

## CODE OF CONDUCT

HRM 50

### Purpose & Scope:

Staff members are required to be familiar with the Code of Conduct and ensure adherence to the guidelines. All staff shall appreciate that any breach in the provisions of this Code of Conduct may result in disciplinary action.

### Definitions:

- **Code of Conduct:** outlines standards of behaviour expected of staff employed by Wintringham.

### Policy:

- Wintringham staff are required to conduct themselves in an appropriate and professional manner at all times and particularly while in contact with residents and clients.
- This Code of Conduct is intended to guide staff and volunteers in their association with Wintringham. It is designed as a guide for dealing with residents, clients, colleagues and the wider community, including suppliers and contractors. It is expected that all members will understand and adhere to the policies of Wintringham
- It is important that all staff of Wintringham recognise not only their own rights and responsibilities, but also the rights and responsibilities of others.
- Any breach in the Staff Code of Conduct may lead to disciplinary action (refer to policy HRM 21 – Disciplinary process) or termination of employment (refer to policy HRM 24 – Termination of Services).

### Procedure:

#### 1. **Staff Code of Conduct – All Staff**

- 1.1 All members shall follow the Occupational Health and Safety requirements, relevant Government Regulations and Legislation and appropriate professional standards.
- 1.2 **Alcohol and Drugs**  
Alcoholic beverages shall not be consumed on any Wintringham site, except in special circumstances approved by the Chief Executive Officer or delegate. Staff shall not allow the consumption of alcohol or drugs to adversely affect their work performance or official conduct. Staff must not attend duty under the influence of alcohol or be drug affected and in no circumstances can any staff member drive any vehicle, whether it be private or Wintringham owned, whilst under the influence. Failure to observe this will result in disciplinary action, up to and including termination of employment.

In the event that a staff member is taking prescribed medication, they



## CODE OF CONDUCT

HRM 50

should check with their pharmacist or doctor about possible adverse side effects and if advised that these effects may affect their ability to perform work duties, they must tell their Manager.

### 1.3 **Smoking**

Wintringham is committed to providing, as far as practicable, a smoke free environment for all employees. If a resident or client refuses to stop smoking in your presence, report to your supervisor for appropriate strategies to be put in place.

Smoking for staff, however, is only permitted during breaks and in the designated outdoor smoking areas. No smoking is permitted in the staff or common rooms within our facilities or during client contact in our community.

No smoking is permitted in either company vehicles or personal vehicles whilst transporting residents or clients.

### 1.4 **Standard of Dress**

The dress code is designed to be practical for delivering care, minimising potential cross infection and promoting safety for clients and staff.

Refer to Policy HRM 31 – Standard of Dress.

### 1.5 **Gifts and Benefits**

Staff shall not accept favours or gifts from residents/clients and/or their family for services performed in connection with official duties. Staff and/or staff's family members shall not use their position to encourage or obtain a private benefit (eg FlyBuys, store program benefits etc).

Small gifts such as sweets, biscuits, flowers or other inexpensive items may be accepted, but should be limited to seasonal festivities such as Christmas. Gifts given to individual staff by clients should be always reported to the Program Manager. Small gifts are generally considered to be those gifts which are valued at around \$5.00.

Monetary gifts, large or small, personal belongings and moderate to valuable items, must not be accepted under any circumstances. All offers of such items must always be documented in the resident's or client's file and Program Manager informed.

### 1.6 **Interaction with Colleagues**

Staff shall work cooperatively with colleagues, support and learn from each other and accept differences in personal style and ways of communicating. Members shall respect, and seek when necessary, the professional opinions of colleagues in their area of competence, and



## CODE OF CONDUCT

HRM 50

acknowledge their contribution.

### 1.7 Ethical behaviour

All members shall be committed to the Core Values of Wintringham and shall comply with all lawful and reasonable directions given. Complaints arising out of such directions shall be reported, and attempted to be resolved, with the Program Manager. Staff dissatisfied with the outcome can lodge a personal grievance to have the matter resolved. Staff must continue to carry out any lawful and reasonable directions that may be given until the matter is resolved.

Staff members are encouraged to report to a Program Manager any behaviour by another employee they consider to be unethical. This may include behaviour or communicating in a way that you believe violates any law, rule or regulation or represents corrupt conduct, substantial mismanagement of public resources, or is a danger to public health or safety or to the environment.

Staff are not permitted to take other people into client homes. Personal recommendations of a visitor, service provider or external service (eg. tradesman, doctor etc.) must be discussed with the Program Manager before talking with Residents or clients.

