

## **1. Code of Conduct Policy**

### **1.1. Scope**

This policy applies to all employees of Zest Care.

### **1.2. Rationale**

The purpose of this Code is to provide a framework to describe the standards of behaviour, professional ethics and conduct expected from Zest Care (Zest) staff and support workers in their dealings with clients, support persons, advocates, co-workers, management and the general public.

Our organisation provides high quality programs for client that are open, welcoming and safe. We welcome feedback and guidance from our staff, clients and their support people so these standards are maintained.

### **1.3. Definitions**

**SW** Zest Support Workers and Family Support Workers

### **1.4. Standards of Behaviour**

All staff must adhere to the following:

1. Remain familiar with and follow all Zest policies, procedures, guidelines, forms, regulations, contracts, and reasonable and lawful directions from Zest. Following Zest documentation helps to keep both staff and clients safe.
2. Observe and co-operate with health and safety policies and obligations in the interests of work health and safety.
3. Report all incidents, hazards and feedback as per the Zest Care Incident, Hazard and Emergency Management Procedure. This includes recording and acting on suspicions or notifications of client abuse or neglect.
4. Support Workers to sign in and out accurately at the start and end of each shift at the location assigned.
5. Treat all clients and staff with respect, honesty and in an inclusive manner, with proper regard for their rights and dignity. Discrimination, victimisation or harassment will not be tolerated.
6. Accept the right of people with disability to make informed, autonomous choices in relation to their care and provide opportunities for them to be engaged in decision making on a regular and ongoing basis.
7. Engage children and families in decision making processes so they feel valued, safe and supported.
8. Work within the limits of their position at all times as detailed in each role's position description.
9. Maintain a duty of care, avoid placing themselves or others at risk and avoid negligent conduct by giving sufficient consideration to their actions and decisions, and by obtaining direction and advice from their supervisor as needed.

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10. Encourage and actively support clients to provide feedback, make a complaint or resolve a dispute without fear of adverse consequences.
  11. Maintain client privacy and confidentiality, in compliance with privacy legislation and Zest's Privacy Policy, during and after the termination of employment with Zest.
  12. Communicate and co-operate with colleagues and other service providers and agencies in the best interests of clients.
  13. Promptly report any violations by co-workers of law, ethical principles, policies and this Code to a team leader or the Operations Team.
  14. Keep appropriate records as required by Zest and complete these in a timely and accurate manner.
  15. Be truthful in all dealings with others in the conduct of work. Staff must not make false or misleading declarations or falsify records and other documents.
  16. Maintain punctuality and advise both participants and Zest, as soon as possible, if late or unable to attend work in line with the Leave Policy.
  17. Follow the Zest Dress Code Policy requirements and present an I.D badge when required (SWs).
  18. Remember to be a positive role model to clients in all your conduct with them.
  19. Set clear boundaries about appropriate behaviour between yourself and clients in your organisation. Boundaries help everyone to carry out their roles well.
  20. Abide by the NDIS Code of Conduct in any dealings with NDIS clients.
  21. Act ethically, professionally, and within the law at all times, including:
    - Not being under the influence of alcohol or unlawful substances whilst attending any place of employment
    - Not seeking or accepting any money or gifts or benefit in connection with their employment
    - Not engaging in sexual misconduct
    - Not using work time for personal gain
    - Not developing any 'special' relationships with clients that could be seen as favouritism such as the offering of gifts or special treatment
    - Not doing things of a personal nature that a client can do for themselves, such as assisting them to go to the toilet or change clothes
    - Not engaging directly with client, family or support people with regard to shift changes etc. This information must always be directed to the Operations Team at the office.

### 1.5. Complaints & Reporting of Breaches

Where a person has reason to believe there has been a breach of the Code of Conduct by Zest staff, they should complete an Incident, Hazard, Feedback Form at <http://report.zestcare.com.au/>

Complaints may also be taken to the Quality and Safeguards Commission or the NSW Ombudsman.

### 1.6. References

NDIS Code of Conduct

### 1.7. Breach of Code of Conduct

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A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

**1.8. Associated Procedures**

- Incident, Hazard and Emergency Management Procedure
- Child Safe Organisation Policy
- Participant Safety Policy
- Privacy Policy
- Dress Code Policy
- Complaints Policy

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