

Workers Code of Conduct

Policy and Procedure

The Code of Conduct outlines how we will deliver our services to *Bloomington Care* participants. The purpose of this Code of Conduct is to ensure that the standards of ethics designed by the CEO/Director are implemented thoroughly throughout *Bloomington Care* framework and operations. This is also done to ensure all workers of *Bloomington Care* are treated in a way that reflects these standards of ethics.

The standards of ethics should reflect *Bloomington Care* overall purpose, philosophy, values and legal requirements. These standards will be adhered to and implemented by all workers of *Bloomington Care* to ensure a consistent and effective Code of Conduct is enforced.

This extends to all workers and meets relevant laws and regulations and standards.

The organisation is focused at being a leading provider and at creating a safe, secure and productive work force. *Bloomington Care* takes pride in the professional skills of its workers and the ability to meet participant and other stakeholder needs. This policy and procedure are relevant to all workers and participants at *Bloomington Care*

CEO/Director Responsibilities -

The CEO/Director must initially consider their desired standards of ethics, and the way these standards will be implemented within *Bloomington Care's* framework and operations. It is their responsibility to ensure the Code of Conduct is equally enforced across all workers and key stakeholders.

It is also the responsibility of the CEO/Director to effectively manage breaches or violations of the Code of Conduct, determining the consequences on a case-by-case basis, accordingly. Management may assist in managing breaches of compliance, if required.

Management Responsibilities -

Management of *Bloomington Care* is responsible for enforcing, supervising and complying with the Code of Conduct. To achieve this to a high standard, Management are encouraged to understand the

standards of ethics set out by the CEO/Director and aim to enforce the standards within their operations.

In addition to this, Management are required to annually review this policy and procedure to ensure it is in accordance with regulatory standards and legislations.

As previously stated, Management of *Bloomington Care* may assist the CEO/Director of any breaches or violations of this Code of Conduct.

Worker Responsibilities -

All workers of *Bloomington Care* are responsible for understanding the standard of ethics they are required to reflect and implement within their work practices. *Bloomington Care* and its workers recognise the importance of complying with the Code of Conduct and will ensure to behave in a manner that reflects the standards of ethics.

Procedure

Ethical Responsibilities

Bloomington Care recognises the importance of ensuring the health, safety and security of all workers, participants, stakeholders and other relevant personnel. *Bloomington Care* will ensure to adhere to their ethical responsibilities to maximise the health, safety and security and of all persons.

To be considered an ethically responsible person, workers must not partake in actions, behaviours or activities that are deemed or considered:

- Harassment
- Discriminatory
- Sexual Harassment
- Bullying
- Misconduct
- Violent or Disorderly conduct

All workers of *Bloomington Care* must also ensure fellow co-workers, participants, stakeholders or other relevant personnel are not discriminated against or harassed based on personal characteristics such as:

- Gender
- Age
- Ethnicity
- Religion
- Disabilities
- Pregnancy
- Marital status

- Sexual orientation

Honesty and Integrity

All workers of *Bloomington Care* must be fair and respectful towards other workers, participants, stakeholders and when in a public place, all workers must behave in a way that does not negatively represent *Bloomington Care* and its workers understand the importance of representation and will ensure to behave in ways that reflect the standards of ethics of *Bloomington Care* at all times.

In addition to this, *Bloomington Care's* workers are expected to remain truthful at all times to ensure honesty is maintained and implemented within the framework and operations of *Bloomington Care*

Bloomington Care's Workers must not:

- Accept gifts, incentives, or favours that can be deemed as a way of influencing decisions.
- Work under the influence of illegal substances or alcohol or bring illegal substances to the premises.
- Steal properties or belongings of *Bloomington Care* participants, stakeholders or co-workers.
- Intentionally damage or destroy property of *Bloomington Care* participants, stakeholders or co-workers.
- Smoke on the business premises.
- Smoke in *Bloomington Care* company vehicles.

Compliance

In order to ensure compliance is upheld and maintained within *Bloomington Care* and its operations, *Bloomington Care's* Workers and Management are expected to comply with all policies and procedures of *Bloomington Care* They must also ensure to adhere to relevant legislation, regulations and standards set out by the NDIS Commission.

