code of Conduct is based on the following guiding principles:

## 1.1 Accountability

- Undertake responsibility for our actions and be accountable for the consequences
- Ensure our actions and decisions align with the expectations of our community, funding bodies, partners and other stakeholders
- Act in accordance with all relevant legislation, policies, codes and job requirements
- Perform our duties with a commitment to excellence acknowledging that each role is vital to the effective operation of ATSiCHS
- Act at all times in an honest and ethical manner and in the best interests of ATSiCHS, our clients and stakeholders
- Ensure our actions and decisions reflect positively upon the reputation and perception of the organization.

## 1.2 Fairness

- Treat all clients, employees and visitors in a polite, friendly and courteous manner
- Maintain a workplace free from bullying, harassment, hostility and unfair treatment
- Treat all staff, clients and visitors under the principles of equity, merit and equal employment opportunity, ensuring we avoid any forms of unlawful discrimination
- Act with respect for all staff, clients and visitors' individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Ensure policies, rules and guidelines are enforced consistently and does not unfairly target or disadvantage any particular individual or group.



### 1.3 Cultural Respect

- Understand and value the diversity that exists amongst Aboriginal and Torres Strait Islander peoples
- Respect for other cultures, traditions and groups that make up ATSiCHS clients, staff, partners and visitors
- Acknowledgement and respect for the Traditional Owners of the land upon which ATSiCHS operates.

### 1.4 Community Control

- Support for the principles of community control, self-determination and empowerment of Aboriginal and Torres Strait Islander peoples
- Adopt a holistic view of health recognising the broader social, community, cultural, spiritual and environmental influences on health
- Commitment to the preservation of Aboriginal and Torres Strait Islander culture and recognition of the ongoing importance of our culture to clients, staff, community and visitors.

### 1.5 Quality and Safety

- Maintenance of a safe and healthy workplace for staff, clients and visitors
- Compliance with all policies/procedures and proper and safe instructions from your Manager or other ATSiCHS official
- As far as practicable ensure no activity of ATSiCHS exposes staff, clients, visitors or the environment to risk of harm
- Commitment to continuous quality improvement on both an individual and organisational level.

### 1.6 Collaboration

- Develop partnerships and networks to better address the health and wellbeing needs of our clients



- Foster working relationships that enhances team performance and cohesiveness
- Value and support other staff, recognising the contribution that we each make to the delivery of service to our clients.

## 2. RESPONSIBILITIES

Each employee has a responsibility for maintaining ATSiCHS reputation by observing the principles of the Code of Conduct.

### 2.1 THE ROLE OF ATSiCHS

**ATSiCHS is committed to:**

- Treating employees, fairly and honestly
- Providing the necessary Training and Development opportunities to assist employees in completing their assigned tasks
- Abiding by relevant work-related legislation, Code of Practice, Operational Guidelines and Human Resources Polices.
- Providing a safe work environment
- Ensuring employees have access to ATSiCHS Policies and relevant Awards
- Providing appropriate recognition and reward for the work performed by employees
- Informing employees of the Code of Conduct and to ensure that it is understood.

### 2.2 THE ROLE OF EMPLOYEES

In return, ATSiCHS Board, SMT and employees are expected to:

- Perform their duties with care, honesty, transparency, diligence, professionalism and integrity



- Ensure the health and safety of themselves and all other persons whilst at work or when performing duties for ATSiCHS
- Comply with all company policies and procedures
- Comply with all proper and safe instructions from their immediate Supervisor or other ATSiCHS official
- Observe all appropriate acts, regulations, determinations and lawful directions that relate to the performance of their duties
- Treat colleagues, contractors and visitors with courtesy and in a fair, dignified and cooperative manner consistent with the principles of fair treatment and anti- discrimination
- Adopt a friendly, professional and helpful attitude in dealing with customers and members of the public
- Avoid waste, or extravagant use of company resources
- Not utilise, or seek to utilise, for personal benefit any information acquired in the course of their duties
- Not disclose confidential or sensitive information or make any public comments regarding ATSiCHS to any party outside ATSiCHS without the Company's express authority
- Behave in a manner that maintains or enhances the reputation and professional standing of ATSiCHS
- Present for work in appropriate attire relevant to their role and duties
- Behave in a manner consistent with the Code of Conduct when engaged in any activities related to ATSiCHS, whether it be at work or away from the normal workplace
- Refuse and report to Management any attempt by external or internal parties to offer inducements or other benefits in exchange for favours or special treatment



- Where there is uncertainty about any aspect of the Code of Conduct, or the standard of behaviour required, clarification should be sought from their direct Manager in the first instance
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of employees, clients and visitors
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality of services and the safety of employees, clients and visitors
- Where an employee believes that a direction given is unlawful, improper, or unsafe they should raise the issue with their Manager under the Grievance Dispute Procedures.