### 1.8 Conflict of interest

Wintringham requires staff to disclose potential conflicts of interest (actual or perceived) as they arise. It is the responsibility of all Wintringham staff to ensure that the decisions they make are not biased (or could be perceived as being biased). If a staff member's role involves a decision where there is a potential conflict of interest this should be declared to his/her supervisor as early as possible. This will enable a timely discussion and decision regarding his/her involvement in that decision. Employees who are uncertain as to whether or not they have a conflict of interest should seek advice from their Manager.

### 1.9 Equal Employment Opportunity (EEO)

Staff shall ensure they observe the EEO principles, exhibit appropriate behaviours and provide a work environment free from harassment (including sexual), bullying and discrimination.

### 1.10 Use of Official Resources

Staff shall ensure that all resources within their area of responsibility are used effectively and economically in the course of their duties.



## CODE OF CONDUCT

HRM 50

### 1.11 Public Statements

Under no circumstances are statements to be made by staff concerning residents/clients or the operations of Wintringham. Any requests for public statements or photographs are to be referred to the Chief Executive Officer or General Manager Operations.

Note: In the case of a missing person Victoria Police may request authority to do a media release. According to Victoria Police, authority for such a release can be given by the next of kin or the missing persons 'carer'. Wintringham Managers (or their delegate) can be considered the missing persons 'carer' and are permitted to authorise Victoria Police to do a media release under these circumstances. When a Manager gives this authorisation he/she will inform Wintringham's CEO, GMO, CFO and DGMO and provide necessary details to answer media enquiries.

### 1.12 Privacy and Dignity

The privacy of residents/clients, employees, visitors and other service users is to be respected at all times. Each resident's room or client's home is their own personal space. A Client's or Resident's belongings including clothing, furniture or decoration is not to be interfered with at any time without the resident's or client's permission. Staff are to be discrete in both their verbal and written comments to respect and protect the privacy and dignity of residents/clients and fellow employees. Under no circumstances are photos, being still photos or video footage of fellow employees, visitors, residents and/or clients to be taken or made public without the written consent of the person and the Site Manager.

Staff should not discuss personal problems or personal details of themselves or others with clients. Staff should not give clients their personal phone numbers or "friend" them on social network sites.

### 1.13 Confidentiality

All information about residents, clients, visitors and/or employees, whether it is personal experiences, medical, financial details, and/or photos is to be treated with the utmost confidentiality and is not to be disclosed outside Wintringham. Resident's or client's private affairs are not to be disclosed to any other person without the written consent of the resident/client or their representative. The issue of confidentiality also applies to any information concerning Wintringham that is gained during the course of employment.



## CODE OF CONDUCT

HRM 50

### 1.14 Resident/Client Financial Affairs

Staff are not permitted to undertake any banking or financial transaction on behalf of residents or clients unless permission has been given by the Program Manager. In instances where permission has been given for a carer to do banking with a client the client must be present with the carer when making any transactions. However if the client is not able to visit the bank then two carers must be present while any transactions are made. If staff consider that a resident/client may not be capable of dealing with their financial affairs, they should advise the Program Manager.

### 1.15 Resident and Clients Legal Affairs

No staff member is to witness a resident's/client's Will, sign any legal documents, or undertake formal responsibilities as executors of affairs of any resident or client. If clients or residents ask for any advice etc on legal or financial matters, this must be immediately referred to the Program Manager. Staff should not be providing clients or residents with any advice in these areas. If clients or residents wish to discuss any aspect of their financial affairs including beneficiaries, wills etc. this must be referred to the Program Manager who can then raise the issues with the Chief Financial Officer or General Manager Operations.

### 1.16 Criminal Offences

Staff shall immediately inform their Program Manager if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties. Staff shall inform their Program Manager of any criminal offence of which they have been found guilty before or during their public employment, except where the offence is covered by a prescribed spent convictions scheme.

### 1.17 Employment after Leaving Wintringham

Confidential information obtained in the course of duty shall not be relayed to anyone else. Once staff have left Wintringham, confidential information obtained during employment shall not be used to advantage the prospective employer or disadvantage Wintringham.

### 1.18 ID Badges

Wintringham is committed to providing staff and residents/clients with a secure and safe environment. To facilitate this staff are required to wear an ID Badge at all times whilst on Wintringham premises. Those employees that work in the community (including Recreation staff) are required to have access to their ID badges at all times while on duty.



## CODE OF CONDUCT

HRM 50

### 1.19 Punctuality and time keeping

It is essential that staff are punctual and reliable in their attendance at work. Late commencement of duty will result in deduction of pay. Staff must notify their supervisors if they will not be at work on time. Community staff are to stay with the client for the allocated time unless otherwise advised by the Case Manager/Site Manager.

