

CODE OF CONDUCT

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Purpose

The Code of Conduct will set out the expectations required of staff to conduct themselves in an appropriate and professional manner at all times, and particularly while in contact with service users.

Policy Statement

This Code of Conduct is intended to guide staff, volunteers and students in their association with Wintringham. It is designed as a guide for dealing with service users, 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 of Wintringham's Code of Conduct may lead to disciplinary action. Refer to [Disciplinary Process Policy](#) (PAC 4) and [Termination of Services](#) (HRM 24)

Background and Context

Elements of both the NDIS and Aged Care Code of Conduct have been aligned and included within Wintringham's Code of Conduct.

Aged Care

The Aged Care Quality and Safety Commissioner may now take enforcement action for breaches of the Code of Conduct. Enforcement actions can include banning or restricting individuals from working in aged care, and may extend to reporting individuals to other regulatory bodies depending upon the nature of the breach.

NDIS

The NDIS Quality and Safeguards Commission is empowered to take a range of sanctions and remedial action if NDIS providers or workers breach the Code. This includes training and education, warnings and directions, and for the most serious breaches, the NDIS Commission may choose a different response. For example, going to court to have civil penalties imposed, deregistering NDIS providers, or banning NDIS providers or workers from providing services and supports in the NDIS sector.

Commitment

Wintringham is committed to:

- Ensuring all staff have read, understood and signed a copy of the Code of Conduct upon commencement
- Taking appropriate action when a breach of the Code has occurred.

Scope

All Wintringham staff are required to be familiar with the Code of Conduct and ensure adherence to the Code. 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 volunteers, students and staff employed by Wintringham.
Service Users	Includes clients, residents, participants, consumers at all Wintringham or Wintringham Housing services.
Staff	For the purposes of this policy, staff will be defined as both paid employees, unpaid volunteers and students.

Responsibilities

Staff	Responsible for reading and understanding the Code of Conduct.
Program Managers	Responsible for ensuring staff have access to and sign a copy of the Code of Conduct upon commencement.
People and Culture	Will ensure any changes to the Code of Conduct is updated and communicated back to staff.

Principles

General Guiding Principles

1. All staff shall follow the Occupational Health and Safety (OHS) requirements, relevant government regulations and legislation, and appropriate professional standards. Staff will not undertake duties they are not qualified or trained to deliver.
 2. Staff will respect individual rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
 3. All interactions should consider the individuals values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age and disability.
 4. Staff will provide care, supports and services in a safe and competent manner, with care and skill, and promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
 5. Staff will provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct, and will take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse of service users.
 6. Behaviour that is a significant departure from professional standards will result in mandatory notifications to appropriate regulatory bodies, such as the Australian Health
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Practitioner Regulatory Agency (AHPRA), or the NDIS Quality and Safeguards Commission.

7. Privacy and Dignity

The privacy of service users, staff, visitors and other service users is to be respected at all times. Each service user's room or homes is their own personal space. Staff must ask permission and explain procedures that involve physical touch or when they are in close physical proximity of the service user, such as when supporting a service user with personal care.

A service user's belongings including clothing, furniture or decoration are not to be interfered with at any time without the service user's permission. Staff are to be discrete in both their verbal and written comments to respect and protect the privacy and dignity of service users and fellow employees.

Under no circumstances are photos, being still photos or video footage of fellow employees, visitors, and/or service users to be taken or made public without the written consent of the person and the Program Manager.

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

8. Confidentiality

All information about service users, 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.

Service users' private affairs are not to be disclosed to any other person without the written consent of the service user or their representative.

The issue of confidentiality also applies to any information concerning Wintringham that is gained during the course of employment.

9. Ethical Behaviour

All members shall be committed to the core values of Wintringham, act with integrity, honesty and transparency, 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 should also refer to [Appendix 1 Relationship Scale](#) for guidance and discuss any concerns with their line manager.

10. 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. Staff who are uncertain as to whether or not they have a conflict of interest should seek advice from their Program Manager.

When there is the risk of a conflict of interest between multiple services provided by Wintringham (e.g. when an NDIS participant requests both Wintringham Support Coordination and Wintringham Specialist Support Services) please refer to [Conflict of Interest Policy](#) (L_M 3.14).

Staff are not permitted to take other people into service user homes. Personal recommendations of a, service provider or external service (e.g. tradesman, doctor etc.) must be discussed with the Program Manager before talking with service users.

11. Quality and Safe Care

If the safety or the quality of support for service users is at risk, staff will take immediate action. Staff will liaise with their supervisor to ensure the service user is safe.

