

FCS' Code of Conduct



Created:	10/11/2022	Modified:	05/04/2022
Policy Number	1.0	Page:	Page 1 of 4

System: Governance

Responsible Person/s:

Directors
Managers/Team Leaders
All FCS's Employees, Contractors, and Volunteers

Purpose and scope:

This code of conduct aims to clarify behavioural expectations from Footsteps Community Services' (FCS) employees and volunteers.

FCS is committed to providing a safe and professional environment where quality services are delivered. As such, all volunteers, and employees are asked to always:

1. Abide by this code of conduct as well as any professional rules and guidelines including the NDIS code of conduct (See copy attached).
2. Act with respect of individuals without labelling nor judging.
3. Enforce and respect client's privacy and that of others.
4. Declare and disclose all conflict(s) of interest as they arise.
5. Report any allegations or potential abuse, neglect, or exploitation of clients.
6. Be courteous and professional in your dealing with others.
7. Respect individuals right to self-determination.
8. Follow FCS policies and procedures at all times.
9. Endeavour to strike the right balance with clients between dignity of risks and your duty of care.
10. Empower and support your clients toward their goals while fostering their independence and personal growth.
11. Apply the highest standards of personal conduct in your work as both a role model to clients and as a representative of FCS within the community.
12. Ensure you do not provide statements to stakeholders, the media and/or other external agencies which might miss-represent the organisation or its employees, past and present. (Except if you have received the training and authority to do so).
13. Fulfill your duty of care to yourself, your clients, and others.
14. Be on time.
15. Deliver services aligned with clients' plans.
16. Challenge the status-quo.
17. In doubt ask questions.
18. Understand and comply with the administrative requirements and work practices of FCS, maintain records and complete documentation as required.
19. Dress in a manner, and maintain a high level of personal hygiene that:
 - a. Is appropriate to the duties being undertaken.

Version Control	Current	Previous	Previous	Prior	Initial
FCS' Code of Conduct V1.1	05/04/2023	N/A	N/A	N/A	10/11/2022

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Created:	10/11/2022	Modified:	05/04/2022
Policy Number	1.0	Page:	Page 2 of 4

- b. Address safety considerations.
 - c. Does not cause offence.
 - d. That support clients and FCS to be viewed positively.
20. Not be under the influence of alcohol, drugs or medications which may impair judgment, or ability to fulfill duties whilst representing FCS.
21. Not engage in any illegal activities whilst representing FCS.
22. Be reminded that FCS is a non-smoking organisation (including the use of electronic cigarette products or devices).
- a. Only smoke in designated smoking areas where available.
 - b. With respect of current State/Territory laws.
 - c. During designated break time(s).
 - d. While maintaining continuity of support at all times.
 - e. Without exposing others to the effects of passive smoking.
23. Maintain professional and personal boundaries which includes:
- a. Not having a sexual, physical or financial relationship of any kind with clients under any circumstances.
 - b. Being mindful of disclosing information about personal beliefs, attitudes, circumstances, or values which may impact on others.
 - c. Maintain and respect privacy of self and others by not disclosing personal information in particular on social media.
24. Ensure mobile devices are only used for professional purposes and in the course of service delivery to clients.
25. Not make improper use of position or FCS's resources to gain an advantage for yourself or others, or cause detriment to FCS or FCS clients or FCS staff.
26. Not verbally, physically, or emotionally harass, bully, abuse or threaten clients, families, carers, colleagues, or members of the community.
27. When using social media, or whilst in the community, do not make any statement(s) which could be seen as a misrepresentation of the organization.
28. Encourage and inform clients, families, and carers to raise any important matters including issues or concerns in accordance with the procedure "*Compliments, Complaints, Grievances and Feedbacks*".

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FCS' Code of Conduct



Created:	10/11/2022	Modified:	05/04/2022
Policy Number	1.0	Page:	Page 3 of 4

In particular, when working with Children and Young People, employees and volunteers will:

1. Ensure all interactions promote and maintain safety and wellbeing.
2. Consider the best interests of the individual(s) when making any decisions.
3. Communicate in ways that are appropriate and understandable for the individual.
4. Ensure all physical contact is appropriate to the age and gender of the individual so the individual will feel comfortable, and you will not be putting yourself at risk.
5. Provide boundaries and clear directions for individuals, using the least restrictive alternatives where possible.
6. Educate individuals about “what is safe and unsafe” conduct and their right to say “no” if they feel unsafe or uncomfortable in any way.
7. Provide age-appropriate activities that maximise opportunities to have fun, learn and develop.
8. When required, provide adequate supervision of individual(s) at all times. This includes not leaving individuals unattended and supervising the use of the internet and mobile phones/devices.
9. Know who has decision making responsibility for each individual you work with and have the contact details for these individuals available.
10. Gain consent from the relevant decision maker prior to undertaking any activity that requires consent.
11. Report to your Manager/Supervisor immediately, any concern regarding the safety and wellbeing of an individual.
12. Undertake risk assessments prior to activities and implement agreed risk management plans.
13. Ensure individuals that are under 18 are not provided with access to tobacco, illicit drugs or products that contain alcohol.

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FCS' Code of Conduct



Created:	10/11/2022	Modified:	05/04/2022
Policy Number	1.0	Page:	Page 4 of 4

NDIS Code of conduct

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. 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.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

Any breaches of the above codes might lead to disciplinary actions

References:

NDIS Code of conduct

Scheduled Review Date:

This policy will be reviewed as required, or within no later than five (5) years from date of authorisation.

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