

Code of Conduct

POLICY

Westmont Community Care respects and supports the fundamental right of our consumers to continue living independently in their own homes and communities with dignity and respect, along with choice and inclusion in relation to their care needs and being free to engage an advocate and/or representative of their choice.

Westmont Community Care's Code of Conduct sets out, in principle, the behaviours and standards of conduct expected of all staff.

PROCEDURES

Staff agree to always:

1. Respect:

- a) Treat consumers, family members and representatives, with respect and dignity at all times.
- b) Recognise that each consumer is an individual, with individual needs, inclusive of those with complex, or more specialised needs.
- c) Respect peoples personal, cultural, linguistic and religious preferences and background.
- d) Provide services with empathy and sensitivity, without exploitation, abuse, discrimination or harassment.
- e) Respect the consumers right to choose the services they want and from whom they want it, free from victimisation.
- f) Respect staff and do not engage in any discussion with clients about other staff, their work or pass comment or judgement of staff and Westmont.

2. Professionalism:

- a) Act professionally, ethically and honestly, and in the best interests and wellbeing of the consumer.
- b) Deliver reliable, high quality and personalised services, acting in accordance with the instructions, care plan and/or care goals of the consumer.
- c) Be aware of the appropriate professional boundaries in providing services to consumers, and act to protect the boundaries of the professional relationship.
- d) Immediately report any form of abuse or neglect of a child, an elder or a person with a disability to the Director of Community Care or authorised delegate.
- e) Immediately report any accident or incident to the appropriate emergency service (e.g. Police, Fire, Ambulance) and Director of Community Care or authorised delegate, that occurs during the provision of service.
- f) Immediately report any episode or incident which raises concerns about the standards of services provided by another staff member.
- g) Document all details of any accident/incident that occur during service delivery and lodge within 24 hours of incident.
- h) Not act in a vulgar manner, nor expose consumers or any member of consumers' households to pornographic, sexually explicit or otherwise inappropriate material.
- i) Not be under the influence of alcohol or drugs at any time while providing care services to the consumer.
- j) Understand the importance of effective communication and communicate openly and honestly with consumers, and their family members or representatives.
- k) Maintain and keep up to date all required qualifications, police checks, Working with Children Checks, licenses, insurances and registrations.

3. Privacy:

- a) Keep confidential all personal information and records of the consumers. This includes but is not limited to the safe storage of information required to carry out the appropriate services as requested by the consumer.
- b) Not take advantage of any personal or sensitive information (including health and financial information) of the consumer obtained during providing services.

4. Health and safety:

- a) Act with due diligence in regard to the health, safety and wellbeing of the consumer and other staff.
- b) Execute services safely and in accordance with the appropriate standards and relevant legislation relating to service provision.
- c) Only provide services for which you are capable and qualified to provide, and which are safe to provide.
- d) Report any concerns regarding the health and safety of the consumer immediately to the Director of Community Care or authorised delegate. In an emergency, to immediately call 000. In the event of an accident/incident, to document all details relating to the event on an Adverse Event Form.

5. Financial matters and conflicts:

- a) Avoid situations which may give rise to financial or other conflicts of interest.
- b) In general, staff must not deal with the finances of consumers (if a situation arises where this is necessary, staff does so ensuring the best interests of consumers are upheld, and that any actions, advice or decision of the staff member are not influenced by self-interest or for personal gain, or other improper motives). Staff undertake to record details of any occasion where financial transactions are required.
- c) Staff are not to accept gifts from consumers which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the staff member and consumers. In situations where a gift has been received, the staff member undertakes to advise the family and/or the consumer's chosen representative and the Director of Community Care or authorised delegate, and record details of the gift received.

6. Ethical behaviour:

- a) Act honestly and truthfully.
- b) Ensure all information provided to Westmont and to the consumers is honest, accurate and up to date.
- c) Accurately record and report to Westmont the amount of hours during which the services are legitimately provided to consumers.
- d) Act in good faith to Westmont and not act in a manner which is contrary to the interests of Westmont.
- e) Not offer to provide or provide services to consumers on terms, other than those disclosed to Westmont. If a consumer approaches a staff member to provide care services on terms other than those disclosed in the care plan, the staff member must immediately notify Westmont of the request.
- f) Not request or receive cash payments or other forms of compensation from consumers directly, in respect of services which are provided, which should properly be billed and paid via Westmont.

7. Compliance:

- a) Observe all policies, procedures, work instructions, rules and regulations.
- b) Comply with all Federal, State and local laws and regulations.
- c) Comply with all reasonable, lawful instructions and decisions related to staffs work.
- d) Maintain the confidentiality of Westmont's operations in relation to service activities, confidential documentation and work practices during and after employment.

8. Dress code:

- a) Dress to comply with workplace health and safety regulations relevant to work activities.
- b) Wear the prescribed Westmont uniform.
- c) Dress in the Westmont uniform presenting a clean, neat and tidy appearance.
- d) Wear no or minimal jewellery.
- e) Consult with the Director of Community Care or authorised delegate if unsure of the type of clothing to be worn.

9. Phones, email and internet:

- a) Limit the personal use of mobile phones during work hours.
- b) Limit the personal use of email and internet during work hours.
- c) Comply with copyright regulations when using the internet or email.

Date approved:	December 2019	By Department:	Executive		
To be reviewed:	December 2022	By Department:	Community Care	Key changes:	Nil
To be reviewed:	December 2025	By Department:		Key changes:	