Staff will utilise Riskware to lodge Incident Reports, Safety Hazard Reports and Feedback including Compliments, Complaints, and Suggested Improvements.

Service users will have various ways they can lodge feedback, including paper-base, web-base and verbally to the site/program.

Legislation & Standards	Aged Care Act 2024 Aged Care Quality and Safety Commission Act 2018 Aged Care Quality Standards 2025 Australian Privacy Principles Charter of Human Rights and Responsibilities Act 2006 (Vic) Corporations Act 2001 Disability Discrimination Act 1992 Equal Opportunity Act 2010 (Vic) Fair Work Act 2009 National Safety and Quality Health Service (NSQHS) Standards NDIS Act 2013 NDIS Code of Conduct NDIS Practice Standards 2021 Privacy Act 1988 Work Health and Safety Act 2011 Supported Residential Services (Private Proprietors) Act 2010 (Vic) Social Services Regulations Act 2021 (Vic) Social Services (SRS) Regulations 2024 (Vic) Social Services Standards 2024 Housing Act 1983 (Vic) Residential Tenancy Act 1997 (Tas) Residential Tenancies Act 1997 (Vic)	

Related Documents	FIN 16	Purchasing and Payment of Goods and Services Policy
	HRM 24	Termination of Services
	HRM 31	Standard of Dress Policy
	ICT 1	ICT - (AUP) Acceptable Use Policy
	ICT 6	Mobile Phone Policy

	L_M 2.16	Feedback Policy
	L_M 3.14	Conflict of Interest Policy
	L_M 3.15	Privacy Policy
	L_M 3.15A	Privacy Procedure
	L_M 3.20	Complaints Policy
	L_M 5.3	Documentation and Accountability Policy
	L_M 56	Sexual Expression and Sexual Misconduct Policy
	L_M 58	Social Media Policy
	L_M Int 16	Code of Conduct – For Computer Usage by Residents
	PAC 4	Disciplinary Process Policy
	PAC 5.18	Whistleblower Policy
	PAC 6	Learning and Development Policy
Authorisation	This policy has been authorised by General Manager People and Culture on October / 2025.	
Review Date	October / 2028	

Appendix 1: Relationship Scale

Wintringham Relationship Scale (Professional Boundaries)					
Behaviours	Intensity / Effectiveness				
	Ineffective	Partially Effective	Highly Effective	Risky	Unacceptable
Supportive Behaviour (The amount of encouragement, understanding, and assistance required to support customer)	- Indifference - Uncaring - Punitive - Judgemental	- Duty of care only - Impersonal - Punitive - Aloof - Apprehensive / Uncertain - Judgemental (not focused)	- Genuine interest in well being - Empathetic - Professional interest - Takes time with all – no favourites - Non judgemental - Follows up on requests	- Too involved - Protective - Sympathetic / rescuer - Invests too much time in some only	- Emotional investment - Over protection - Involvement outside of work hours
Role Model (The way you manage yourself when interacting with a customer)	- Promotes a mutually destructive relationship - Disrespectful but expects respect - Poor presentation - Tardiness - Inconsistent - Plays favourites	- Inconsistent - Sets rules - Directive - Clients TOLD what to do - Assumes all behaviours are manipulative - Unclear boundaries	- Challenges unacceptable behaviour - Interested in development - Attentive - Reinforces boundaries - Unconcerned about "approval" - Maintains "rules" and controls - Recognises and addresses manipulative behaviour - Well presented (appropriate clothing) - Effort to understand "condition" / behaviour and works on support plan to modify challenging behaviour	- Accepts or does not address unacceptable behaviours - Does not address manipulative behaviours - Engages in emotional game playing - Wants to please - Avoids conflict - Gives all the solutions - Always knows what is best	- Excuses unacceptable behaviour - Encourages emotional dependence - Ignores manipulative behaviour - Accepts responsibility of customer's behaviour - Wants to please - Avoids conflict - Likes to be the "nice guy" - Does favours for favourites
Openness (The amount of collaboration needed to communicate effectively with customers)	- Remains distant - Closed - Unapproachable - Does not listen to - Overreacts - Does not explore issue	- Distant - Has difficulty communicating - Unapproachable - Reserved - Tightly controls own reaction - Vulnerable - Fears mutual communication	- Actively questions or listens - Clarifies client's understanding - Encourages client to be open - Displays empathy - Works with service user to agreed Set Rules and boundaries	- Suggestible - Seeks approval - Gossips - Blurs boundaries - Discloses personal information - Discusses other staff issues with client	- Highly susceptible - Has no interpersonal rules - Crosses the line - Gossips - Discusses other staff / client's personal issues - Seeks advice and support from client - Sexual joking
Physical Contact	- Procedural emergency only with reluctance	- Procedural emergency only	- Procedural emergency - Appropriate gestures of acknowledgement support	- Procedural/emergency - Intruding on personal space - Non-mutual gestures of sympathy and reassurance - Comfort "hug" if mutual	- Flirting - Revealing clothing - Sexual intimacy
	Under-involvement		Constructive	Over-involvement	

