



CODE OF CONDUCT POLICY

1. PURPOSE

The BCWCA is committed to best practice in all aspects of service delivery. This Code of Conduct supports the people who work with us and empowers people with disability in relation to their rights.

This Code of Conduct supports the NDIS Code of Conduct, NDIS Practice Standards and Quality Indicators and the National Standards for Disability Services, Standard 6: Service Management.

2. SCOPE

This policy applies to the Directors, staff and volunteers of BCWCA.

3. PROCEDURES

i. Responsibility

This Code of Conduct outlines BCWCA's expectations for the standards of behaviour and conduct expected from paid staff, contractors, volunteers or business partners. They are expected to be familiar with the Code and use it always. It always applies in all circumstances and including when working or otherwise representing BCWCA.

ii. Respect

- All staff listed above are expected to conduct themselves in a professional and courteous manner. They must be honest and fair in dealings with people with disability and their families, carers, co-workers, Directors and the general public.
- Staff must treat everyone with respect and not discriminate against people based on disability, cultural background, religion, age, gender, sexual orientation, marital status, family status, union membership or non-membership.
- Staff should not behave in any way that might offend or embarrass another person.
- Staff should respect BCWCA's property. This includes use of funds, equipment, technology, records and confidential information.
- They must respect the information of others and keep information confidential while working at BCWCA and afterwards into the future.
- No staff is to upload, download, use, retrieve or access any materials which are deemed inappropriate and/or offensive. This includes, but is not limited to content that is sexual or illegal, copyrighted or defamatory.

iii. Professionalism

- Staff are to ensure their appearance is neat and tidy.
- If a staff member is late or cannot report for work, they must telephone and let the appropriate supervisor or Director know as soon as possible.
- If a staff member is required to leave the work premises for personal reasons they should advise a Director by telephone as soon as possible.
- Staff must not use work time for private gain. They must ensure all personal activities including phone calls and meetings are arranged outside of working hours.



- Directors need to be advised if staff receive a gift. Staff must not seek gifts or benefits in relation to their work.
- Staff must not make any statements to the media or on social media about BCWCA's business. Requests for statements should be referred to a Director.

iv. Safety

- Staff must not use any form of physical or verbal abuse in the workplace. Do not use inappropriate language in the workplace.
- They must not perform work in circumstances where there is a risk to your safety, or which may compromise the health or safety of others. Report any workplace risks to a Director as soon as possible.
- Staff must not smoke during working hours unless it is during prescribed breaks and within designated areas.

v. Leadership and management

- Directors should ensure team members are familiar with the Code and that they have sufficient skills, knowledge and ability to meet the requirements.
- Directors and members of the Leadership Team should lead by example and not condone, permit, or fail to report any suspected breaches of the Code.
- In the event of a suspected breach, staff must maintain confidentiality and limit information sharing during grievances and disputes.
- They should ensure support is available to all parties during an investigation process.

vi. Legal requirements

- All staff must be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts and all lawful and reasonable directions from BCWCA.
- Any violations of law, ethical principles, policies and this Code of conduct must be promptly reported to a Director.

4. CONFLICT OF INTEREST

A conflict of interest is where the financial or other interests of a Director or staff member, or those of an associate, are or may reasonably be seen to be, in opposition to their allocated duties. Conflict of interest may come in many forms and must be managed at the earliest possible opportunity. A conflict of interest or potential conflict of interest must be disclosed immediately and in writing to a Director and take whatever action they decide is necessary to avoid a conflict of interest.

5. BREACHES

Staff who breach this Code or break the law may be subject to disciplinary action including termination of employment or contract for service.

6. REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.



SUPPORTING DOCUMENTS

Code of Conduct Staff Commitment

RELEVANT LEGISLATION OR STANDARDS

NDIS Practice Standards and Quality Indicators (2020)

National Standards for Disability Services, Standard 6: Service Management

NDIS Code of Conduct

DOCUMENT HISTORY

Version No.	Version Date	Description of Change	Author
1.0	2 April 2021	Initial Release	Savva Petridis