Staff are not to run personal errands/conduct personal shopping during work time or while out with clients/residents.

### 1.20 Computers/Internet Use

Wintringham reserves the right to access and monitor emails, web sites, server logs and electronic files for any reason. Refer to L\_M 34 – Privacy Policy, L\_M 34b - Privacy Procedures, INT 13 – Computer Usage for Personal Purposes and INT 17 – Social Media.

### 1.21 Use of Mobile Phones

Wintringham and Wintringham Housing prohibit the use of Personal Mobile Phones for any reason in the workplace without the express consent of the Site/Program Manager or delegate. No personal calls are to be made during any shift unless it is an emergency. In this situation please notify the Program/Site Manager immediately. Photos and/ or video footage are not be taken of residents, clients and/or employees on any personal mobile telephone.

Staff that are provided with a mobile phone for work purposes are not to use the mobile phone for private purposes (including business hours and after hours) unless in an emergency. Staff are expected to reimburse Wintringham for any private calls.

### 1.22 Visits to Wintringham Facilities and Housing Sites

As our facilities and housing sites are a home to its residents and clients, all visits from the public, including the family and friends of staff, are to be cleared with the Program Manager.



## CODE OF CONDUCT

HRM 50

### 1.23 Visits and contact with clients/residents outside of work and rostered hours.

In order to maintain professional roles and boundaries that protect both clients/residents and staff, no staff should have contact with clients outside of their roster, workplace or unless at work. The Chief Executive Officer, General Manager Operations and Chief Financial Officer are the only staff to authorise any variation to this policy.

No staff should invite clients to their place of residence.

No staff should socialise with clients or residents outside of work hours.

No staff should provide clients with personal details about themselves eg personal address, phone numbers etc.

No staff should have contact via email or the internet eg: Facebook with clients or residents

### 1.24 Food

Staff are not to consume food items that have been purchased for resident's or client's consumption. Leftovers from meals should be disposed of or placed in the fridge for resident's or client's snacks, according to Food Safety Program requirements. From time to time, residents or clients may prepare food especially for staff and this may be accepted subject to informing the Program Manager.

### 1.25 Protection of Property

Staff are responsible for the safe keeping of all goods and property within Wintringham facilities.

Wintringham cannot assure complete safety of personal items and therefore Wintringham take no responsibility for any theft or damage to personal property during work hours. It is recommended that valuables are not brought to work.

Any pilfering or theft, no matter how small, will result in disciplinary action and possible dismissal.

Community staff are not permitted to have an unauthorised key to a client's home. Any request from a client/client's representative for Wintringham staff to hold a spare key must be directed to the Site Manager.

### 1.26 Undertake Mandatory Training

Staff are required to undertake mandatory training. Refer to Policy HRM 36 – Training and Development.



## CODE OF CONDUCT

HRM 50

### 1.27 **Documentation and Report**

All staff should complete tasks as outlined in Care Plans and Work Guidelines. If the client/resident is requesting any changes they should notify their Supervisor. Staff should complete documentation during each shift.

Staff should immediately report to their Manager or Supervisor any concerns the client/resident might discuss with them. This includes documenting the same in resident/clients notes as well as Wintringham F&I system. For example: Staff should report to Case Managers/Site Manager if a client is not at home when a planned visit occurs.

Community staff must read and sign the copy of the Home Risk Assessment which is found in the client's folder in their home, before commencing their duties.

### 1.28 **Unprofessional conduct**

Each person with a professional qualification, employed within Wintringham, must abide by the relevant professional codes and boundaries. A person must not direct or incite another staff member to do anything, in the course of professional practice, that would constitute unprofessional conduct or professional misconduct.

### 1.29 **Unreasonable Behaviour**

Staff are expected to conduct themselves in a reasonable manner at all times including all interactions with other staff, clients, volunteers and contractors.

Reasonable behaviour will be determined by considering whether a reasonable person, having regard to all of the circumstances, would expect the behaviour to have a negative impact upon others or the organisation, including but not limited to victimising, humiliating, embarrassing, undermining, and/or threatening, and more indirect behaviours (which may be carried out behind the victims back) such as spreading rumours, making nasty jokes, teasing, mimicking and/or encouraging others to socially exclude someone.





## CODE OF CONDUCT

HRM 50

I, \_\_\_\_\_, have read and understood the Staff Code of Conduct that relates to all Wintringham employees, and agree that throughout my time at Wintringham I will follow the Code as set out in this policy.

Signature: .....

Date: ..... / ..... / .....

*Original sent to Personnel at Head office*

