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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.

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- 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 maters including issues or concerns in accordance with the procedure "*Compliments, Complaints, Grievances and Feedbacks*".

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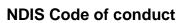
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# In particular, when working with Children and Young People, employees and volunteers will:

- 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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- 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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