

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Code of Conduct	<b>Policy No</b>	16
<b>Indicator</b>	CM2 – Governance and Operational Management	<b>Review Date</b>	29/10/2024	

## 1. PURPOSE AND SCOPE

The purpose of this policy is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with consumers, families, co-workers, management and the general public, at all times during their engagement with One2One or a One2One consumer.

The Code applies to all One2One staff, consumer employees, volunteers, and contractors of One2One, collectively referred to as “workplace participants”. One2One requires all workplace participants to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action, including the termination of employment or contract for services. The policy has been framed around Standard 6 – “Service Management” of the National Standards for Disability Services (2013) and the NDIS (Code of Conduct) Rules 2018 and applies to all of One2One’s services.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

## 2. POLICY CONTENT

All workplace participants are expected to observe the highest standards of ethics, integrity, and behaviour during the course of their employment or engagement with One2One or a One2One consumer. This Code provides an overview of One2One’s fundamental business values. It is by no means exhaustive, but summarises some of One2One’s most important policies, which are based on standards that underline business ethics and professional integrity. These standards apply to all workplace participants.

As representatives of One2One all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing One2One or a One2One consumer:

- (a) Comply with all laws, policies, procedures, rules, regulations and contracts
- (b) Comply with all lawful and reasonable directions from One2One or the consumer/employer
- (c) Comply with Part 2, Section 7 of the NDIS Code of Conduct Guide for Workers 2019, which states ‘take all reasonable steps to prevent and respond to sexual misconduct’
- (d) Be honest and fair in dealings with consumers, co-workers, management and the general public
- (e) Display the appropriate image of professionalism at the workplace. Ensure appearance is neat and tidy
- (f) Treat consumers, co-workers, One2One management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person’s race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy, mental or physical disability, or any other classification protected by law will not be tolerated and may result in disciplinary action including termination of employment or contract for service

- (g) Promptly report any violations of law, ethical principles, policies and this Code
- (h) Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the appropriate supervisor or consumer know as soon as possible
- (i) Do not use work time for private gain.. All workplace participants must not use personal mobile phones or any other electronic devices for texting, calling, or browsing during work hours unless in designated break areas and times. Employees are encouraged to keep their phones silenced and stored away during work hours.
- (j) Under no circumstances should phones or other electronic devices be used in personal settings such as bedrooms, bathrooms or toilets with consumers. Using devices in intimate settings may be construed as recording by consumers and is considered a breach of privacy.
- (k) One2One has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon One2One in its relationships with consumers and the general public at large. In the event where the reputation of One2One has been compromised, an investigation will be undertaken with the workplace participant involved, and could result in discipline up to and including termination of employment or contract for service
- (l) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities in the role in which workplace participants are engaged
- (m) Observe work health and safety policies and obligations, and co-operate with all procedures and initiatives taken by One2One in the interests of work health and safety
- (n) Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of One2One or a consumer. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. Failure to comply with reporting requirements and falsifying records and other documents may lead to disciplinary procedures
- (o) Respect One2One's ownership of all of its property including but not limited to funds, vehicles, equipment, technology, intellectual property and confidential information (however described)
- (p) Maintain during employment with One2One or a consumer, and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with One2One or a consumer
- (q) Not make any unauthorised statements to the media about One2One or a consumer's business (all requests for media statements should be referred to the CEO)
- (r) One2One has a zero tolerance approach to harassment and bullying in the workplace. Workplace bullying is repeated, unreasonable behaviour directed towards an employee, consumer, co-worker, manager or groups that creates a risk to health and safety. In order to maintain fairness for investigation and litigation purposes, the 'reasonable person' legal test applies - Workplace bullying is based on a pattern of behaviour that a reasonable person in the circumstances would view as victimising, humiliating, undermining or threatening. Any workplace participants found guilty of workplace bullying and/or harassment will be subject to disciplinary action including termination of employment or contract for service (refer to One2One's Bullying, Harassment and Discrimination Policy)
- (s) Do not use any form of physical or verbal abuse in the workplace
- (t) Do not use inappropriate language in the workplace

- (u) Do not perform work in circumstances where there is a risk that may affect the workplace participants' ability to perform their role safely or which may compromise the health and safety of others
- (v) Workplace participants are to report any condition which may affect their ability to perform their role safely and accurately to the appropriate supervisor or manager as soon as possible
- (w) Do not consume alcohol before or during working hours or attend work in an impaired state resulting from prior consumption of alcohol
- (x) Do not smoke(or vape) during working hours unless it is during prescribed breaks and within designated areas (as described by One2One or the consumer)
- (y) No workplace participant is to upload, download, use, retrieve or access any materials which are deemed inappropriate and/or offensive. This includes, but is not limited to, materials of a sexual or illegal nature, materials which involve a violation of copyright, and materials deemed as defamatory or that could adversely affect One2One's reputation.
- (z) Employees are not permitted to use, borrow, or remove any consumer private property from a consumer's home without explicit authorisation from their direct manager/supervisor.
- (aa) Employees are prohibited from accessing consumers' bank accounts, credit cards, or other financial instruments, regardless of consumer permission.

### **3. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One