

**Purpose and Scope**  
**Access4u is committed to ensuring that all staff, volunteers and governing body members act ethically, responsibly and in the best interests of the organisation.**

The policy provides how Access4u ensures that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

All governing body members, staff, volunteers and contractors are required to notify the organisation when other interests and/or commitments conflict with the best interests of the organisation. Declaration and management of conflicts of interest are specifically required for governing body members and all staff and are signed as part of their employment contract.

Responsibilities and delegations	
This policy applies to	Governing Body/staff/volunteers
Specific responsibilities	<p><b>The Board</b> has responsibility and accountability to ensure the Code of Ethics and Conduct is implemented and adhered to by the Board, Staff and Volunteers.</p> <p><b>The CEO</b> has responsibility for ensuring all staff have signed their code of conduct agreement and that systems are in place to ensure adherence is maintained and non-adherence addressed.</p> <p><b>The Staff</b> have responsibility to understand the code of ethics and conduct and ensure they act ethically, responsibly and in the best interest of Access4u.</p>
Policy approval	CEO

Policy context – this policy relates to:	
Standards	NDIS Quality and Safeguarding Framework NDIS Practice Standards Charter of Clients Rights and Service Responsibilities
Relevant Legislation include:	<i>Equal Opportunity Act (SA) 1984</i> <i>Workplace Gender Equality Act 2012</i> <i>Disability Discrimination Act (SA) 1992</i> <i>Sex Discrimination Act 1984</i> <i>National Disability Insurance Scheme Act 2013</i> <i>Fair Work Act 2009</i> <i>Privacy Act 1988</i>
Contractual obligations	Position Description Contract of Employment and Code of Conduct Agreement Staff Confidentiality Agreement Staff Performance Agreement NDIS Code of Conduct
Organisation policies include but are not limited to:	Conflicts of Interest Policy Confidentiality and Privacy Policy Grievance Policy and Procedure Harassment and Bullying and Harassment Policy
Forms, record keeping, other documents	

## Definitions

**Organisational values:** the guiding statement that the organisation uses to convey the culture of the organisation, to positively influence the way staff work and the decisions they make on behalf of the organisation.

**Workplace ethics:** the set of moral principles that guide workplace behaviour.

**Privacy:** the commitment and legal obligations of an organisation to keeping personal, sensitive or health-related information secure and restricted to those who require access to it for the purposes of delivering services required by their role.

**Workplace confidentiality:** the restriction of information acquired as part of a job within the organisation until such time as it is officially released.

## Procedures

All staff, volunteers and governing body members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation.

The Code of Ethics and Conduct requires Access4u personnel to commit to:

- Honesty and integrity:
  - act honestly at all times
  - be transparent when making decisions or giving advice
  - ensure all actions can withstand scrutiny
- Respect and courtesy
  - act fairly and equitably
  - respect others, their values and their rights
  - respect privacy and confidentiality
  - create a safe work environment that is free of violence, discrimination, harassment or victimisation.
- Admiration
  - for the people we work with
  - for the people we work for and their right to choose and inclusion.
- Customer Obsessed
  - driven by the customer
  - with the person at the centre of our deliverables.
- Creative
  - innovative in our approach
- Exceed Expectations
  - first time
  - every time
- Service Orientated
  - to anticipate, recognise and meet needs
- Success Driven
  - to accomplish tasks
  - to persist and not give up
  - to exceed expectations

## Standards of work

All individuals will perform their duties as well they can and at the highest level of professional conduct. They will be accountable for their work and their interactions with others.

## Responsibility to clients

Workers will:

- Establish with the client the nature of the relationship and the expectations of the client;
- Have a responsibility to maintain confidentiality with respect to information concerning clients unless:
  - the permission of the client has been granted;
  - failure to disclose information would breach the employer's contract; or
  - failure to disclose information would breach reporting requirements or legal obligations;
- Be responsible for ensuring that clients are informed in their decisions, are informed of their rights, and have access to information about themselves;
- Treat clients with dignity, respect and acknowledge their capacity for self-determination;
- Always establish a professional relationship with clients, and refrain from forming personal relationships that may compromise the professional relationship; and
- Improve their skills and further their knowledge for the benefit of the client.

## Responsibility to employers

Workers will:

- Carry out the duties and responsibilities of their role as outlined in the employment contract;
- Undertake all duties in a diligent manner;
- Adhere to the rules, policies and procedures of the organisation;
- Work within the goals and objectives of the organisation without denying clients their rights;
- Act within the law;
- Not act in a way that brings them or the organisation into disrepute;
- Maintain a professional relationship with clients at all times, and disclose any out of hours contact;
- Not speak with the media on matters concerning the organisation without authorisation from the board;
- Not accept gifts from any client, potential client or clients' family or friends; and
- Act responsibly in the spending of public monies.

## Responsibility to colleagues

Workers will:

- Cooperate as a member of the team;
- Support colleagues and respect the experience and knowledge of all colleagues;
- Discuss ethical concerns with colleagues and managers;
- Share professional information and knowledge with colleagues;
- Project a positive image of the organisation;
- Not disclose any personal information about other staff members to clients;
- Not be absent from duties without an appropriate reason; and
- Adhere to the legal rights of colleagues, including maintaining confidentiality, anti-discrimination legislation and workplace health and safety legislation.

## Responsibility to the profession

Workers will:

- Maintain standards for exceptional practice;
- Address any behaviour that is incompatible with this code;
- Disclose any relationships between a colleague and a client;
- Respect the rights and legal protections of individuals;
- Make informed decisions and seek assistance at any time if unsure about a decision; and
- Always adhere to the requirements of this code.

## Conflict of interest

**Access4u** is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation. This is addressed in the Access4u Conflicts of Interest Policy.

This Conflicts of Interest Policy requires that all staff, volunteers and Board members:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision.

## Confidentiality and privacy

All staff, volunteers and Board members must respect and keep confidential internal matters of the organisation, and respect the privacy of others. Staff, after leaving Access4u, may not use or take advantage of confidential information that has been obtained over the course of their official duties.

Detailed guidance on these issues is in the Access4u policies on Confidentiality and Privacy.

## Use of resources

Resources include physical, financial and technological resources as well as intellectual property.

Access4u personnel must:

- recognise the resources that belong to the organisation
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources.

The Use of Equipment policy provides additional guidance on using equipment for personal use.

## Harassment and bullying

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethnic religious background, age, pregnancy, marital status, disability, transgender (transsexual) status or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive or degrading/insulting material (e.g. on walls, computer screen savers, email)
- making fun of someone, spreading rumours, and unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes or email messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution
- pushing, shoving or jostling or assault
- threats, insults, name calling, inappropriate language

- creating a hostile feeling or environment, even when there are no direct attacks being made on a person
- using workplace resources to harass, threaten or abuse an intimate partner or family member within or outside the workplace.

Complaints concerning harassment or bullying should be actioned according to the Access4u Grievance Procedure. Access4u will ensure anyone making a harassment or bullying complaint will be protected from retaliation.

## **Reporting unethical behaviour**

If a person believes that the behaviour of any staff member, volunteer or Board member is unethical they must report it to CEO or if the CEO Chairman of the Board.

Unethical behaviour is defined as:

- workplace behaviour that is contrary to Access4u] codes of ethics or conduct, or other workplace policies
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health or safety or the employee