Code of Conduct

1. Alcohol and Drugs

Alcoholic beverages shall not be consumed on any Wintringham site, except in special circumstances approved by the Chief Executive Officer (CEO) 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. Mandatory notifications exist for staff who are intoxicated while working.

In the event that a staff member is taking prescribed medication, they 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 inform their Program Manager.

2. 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 acknowledge their contribution.

3. Computers / Internet Use

Wintringham may access and monitor emails, web sites, server logs and electronic files where necessary to support operational integrity, ensure compliance with organisational policies, and uphold legal obligations.

Refer to:

- [Privacy Policy](#) (L_M 3.15)
- [Privacy Procedure](#) (L_M 3.15A)
- [Social Media Policy](#) (L_M 58)
- [Code of Conduct – For Computer Usage by Residents](#) (L_M Int 16)
- [ICT - \(AUP\) Acceptable Use Policy](#) (ICT 1)

4. 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 their 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 period of employment, except where the offence is covered by a prescribed spent convictions scheme.

5. Documentation and Reporting

Staff should complete tasks as outlined in Plans of Care and Work Guidelines. Any quality of care concerns or requests made by the service user must be documented and discussed with them as well as a clinician/professional responsible for the management or coordination of the service user's supports. For example, care and support staff should report to line Manager/Supervisor if a service user is not at home when a planned visit occurs. Staff must also complete any required documentation or reporting during their shift. This includes service users' notes as well as Wintringham's continuous improvement system.

Refer to [Documentation and Accountability Policy](#) (L_M 5.3)

6. **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.

7. **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.

8. **Financial Affairs**

Staff are not permitted to undertake any banking or financial transaction on behalf of service users unless permission has been given by the Program Manager.

In instances where permission has been given for a staff member to do banking with a service user, the service user must be present with the staff member when making any transactions. If the service user is not able to visit the bank, two staff members must be present while any transactions are made.

If staff consider that a service user may not be capable of dealing with their financial affairs, they should advise the Program Manager.

9. **Food**

Staff are not to consume food items that have been purchased for service user's consumption.

Leftovers from meals should be disposed of or placed in the fridge for service user's snacks, according to Food Safety Program requirements.

From time to time, service users may prepare food especially for staff, and this may be accepted subject to informing the Program Manager.

10. **Gifts and Benefits**

Staff shall not accept favours or gifts from service users 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 (e.g. 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 (i.e. Christmas).

Gifts given to individual staff by service users should be always reported to the Program Manager. Small gifts are generally considered to be those gifts which are valued at around \$10.00.

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 service user's file and Program Manager informed.

Staff should also refer to Appendix 1 - Relationship Scale for guidance and discuss any concerns with their line manager.

11. ID Badges

Wintringham is committed to providing staff and service users with a secure and safe environment. To facilitate this, staff are required to either wear or have an ID badge with them at all times whilst on duty. It is acceptable for staff not to display their ID badge if it is requested by the service user, however, it should be available to display at all times.

12. Legal Affairs

No staff member is to witness a service user's Will, sign any legal documents, or undertake formal responsibilities as executors of affairs (i.e. witness or accept a position as an Enduring Power of Attorney EPoA) of any service user.

Care and Support / Personal Care Assistant staff must not advise on, assist with or witness a service user's Advanced Care Directive.

If service users ask for any advice etc. on legal or financial matters, this must be immediately referred to the Program Manager.

If service users 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 relevant Executive Management Team (EMT) member.

13. Mandatory Training

Staff are required to undertake mandatory training. Refer to [Learning and Development Policy](#) (PAC 6).

14. Mobile Phones / Personal Devices

The use of personal mobile phones or personal devices is prohibited for any reason in the workplace without the express consent of the Program Manager and in accordance with the [Mobile Phone Policy](#) (ICT 6) (including BYOD) and [ICT - \(AUP\) Acceptable Use Policy](#) (ICT 1).

