

Code of Conduct

Version control and revision history

Version number	Change made	Approved by	Approved date
1.0	Code of Conduct created	Board	15/06/2018
1.1	Added section regarding observing human rights	Board	8/11/2022
2.0	Document became a Board approved document	Board	15/02/2023

Next review date

Review Date:	February 2025
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Code of Conduct philosophy

Leap In! prides itself on the professionalism and ability of its employees to meet community needs. Leap In! strives to be a leading service provider and to provide a safe, healthy and happy workplace.

As a leading provider within the disability sector, Leap In! will provide its Members with the supports that promote, uphold and respect their legal and human rights, enabling Members to exercise informed choice and control, while remaining within the bounds of NDIS legislation and other legislative instruments. Leap In! will promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making, while respecting the laws of Australia's states, territories and the Commonwealth.

This Code of Conduct is designed to ensure that all employees and community members are treated in a manner that reflects the mission, culture, and legal obligations of the organisation.

Compliance

All employees are expected to:

- Observe all policies, procedures, rules and regulations at all times.
- Comply with all Federal, State and local laws and regulations, including respect for the human rights of all individuals.
- Comply with all reasonable, lawful instructions and decisions related to their work.
- Maintain a high degree of ethics, integrity, honesty and professionalism in dealing with community members and other employees.
- Adhere to the *Workplace Health and Safety Policy and Procedure*.
- Maintain the confidentiality of the organisation's operations in relation to service activities, confidential documentation and work practices during and after their employment.
- Take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other employees and community members. Employees are expected to make themselves familiar with their workplace health and safety obligations.

Employee behaviour

Everyone has the right to be free from violence, abuse, neglect, exploitation and discrimination.

If an employee breaches the following guidelines, disciplinary action may be taken.

If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or Local government laws.

Employees **should not:**

- Discriminate against another employee or community member on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference
- Engage in fighting or disorderly conduct, or sexually harass other employees and community members.
- Steal, damage or destroy property belonging to the organisation, its employees or community members.
- Work intoxicated or under the influence of controlled or illegal substances.

- Bring controlled or illegal substances to the workplace
- Smoke on the organisation's premises or in its motor vehicles
- Accept benefits or gifts which give rise to a real or apparent conflict of interest.

Dress code

Employees **should**:

- Dress to comply with workplace health and safety regulations relevant to their work activities
- Dress suitably for their position, presenting a clean, neat and tidy appearance at all times

Employees who deliberately breach this dress code may receive disciplinary action.

Privacy and confidentiality

Securely store personal information provided by a client or employee.

Take reasonable steps to ensure this material is kept secure against:

- Loss
- Unauthorised access
- Use
- Modification or disclosure
- Misuse

Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware of, or has consented to, the disclosure.

Keep information about all service provision confidential within the organisation. Do not disclose information associated either directly or indirectly, to the organisation to external parties unless authorised by the line manager or General Manager.

Dealing with aggressive behaviour:

- Employees are expected to provide high standards of service provision, but the organisation does not accept any form of aggressive, threatening or abusive behaviour towards its employees by community members.
- If an employee is unable to calm the person and/or believes the situation places them or other employees in danger, they should notify their line manager or the General Manager.

Use of computers, telephones, facsimiles

Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.

Employees **should**:

- Use communication and information devices for officially approved purposes only.
- Use these communication and information devices for limited personal use, as long this use does not interfere with their daily duties .
- Not share their password/s with another employee or share another employee's password/s.

Use of the Internet and email

Internet and email are provided to employees for genuine work-related purposes.

Employees **should**:

- Limit personal use to a minimum. The organisation may monitor use and call upon employees to explain their use.
- Comply with copyright regulations when using the Internet or email.

Employees **should not**:

- Divulge personal or confidential information via the Internet or email use the Internet to access websites or send emails of an explicit sexual nature. While the privacy of all employees is respected, emails may be used as evidence if legal action is taken against an employee.

Related documents

- Mobile Technology Policy and Procedure
- Information Management Policy and Procedure
- Workplace Health and Safety Orientation
- Employee Handbook