



CODE OF CONDUCT

The Maryborough and District Committee On The Ageing Inc.

Policy Number: 1.1		Date Adopted: Feb 2013
Authorised by: The Maryborough and District Committee on the Ageing Management Committee Inc.		
Date last reviewed: January 2019	Reviewed by: Project Coordinator & Committee	Date of next review: January 2022

Policy context: This policy relates to:	
Human Services Quality Framework	Standard 1 Governance and Management Indicator 1: The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.
Other standards	AS/NZS ISO 9001:2008
Legislation or other requirements	Policy to form part of Standard 6– Human Resources MaDCOTA “Constitution of Incorporation”

1. Purpose

Our Code of Conduct policy sets out both our aspirations and commitments to staff, volunteers and service users, as an organisation, and also sets clear expectations of staff and volunteers, who are central in achieving these aspirations. New staff and volunteers have a right to understand the organisation’s values and to be fully informed about what is expected of them.

2. Scope:

This policy will apply to all staff and volunteers who work for The Maryborough and District Committee on the Ageing Inc.

3. Policy statement:

The Organisation values the contribution of its employees and volunteers in pursuit of quality service provision. We are committed to providing an environment that encourages employees and volunteers to push the boundaries of innovation and excellence. The Organisation respects the right of consumers, staff and volunteers to express their individual views on any subject without fear or favour. We value loyalty from our employees and volunteers and understand that loyalty and commitment is a two-way process. The Organisation recognises individual differences and seeks to encourage and reward those who strive for individual excellence and improvement in service provision. The Organisation’s greatest asset is its people. Only with their valuable contribution are we able to optimise the quality of life the older persons within the community and people with disabilities.

All staff, volunteers and Board of Management are to be aware of the Code of Conduct and the expectations of the behaviour of people working within the service, whether for remuneration or volunteer. This is to be completed at the earliest appropriate moment of employment /volunteering (preferably during induction) at the service. The Code of Conduct is written for staff in a language and format that can be easily understood by staff and volunteers, as well as the client group.

The Code of Conduct outlines:

- a. standards of behaviour that will be expected of staff, volunteers, members and service users when working/visiting the service
- b. specific examples of important areas of behaviour so that staff are clear about the organisation’s expectations

- c. how and when the Code of Conduct will be brought to the attention of new staff and volunteers.

4. **Code Of Conduct:**

1. The personal behaviour of staff, volunteers, members and services users will not bring discredit to The Maryborough and District Committee On The Ageing Inc. (MaDCOTA), to the work performed by The Maryborough and District Committee On The Ageing Inc. (MaDCOTA), or to fellow staff, volunteers, members and services users. Any complaints or problems about practices at any level should be discussed with the identified officer and appropriate investigation/grievance procedures will be followed, as required.
2. Staff will remain proficient in their practice and the performance of their duties. Staff will not undertake work beyond their capacity or competence. Staff will protect and enhance the dignity and integrity of their work and The Maryborough and District Committee On The Ageing Inc. (MaDCOTA)
3. Staff will distinguish clearly between statements and actions made as a private individual and as a representative of The Maryborough and District Committee On The Ageing Inc. (MaDCOTA).
4. Staff will not exploit work relationships for professional gain or profit. Staff will not exploit clients/customers for personal advantage, nor solicit attendees of the The Maryborough and District Committee On The Ageing Inc. (MaDCOTA) for activities resulting in personal gain.
5. Under no circumstances will staff engage in sexual activities with clients receiving services from The Maryborough and District Committee On The Ageing Inc. (MaDCOTA).
6. Staff, paid and unpaid, shall disclose any personal relationships that may present a conflict of interest.
7. Staff will not use their position to promote personal, political, religious or business loyalty.
8. Staff, volunteers, members and services users will not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, colour, gender, sexual orientation, age, religion, national origin, marital status or other conditions or status.
9. Staff, volunteers and members will treat colleagues with respect, courtesy, fairness and good faith. Where serious disagreements cannot be resolved, they will be addressed as outlined in the grievance procedure.
10. Staff, volunteers and members will respect the right of clients to privacy, and will similarly respect the confidences shared by colleagues in the course of their professional relationships and transactions.
11. Staff will be responsible and vigorous in discussion and critical review of their delivery of service, participating in outcome focused discussion and evaluation of their own and others work.
12. Where applicable, the delivery of services will not proceed without the informed consent of the client/customer. This involves explaining the nature, purpose, costs, alternatives and possible complications of a service, for example, where the Duty of Care overrides confidentiality in the event of illegal or life threatening matters.
13. Clients of The Maryborough and District Committee On The Ageing Inc. (MaDCOTA) should be seen at the service offices and/or centres or it's annexes. In some instances, where services are delivered regionally or where a disability limits access, other suitable locations may be used.
14. Any comments made to the media including comment made on the conditions of the local area, people or service issues will be carefully considered, and where appropriate, referred to the Executive Committee.