### **2.3 USE OF ATSiCHS RESOURCES**

Employees are expected to use resources economically and only for work-related purposes. Resources should not be used for private purposes unless there is a written agreement to the contrary.

### **2.4 SECURITY AND CONFIDENTIALITY**

Employees are expected to maintain a high level of confidentiality in regard to the work they undertake, and any other client matters they may encounter.

Employees are expected to respect all confidential information they may have access to in the course of their work. Confidential information obtained in the course of employment must not be used or disclosed to any Party other than for work purposes. Information held in official files must not be used to gain any personal advantage or to take advantage of others.

### **2.5 PUBLIC COMMENTS BY ATSiCHS EMPLOYEES**

Prior to making public comments or publishing official information, approval should be sought from the Chief Executive Officer. As a guiding rule employees should avoid making any public comments regarding ATSiCHS.



## 2.6 ACCEPTING GIFTS AND BENEFITS

- Employees should not request or receive any benefit in connection with their work at ATSiCHS, other than authorised remuneration entitlements.
- Employees are expected to disclose to their supervisor any gift or benefit offered or suggested to them in carrying out their duties.

## 2.7 DRESS AND APPEARANCE

- In accordance with the image ATSiCHS wishes to portray, it is expected that all employees will undertake a standard of dress that is clean, tidy and in accordance with uniform requirements.
- Casual or indiscrete dress is unacceptable. Where required, uniforms, name tags and appropriate footwear are to be worn at all times whilst on duty.
- Exemplary dress and appearance standards are expected at all times when at work. A guide to what is acceptable is outlined below:
  - Jewelry, if worn, is to be consistent with workplace health and safety risk assessment standards of the position the individual holds
  - Make up if worn, is to be subtle
  - Hair must be clean and worn away from the face, long hair must be tied up or back
  - Nails are to be clean, neat in appearance and if lacquer is worn it must be pale
  - Shoes must be appropriate to the area in which the employee works
  - Employees working with sharps must wear fully enclosed shoes at all times
  - Clothes should not be overly casual eg shorts, tube tops, singlets etc
  - Clothes should not be provocative eg bare navels, muscle shirts, transparent blouses, mini-skirts and deep necklines



- Personal Hygiene: It is important that employees present an image that not only looks professional but is consistent with facility and community standards.

## 2.8 GENERAL BEHAVIOUR

In line with the client service focused, professional environment ATSiCHS wishes to create, it is important that an acceptable level of behaviour be exhibited within the facility at all times.

Special attention to individual client needs is expected at all times.

## 2.9 DISCRIMINATION / HARASSMENT

In keeping with the spirit and intent of anti-discrimination legislation, it is ATSiCHS intention to encourage a non-discriminatory and harassment free work environment. All work conditions and practices, including provision of services to clients, visitors and interactions with other employees, are to be free from all forms of discrimination. Discrimination and/or harassment of any kind should be reported to the Branch Manager, People and Culture Advisor or People and Culture Manager.

## 2.10 On Leaving ATSiCHS

- When employees leave the employ of ATSiCHS they must not use confidential information gained as a result of their employment with ATSiCHS.
- ATSiCHS reserve the right to take action against employees who disclose confidential information.
- Confidential information includes but is not limited to financial information relating to the business and any personnel details relating to other ATSiCHS employees.
- It is the Branch Managers responsibility to ensure that all ATSiCHS assets and property are returned when an employee is leaving ATSiCHS.

## 2.11 BREACHES OF THE CODE OF CONDUCT

Where a breach of the Code of Conduct is suspected to have occurred, the Manager concerned will examine the relevant information and circumstances in respect of the matter in a fair and impartial manner and determine what action, if any, is to be taken. Any disciplinary process will be conducted in accordance with the ATSiCHS disciplinary procedure.





Where an employee believes that a breach of the Code of Conduct has or may have occurred, they are required to report the incident to their Manager/Supervisor. Any reported breach will be investigated in a prompt and appropriate manner. All reports will be handled in the strictest of confidence respecting the privacy of the individual, however may be required to be used for the purpose of any subsequent investigation.

Please be advised that some breaches of the Code of Conduct may also attract criminal or civil penalties.

## Related forms, policies, procedures & documentation

- Fair Treatment Doc#\_190
- Alcohol and Drug Use Doc#\_155
- Fair Treatment Doc#\_190
- Grievance Resolution Procedure Doc#\_154
- Managing Poor Performance and Disciplinary process Doc#\_188
- Workplace Health and Safety Commitment Statement Doc#\_518