
CODE OF CONDUCT POLICY 5.6.1

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Policy Statement

This policy outlines our employees, consultants, volunteers and students expected and accepted behaviour while working within a Code of Conduct framework, when engaged with others while representing Alzheimer's WA.

Scope

Alzheimer's WA Code of Conduct applies to all internal and external operations and corporate activities of all employees, consultants, volunteers and students who will conduct themselves with the standards of behaviour expected under the Code of Conduct.

Underpinning Principles/Guidelines

- Alzheimer's WA Code of Conduct outlines the standard of behaviour required of employees, consultants, students and volunteers. It is intended to provide a reference point to assist in understanding an employee, consultant, volunteer or student's responsibilities and obligations as an integral part of Alzheimer's WA. This will be undertaken in a manner that is in the best interests of the Organisation, its clients and their families and other stakeholders.
- The Code of Conduct should be read in conjunction with Alzheimer's WA policies, procedures and Enterprise Agreement.
- The Code of Conduct is also an acknowledgement that as employees, consultants, volunteers and students of Alzheimer's WA, it is expected that a level of commitment to professional integrity and accountability must be demonstrated when conducting business on behalf of the Organisation.
- The Code of Conduct does not seek to encompass all possible scenarios arising in employment with Alzheimer's WA, however, it provides a set of principles to guide staff on acceptable and unacceptable behaviour.
- Alzheimer's WA Code of Conduct focuses on the welfare and safeguarding of clients and carers with whom Alzheimer's WA employees, consultants, or volunteer.

The development of a set of ethical standards for Alzheimer's WA work-related conduct, requires our people to maintain:

- A personal commitment and a lifelong effort to act ethically
- Encourage ethical behaviour by employees, consultants, volunteers and students;
- Consult with others concerning ethical problems.^{[BP1][DY2]}

Guiding Principles

The Code of Conduct incorporates references to the three main attributes that form the basis of Alzheimer's WA's Code of Ethics:

- Procedural fairness and natural justice
- Respect for all persons
- Responsible service provision and support

Ethical behaviour, safe and competent support, respect of others rights and encouraging freedom of expression, self-determination and decision-making as the guiding principles which *must* be remembered and followed by all employees, volunteers and students during their daily work routine.

[BP3]

A professional approach is to be carried out by employees, consultants, volunteers and students by:

- Contributing to improvement in all aspects of Alzheimer's WA's operations through a commitment to the principles of quality and continuous improvement.
- Not soliciting or encouraging to receive gifts over the value of \$20. Any gift offered must be refused and if received must be declared to Alzheimer's WA.
- Any wish to work for any another person or organisation, must advise the head of people and Culture to ensure to identify any conflicts of interest.
- Not making any statements to the press about Alzheimer's WA business unless otherwise instructed in writing. Requests for statements should be referred to the Chief Executive Officer.

A safe environment requires employees, consultants, volunteers and students:

- To not use any form of physical or verbal abuse in the workplace.
- To not perform work in circumstances where there is a risk to safety, or which may compromise the health or safety of others.
- Not to consume or be intoxicated by any alcohol or drugs.
- Smoking during working hours may only occur during prescribed breaks and within designated areas.

A respectful environment requires:

- All staff listed are expected to conduct themselves in a professional and courteous manner. They must be honest and fair in dealings with people and their families, carers, co-workers, managers, 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 company and client property. This includes use of funds, equipment, technology, records and confidential information.
- Staff must respect the information of others and keep information confidential while working at Insert company name 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.

[BP4]

Leadership

- 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 Alzheimer's WA.
- Any violations of law, ethical principles, policies and this Code must be promptly reported to the Chief Executive Officer.

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

[BP5]

NDIS Code of Conduct

The NDIS Code of Conduct applies to Alzheimer's WA. In providing supports or services to people with a disability, this code of conduct extends to include the NDIS Code of Conduct. As a result, it is expected all employees, consultants or volunteers must:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of all clients including people with a disability
- Provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse.
- Take all reasonable steps to prevent and respond to sexual misconduct.

Legislation

- *Equal Opportunity Act 1984*
- *Fair Work Act 2009*
- *National Disability Insurance Scheme (Code of Conduct) Rules 2018*
- *NDIS Act*
- *Aged Care Act 1994*
- *Privacy Act*
- *User Rights Principles 2014*
- *Charter of Aged Care Rights 2019*
- *Australian Privacy Principles 2014*

Related Documents

- 5.4.1 - Occupational Health and Safety
- 5.5.12 - Employee and Volunteer Grievance
- 5.5.13 - Performance Management
- 5.6.2 - Professional Boundaries
- 5.6.28 - Dress Standards
- 5.6.3 - Ethical Behaviour
- 5.7.3 - Media Communications

Resources

- Aged Care Quality and Safety Commission
- NDIS Quality and Safeguards Commission
- NDIS Code of Conduct

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Aug 2013	Document Created	1.0.0	GM Corporate Services
Nov 2016	Revised, minor changes made	1.1.0	GM Corporate Services
Nov 2017	Full revision	2.0.0	GM Corporate Services
Jan 2018	Full revision	3.0.0	GM Corporate Services
Sep 2020	Reformatted and reviewed	4.0.0	GM Corporate Services
Apr 2021	Reformatting of document	4.0.0	
June 2021	Full revision	5.0.0	BP