15. Both staff and volunteers are prohibited from acting in any capacity while under the influence of any mind-altering substance including alcohol.
16. Staff who have responsibility for employing and evaluating the performance of other staff members will act in a fair, considerate and just manner, performing evaluations on clearly enunciated criteria.
17. All staff are bound by both the ethical and legal aspects of confidentiality, and will be required to sign a confidentiality agreement.
18. Staff will not accept money or gifts of substance from clients/customers.
19. Staff will not use the assets of The Maryborough and District Committee On The Ageing Inc. (MaDCOTA) for their personal benefit or gain, without prior consent. Staff may rent, lease or borrow assets of the Centre on a fee for use basis commensurate with policies and the fees and charges set out in the Schedule of Fees and Charges.

4.1 Consequences for breach of Code of Conduct

Breaches of the Code of Conduct or the Code of Ethics is considered to be very serious and severe disciplinary action (which may include termination of employment and/or referral to relevant authorities) may arise, following appropriate investigations.

Breaches of Code of Conduct by service users is also considered a serious matter and may also lead to withdrawal of services, where inappropriate conduct towards staff, volunteers and/or other service users is of a serious nature and/or ongoing. It may also lead to referral to appropriate authorities following initial investigation by management. Generally standards for Client behaviour is set out in the Client

4.2 Procedures

New staff and volunteers will be provided with a copy of the Code of Conduct during induction. They will also be asked to sign a Confidentiality Agreement.

5. Other related Policies and Procedures:

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> ➤ 1.2 Induction of Governing Body ➤ 7.3 Employee and Volunteer Induction ➤ 1.3 Conflict of Interest
Forms or other organisational documents	<ul style="list-style-type: none"> ➤ Confidentiality Agreement ➤ Volunteer Agreement ➤ Induction Checklists

6. Review processes:

<p>Policy review frequency: Each 3 years. Critical incidents may prompt review of the Code of Conduct ahead of schedule.</p>	<p>Responsibility for review: MaDCOTA Project Coordinator, in consultation with the Executive Committee.</p>
<p>Process: It shall be required that the Executive Committee (review panel) shall ensure that significant amendments (modified policy or new) will be reported to The Maryborough and District Committee on the Ageing Inc. Management Committee for consideration and ratification at the immediate next Management Committee meeting. Staff and clients will ideally be involved in the Policy development and review.</p> <p>The following questions are to be considered by the review panel:</p> <ul style="list-style-type: none"> • Is the Code of Conduct being implemented? • Are procedures being followed? • Is the Code clear? • What has changed that may prompt a change to the Code? • Have particular stakeholders had difficulty with any aspect of the Code? 	

- Can their concerns be resolved?
- How does the Code compare with that of similar organisations?

The policy shall be returned to the Project Coordinator to update within 5 business days of said meeting, to produce an amended draft. Communication shall continue between the Project Coordinator and Executive Committee until such time as a Final Approved document is produced, within 45 day time frame. The Final Document shall be endorsed by the President and adopted by the Executive Committee.

Documentation and communication:

Any changes required, and any actions to be taken, shall be noted in the meeting minutes and shall be identified as "Motion Carried". These meeting minutes shall refer to this policy for the review process.

The final document shall be distributed to the Management Committee at the next meeting or within 60 days of initial consultation, via email.

The Project Coordinator shall ensure that all existing staff and volunteers receive a hardcopy of the policy, and that the implemented changes are clearly articulated.

The Code Of Conduct policy shall be display on the centre noticeboard for a period of no less than one (1) calendar month.