Bloomington Care also recognises the importance of acting in accordance with instructions given by a superior authority, given that the orders are reasonable, lawful, promote quality care of work and reflect the standards of ethics.

Workers and Managers of *Bloomington Care* must ensure the framework, operations and practices of the organisation are protected and kept confidential. This should be implemented during and after their employment with *Bloomington Care* and its workers understand that leaking confidential information is a violation of *Bloomington Care* policies and procedures, which may result in serious repercussions such as termination.

In addition to this, it is important for *Bloomington Care* and its Workers to always provide due diligence to all persons which ensures of fairness, honesty, integrity, and equality to ensure the health, safety and well-being of all workers, participants, stakeholders and other relevant personnel is provided. *Bloomington Care* and its workers should also strive to uphold a professional work ethic along with confidence and understanding in order to ensure positive representations of *Bloomington*

Care Ways to achieve a high degree of professionalism is to abide by the dress code, act in accordance with the standards of ethics, and present yourself in an admirable and professional way.

Behaviour Code of Conduct violation

Under no circumstances does *Bloomington Care* tolerate violent or aggressive behaviour towards co-workers, participants, stakeholders, visitors or any other persons. Any forms of abuse (whether it be physical or verbal), aggression and violence may result in serious consequences such as termination of employment.

If a person becomes abusive, violent, threatening or aggressive and poses a risk to others, Management should be notified immediately. If the aggravated person is refusing to be co-operative and ease the situation, *Bloomington Care* Management or CEO/Director may be obligated to contact external services (Police: 000) to assist in handling and calming the situation. *Bloomington Care's* workers are encouraged to make attempts to calm or ease the situation prior to contacting external services.

Privacy and Confidentiality Regarding Sources Provided by *Bloomington Care*

All workers of *Bloomington Care* will be provided with Internet and an e-mail to utilise during work. *Bloomington Care* will be sure to maintain the respect and privacy of all workers in regard to their internet and email usage.

However, misuse of these privileges may result in disciplinary action being taken against the worker. If a worker fails to comply with the Code of Conduct and a breach is recognised, *Bloomington Care Services* may choose to utilise these provided sources as evidence in court, if legal action is being taken.

To ensure workers utilise these sources appropriately, *Bloomington Care* will ensure all workers keep their personal use of these sources as low as possible. *Bloomington Care* will encourage all workers to not disclose any personal information or classified information. All workers of *Bloomington Care* will be made aware of the possible repercussions if they utilise the sources in an inappropriate manner.

Unauthorised use of confidential information could potentially damage the service's credibility and compromise the privacy of the individual. Any workers or management utilising devices must do so in a respectful manner and abide by protocols by *Bloomington Care*, meaning the usage of electronic devices is restricted to work and duty purposes only. Workers and Management must keep their passwords confidential and are not allowed to share their passwords with another worker.

Dress Code

All of *Bloomington Care's* workers should be dressed in accordance with *Bloomington Care Services's* protocols as well as abide by Workplace Health and Safety Regulations. Workers and Management of *Bloomington Care* are expected to uphold a neat, clean and tidy presentation whilst completing duties.

If supplied, workers should wear a uniform in accordance with *Bloomington Care's* standards and ensure it is kept in good condition. Workers should consult Management if they are unsure of the type of clothing that suitable for their job position. Workers who knowingly break this dress code may receive a consequence as a result of disobeying *Bloomington Care's* standards of operation.

Supporting Documents

Documents relevant to this policy and procedure include:

- Workplace Health and Safety Policy and Procedure.
- Privacy and Confidentiality Policy and Procedure
- Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure
- Records and Information Management Policy and Procedure

Bloomington Care's can occasionally adjust this policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Bloomington Care may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.



By signing this document, I acknowledge that I have read and understand the Workers Code of Conduct Policy and Procedure. I need to comply with this policy and procedure and that *Bloomington Care* can change or update the policy at any time.

Worker's Signature: _____ DATE: __/__/__

Director's Signature: _____ DATE: __/__/__