

Magnolia Helping Hands Staff Code of Conduct

Magnolia Helping Hands prides itself on the professionalism and the ability of its staff and Directors to meet client and other stakeholder needs. The organisation strives to be a leading service provider and to provide a safe, healthy and happy workplace.

This Code of Conduct is designed to ensure that all staff, clients and stakeholders are treated in a manner that reflect Magnolia Helping Hands' Mission, culture and legal obligations.

Compliance

At all times, staff are expected to:

- comply with the *NDIS Code of Conduct*;
- adhere to all of Magnolia Helping Hands' policies and procedures;
- comply with all applicable Federal, State and local laws and regulations;
- comply with all reasonable, lawful instructions and decisions related to their work;
- maintain a high degree of ethics, integrity, honesty and professionalism in dealing with clients, other staff and stakeholders;
- maintain the confidentiality of the organisation's operations in relation to service activities, confidential documentation and work practices during and after their employment; and
- take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other staff, clients and stakeholders.

Staff Behaviour

Staff are expected to uphold Magnolia Helping Hands' values and demonstrate appropriate behaviour when representing Magnolia Helping Hands. Staff must not:

- discriminate against another staff member, client or stakeholder on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference;
- engage in fighting or disorderly conduct, or sexually harass other staff, clients or stakeholders;
- steal, damage or destroy property belonging to the organisation, its staff, clients or stakeholders;
- work intoxicated or under the influence of controlled or illegal substances;
- bring controlled or illegal substances to the workplace;
- smoke in the workplace or in its motor vehicles; or
- accept benefits or gifts which give rise to a real or apparent conflict of interest.

If a staff member breaches any of the above expectations, disciplinary action may be taken. If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.

Dress Code

Staff should dress in a way that meets the organisation's requirements, and clients' needs.

Staff are expected to:

- dress to comply with workplace health and safety regulations relevant to their work activities;
- dress suitably for their position, presenting a clean, neat and tidy appearance at all times;
- wear minimal jewellery;
- wear the supplied uniform and maintain its condition (clean and not torn); and
- consult with the Director, May if unsure of the type of clothing appropriate to their position.

Unsuitable workwear includes:

- clothing with logos, graphics or advertising that may be offensive;
- excessively loose clothes that risk being caught on equipment;
- clothing that is inappropriate for the role/may impede the ability to perform the job appropriately and safely (such as dresses, skirts or short/no sleeved shirts);
- thongs, high heels and open shoes;
- clothing, jewellery and accessories that have dangling attachments or loops that can be pulled or inadvertently scratch or injure clients; and
- clothing with glitter/sequins that can become a potential food contamination risk.

Where a client has particular needs, staff workwear must accommodate these (i.e. where a client is known to pull hair, hair should always be kept tied up and out of reach). Staff must only wear lanyards with a quick release function to prevent any choking risk.

Staff are expected to have their Magnolia Helping Hands identification card visible during all rostered working hours with clients and when representing Magnolia Helping Hands within the community. If a client requests their support staff not wear any identification, the [Position Title] will facilitate and document this request on behalf of the client. Staff will still be required to have their identification on their person (in their wallet/bag) should they need to confirm their identity.

Staff who deliberately breach this dress code may be subject to disciplinary action.

Privacy and Confidentiality

Staff must comply with Magnolia Helping Hands' *Privacy and Confidentiality Policy and Procedure* regarding the collection, storage, use, correction and disposal of personal and health information.

Dealing with Aggressive Behaviour

Staff are expected to provide a high standard of service provision. However, the service does not accept any form of aggressive, threatening or abusive behaviour towards its staff by other staff, clients or stakeholders.

If a staff member is unable to calm another person and/or believes a situation places them or other people in danger, they should notify the Director, May immediately for support and guidance.

Use of Computers, Telephones, Facsimiles

Unauthorised access and use of confidential information can severely damage the reputation of the service and undermine personal privacy. When using Magnolia Helping Hands' communication technology, staff must:

- use Magnolia Helping Hands communication and information devices for officially approved purposes only;
- use these communication and information devices for limited personal use, as long as this use does not interfere with daily duties; and
- never share their password/s with another staff member or share another staff member's password/s.

Use of the Internet and Email

Internet and email are provided to staff members for genuine work-related purposes. Staff must:

- keep/limit personal use to a minimum. The organisation may monitor use and call upon staff to explain their use;
- not divulge personal or confidential information via the Internet or email; and
- not use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches Magnolia Helping Hands *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.

The use of Social Media during work hours is not permitted. Staff should also consider the nature of any posts in relation to Magnolia Helping Hands' clients, other staff or other persons connected with Magnolia Helping Hands to ensure that privacy is not breached, and that Magnolia Helping Hands' Staff Code of Conduct is upheld.

While the privacy of all staff is respected, emails and social media posts may be used as evidence if legal action is taken against a staff member. This information may also be used as evidence of a breach of the Code of Conduct or Magnolia Helping Hands' *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.

NDIS Code of Conduct

Magnolia Helping Hands and its staff will comply with the NDIS Code of Conduct as set out below and as it is amended. In providing supports or services to people with disability, Magnolia Helping Hands and its staff will:

- 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 people with 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 to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches of the *NDIS Code of Conduct*. Should a client or other stakeholder wish to make a complaint about Magnolia Helping Hands with respect to the *NDIS Code of Conduct*, they will be directed to Magnolia Helping Hands' *Feedback and Complaints Policy and Procedure*.

Should Magnolia Helping Hands, or people employed or engaged by Magnolia Helping Hands, be found to have breached the *NDIS Code of Conduct*, Magnolia Helping Hands will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

Supporting Documents

Documents relevant to this policy:

- *NDIS Code of Conduct*
- *Human Resources Policy and Procedure*
- *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*
- *Work Health and Safety Policy and Procedure*
- *Privacy and Confidentiality Policy and Procedure*
- *Records and Information Management Policy and Procedure*

Monitoring and Review

Magnolia Helping Hands' Staff Code of Conduct will be reviewed at least every two years by the Directors. Reviews will incorporate staff, client and other stakeholder feedback.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
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Version History		
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