No personal calls are to be made during any shift unless it is an emergency, to which staff are to notify the line manager immediately.

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.

15. **Protection of Property**

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

Wintringham cannot assure complete safety of personal items, and therefore 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 service user's home. Any request from a service user/service user's representative for Wintringham staff to hold a spare key must be directed to the Program Manager.

16. **Public Statements**

Under no circumstances are statements to be made by staff concerning service users or the operations of Wintringham. Any requests for public statements or photographs are to be referred to the EMT.

Note: In the case of a missing person, Victoria / Tasmania 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 / Tasmania Police to do a media release under these circumstances.

When a Manager gives this authorisation, they will inform Wintringham's relevant EMT member and provide necessary details to answer media enquiries.

17. **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 service user for the allocated time unless otherwise advised by the Supervisor / Program Manager.

Staff are not to run personal errands or conduct personal shopping during work time or while out with service users.

18. **Resources**

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

19. **Sexual Misconduct**

Staff are expected to adhere to the highest standards of behaviour, by having professional boundaries with service users.

Staff must not engage in any sexual behaviour or sexual acts with service users. This includes physical, verbal, written and online communication. Refer to [Sexual Expression and Sexual Misconduct Policy](#) (L_M 56).

Sexual misconduct will result in mandatory notifications to the relevant regulatory bodies.

Staff should also refer to [Appendix 1 Relationship Scale](#) for guidance and discuss any concerns with their line manager.

20. **Smoking (including the inhaling / exhaling of smoke or vapour)**

Wintringham is committed to providing, as far as practicable, a smoke free environment for all staff.

If a service user refuses to stop smoking in the presence of staff, the matter is to be reported to the 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 Wintringham's sites, or during service user contact in the community.

No smoking is permitted in either company vehicles or personal vehicles whilst transporting service users.

21. **Standard of Dress**

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

Refer to [Standard of Dress Policy](#) (PAC 2.2).

Staff should also refer to [Appendix 1 Relationship Scale](#) for guidance and discuss any concerns with their line manager.

22. **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.

Significant departure from accepted professional standards, and unprofessional conduct, will result in mandatory notifications to relevant regulatory bodies.

23. **Unreasonable Behaviour**

Staff are expected to conduct themselves in a reasonable manner at all times including all interactions with other staff, service users, 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.

Staff should also refer to [Appendix 1 Relationship Scale](#) for guidance and discuss any concerns with their line manager.

24. Visits and contact with service users outside of work and rostered hours

In order to maintain professional roles and boundaries that protect both service users and staff, no staff should have contact with service users outside of their roster, workplace or unless at work. The EMT are the only staff to authorise any variation to this policy.

- Staff must not invite service users to their place of residence.
- Staff must not socialise with service users outside of work hours.
- Staff must not provide service users with personal details about themselves e.g. personal address, phone numbers etc.
- Staff must not have contact via email or the internet e.g.: social media with service users

Staff should also refer to [Appendix 1 Relationship Scale](#) for guidance and discuss any concerns with their line manager.

25. Visits to Wintringham Homes and Housing Sites

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

26. Whistleblowing

Certain breaches of the Code of Conduct may be considered to be 'Disclosable Matters' in accordance with the Wintringham [Whistleblower Policy](#) (PAC 5.18).

All staff have both a responsibility and a right to speak up if they observe care practices or behaviours that may compromise a service users' safety, dignity or rights. Wintringham is committed to fostering a culture of safety, transparency and openness, and encourages staff to report concerns without fear of reprisal.

Concerns can be raised through our internal complaints process or externally to appropriate regulatory or oversight bodies, depending on the nature of the concern. For further information regarding what constitutes a disclosable matter, who to report this to, how a disclosure can be reported, and what protections are available, please refer to [Whistleblower Policy](#) (PAC 5.18).

Additionally, disclosures made to a legal practitioner for the purpose of obtaining legal advice or representation in relation to the whistleblower provisions under the *Corporations Act 2001 (Cth)* are protected—even if the practitioner determines the matter is not disclosable under the Act.

27. Procurement

The procurement of any goods by staff members at Wintringham must be completed in accordance with the [Purchasing and Payment of Goods and Services Policy](#) (FIN 16).

I, (Name)	
have read and understood Wintringham's Code of Conduct that relates to all Wintringham employees, and agree that throughout my time at Wintringham, I will follow the Code of Conduct as set out.	

Signature: _____
Date: _____

Signed copy emailed to P&C
