

Staff Code of Conduct

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Introduction

The Staff Code of Conduct sets the standards for how Thorndale carries out the provision of supports and services.

Thorndale requires staff, supported employees and volunteers to perform their duties with professionalism, skill, diligence, honesty, consistency and objectivity in order to contribute to the effective service delivery and to the best possible outcome for the participants using the service.

The Thorndale Code of Conduct forms part of every staff member's Employment Contract and is to be followed in conjunction with the NDIS Code of Conduct. Thorndale establishes clear expectations regarding the required standards of behaviour applicable to all employees and volunteers/students at Thorndale, maintains a quality framework and outlines the capabilities required within this policy document.

Every employee will need to acknowledge and agree to abide by the contents of the Staff Code of Conduct policy and the NDIS Code of Conduct and understand that from time to time employees will be required to provide evidence that demonstrates their commitment to both Codes of Conduct.

Capabilities

The following Capabilities enhance the organisation's effectiveness and act as guidelines for the practical expression of Thorndale's values.

Domain	Capability
Working Effectively with Others	Participating in Flexible Teams Building Positive Working Relationships Impact and Credibility
Delivering Results	Customer Service Decision Making Work Standards
Understanding and Managing the Job	Sensitivity to Thorndale Values Technical/Professional Knowledge
General	Specific Employee Requirements

Applicability

When

- applies to supports and services provided to all participants.

Who

- applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.

Governing regulations for this policy



NDIS (Code of Conduct) Rules 2018 (Cth)

Documents relevant to this policy



Worker code of conduct template

1.0 Outcome

Thorndale establishes clear expectations regarding the required standards of behaviour applicable to all employees and volunteers/students at Thorndale and maintains Position Descriptions, Policies and Procedures and outlines the capabilities required within this policy document.

To achieve this outcome, Thorndale will demonstrate the following:

2.0 NDIS Code of Conduct

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- 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
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone found in breach of the NDIS Code of Conduct may be subject to Thorndale's disciplinary procedure and possible further legal or Police action.

3.0 Working Effectively with Others

Participating in Flexible Teams

- contribute to your team and other teams as required
- involve others in your daily work routines
- ask for assistance where required
- contribute to the direction & activities of the team members
- seek positive outcomes during team meetings and in individual interactions
- establish good interpersonal relationships with other team members by responding with empathy and acknowledging team achievements.

Building Positive Working Relationships

- develop strong working relationships with stakeholders to facilitate the successful achievement of projects, assignments and goals.

Impact and Credibility

- create and sustain a highly professional and credible impression; earn respect and trust
- communicate honestly, respectfully and in a positive manner.
- adapt communication style to suit specific circumstances
- treat people with dignity, respect, fairly and with equality
- Demonstrate fairness and equality
- Choose appropriate communication channels; Adapt your communication style to suit the specific circumstances and the preferences of the individuals involved.

4.0 Delivering Results

Customer Service

- make Customers/Participants and their needs a primary focus of one's actions; developing and sustaining mutually beneficial relationships
- respond quickly to meet stakeholder needs and resolve problems
- take opportunities to exceed expectations without making unreasonable commitments.

Decision Making

- make effective decisions by ensuring that the issues are fully understood and that appropriate options are evaluated and escalated as required.

Work Standards

- follow standards, protocols and procedures for completing tasks and assignments to ensure a high level of quality, productivity and service
- actively contribute to maintaining and monitoring a safe workplace
- accept responsibility for work outcomes within the context of Thorndale's values
- staff shall not leave their station of work during their rostered hours without the prior approval of their supervisor
- take advantage of available resources (people, processes, and tools) to complete work efficiently.

5.0 Understanding and Managing the Job

Sensitivity to Thorndale Values

- demonstrate a strong understanding of Thorndale's mission and values and has a commitment to working in a manner consistent with those values
- provide an exemplary role model to others for working within the Thorndale values
- staff shall avoid real or apparent conflicts of interest.

Technical and Professional Knowledge

- achieve a satisfactory level of technical and professional knowledge in position-related areas; keeping abreast of current development and trends in areas of expertise
- demonstrate an understanding of the industry and the factors that can affect local and organisational goals
- keep up to date with and maintain an appropriate level of knowledge relating to Thorndale processes, operations and systems.

6.0 Dress Code

- employees are expected to dress in smart casual attire
- employees must always present a clean and professional appearance. Employees are expected to be well-groomed and wear clean clothing, free of holes and tears (especially jeans)
- clothing with offensive or inappropriate designs are not allowed
- clothing should not be revealing or inappropriate (eg. no crop tops, extremely short skirts or pants)
- active / exercise wear type clothing (eg. leggings/sweatpants) are not permitted.

Violating the dress code

- managers or supervisors will inform employees when they are violating the dress code
- employees in violation will be expected to immediately correct the issue which may include having to leave work to change clothes
- repeated violations may result in the commencement of disciplinary action.

7.0 Specific Employee Requirements

The following will not be tolerated at Thorndale and anyone found in breach of the following may be subject to Thorndale's disciplinary procedure and possible further legal or Police action:

- harassment, abuse, violence and intimidation
- discrimination in any form
- theft of any nature (summary dismissal)
- receipt of any gift over the value of \$20 - all gifts must be reported and recorded in the Gift Register
- any communication with the media - all media contact is to be approved by the CEO
- corruption - staff must report suspected corruption to their supervisor
- disqualification of driver's licence if required as part of job description
- inappropriate physical or verbal contact between staff or with Participants- includes kissing, hugging, flirting, sexual references in conversation or via technology
- intimate relations with Participants - consistent with Section 66F of the NSW Crimes Act 1900
- contact with Participants outside normal working hours
- attend work under the influence of illicit drugs or alcohol (summary dismissal)
- breach of any company policy or procedure.