



## Code of Conduct

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### 1.1. Purpose

The purpose of this policy is to set out a code of conduct to govern the decisions and actions of employees in the course of their duties, having regard to the Disability Services Standards (2013).

Our Code of Conduct policy applies to all employees, students, contractors and directors and provides the framework of principles for interacting with clients, their families and with other employees, contractors and the community.

### 1.2. Vision

Down South Therapy provides an innovative, functional, fun, high quality, specialised family centred service that is accessible to all individuals.

### 1.3. Mission

We aim to assist all individuals to reach their fullest potentials and to achieve valued and meaningful goals in a fun, functional, individualised and innovative manner.

### 1.4. Values

Down South Therapy is a proud company with a history of achievement and reputation of providing high quality therapy services in the Western Australian community. Our reputation as a provider of high-quality therapy services is shared by the key stakeholders we have and currently work with. We believe that by doing what's right, we can perform to our very best. This means living our values every day of:

#### **Working Sustainably**

We are here for the long term. We look after each other, our clients and key stakeholders involved with our clients to the highest standards. The way that we represent ourselves as a service provider in the community results in our continued reputation presence and sustainability within the community in which we work within.

#### **Professionalism**

We demonstrate professionalism at all times in our actions and interactions with our colleagues, families and within our communities.

#### **Integrity**

We are open, honest and fair. We do what we say we will do. We have the courage to do the right thing.

#### **Respect**

We give everyone a fair go. We listen. We are respectful at all times with our colleagues, families and within the community.



**Innovative**

We find solutions for difficulties encountered by our clients and their key stakeholders. We think outside of the box and provide flexible adaptive solutions that are innovative and individualised.

**Working Together**

We are on the same team. We build long-term partnerships.

**Excellence**

We achieve great results. We learn. We get better.

**Discipline**

We play by the rules. We set goals and we hold ourselves to account.

**1.5. Philosophy**

Down South Therapy operates from a philosophy that all people have the right to live in welcoming and supportive communities. Our work with individuals and families strives to uphold and promote the following:

- People with disabilities have authority over their own lives.
- Wherever possible and to the extent that they wish, people with disabilities will have control over their own supports and services.
- People with disabilities belong in the community of their choice.
- Family and friends are the most enduring support a person can have.
- Communities benefit from the active involvement of all its citizens no matter what their challenge.
- Every person has the capacity to contribute.
- Everyone has the capacity to continue to learn throughout the course of their lives.

Down South Therapy focuses on individual’s gifts and contributions and its practices have a strong emphasis on providing flexible options, with an individual focus.

**1.6. Guidelines**

The following guidelines and procedures are to be implemented to ensure that the behaviour of all Down South Therapy employees reflect its values and are displayed in an appropriate manner.

All staff, students, contractors and directors must familiarise themselves with the vision, mission, values and policies of Down South Therapy and behave accordingly.

**Rights of people supported by Down South Therapy**

- Respect the rights of the individual to whom support is provided.
- Fully involve the individual (and family where appropriate) in decisions about their lives. The individual has the right to participate as fully as possible in decisions about the events and activities of his or her daily life.
- Observe the privacy, dignity and confidentiality rights of individuals and their families. The member has the right to privacy, dignity and confidentiality in all aspects of their life.



- Respect individuals as valued persons entitled to the same treatment and regard as other members of society. The individual has the right to have opportunities to develop and maintain skills, to participate in activities that enable them to achieve valued roles in the community, and to be treated in a respectful and considerate manner.

### Communication

- Co-operate with management, colleagues and other agencies to promote and deliver quality services to all clients.
- Communicate with Down South Therapy staff, colleagues, and families in an open and respectful manner at all times.
- Encourage people supported by Down South Therapy and their families to raise issues or concerns and seek to resolve them.
- Not make any statements or take any actions that would have the effect of alienating the individual from his or her family or support network.
- Adhere to the lines of reporting as laid down in their duty statement.
- Not discuss any grievance with members or families.
- Be familiar with and use Down South Therapy complaints procedure.

### Confidentiality

- Be familiar with and abide by the requirements of the Confidentiality Agreement, which forms part of your Contract of Employment.
- Refuse to give out information about the individual except, when necessary, to the individual's parents, partners or legal guardian, other workers, Down South Therapy Operations Manager (such information belongs to the individual concerned and is not public information).
- Not mention names or identifying things/behaviours about people supported by Down South Therapy during discussions with workers from other agencies.
- Not discuss with fellow workers individuals who are not of concern to that worker.
- Refuse to identify individuals when making arrangements for them in the first instance.
- Be aware that when information about the individual is shared with another of his or her workers, the location of this exchange is appropriate and matters cannot be overheard by others.
- Not refer to the individual or involve them in any way when dealing with the media, except with the written permission of the individual and /or legal guardian and the Director.
- Not disclose any business of Down South Therapy or make any public statements or comments that could be attributed to Down South Therapy. Any requests for information about the business of Down South Therapy by individuals outside Down South Therapy must be referred to the Chief Executive Officer.
- Not discuss the details of their employment contract with other staff members or with others outside Down South Therapy.
- Be familiar with and abide by the Policy on Privacy and Confidentiality.

### Professional and Ethical Behaviour



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- Apply the highest standards of personal conduct in their dealings with individuals, families, and other agencies. Staff have a duty to act in a professional and ethical manner at all times.
- Fulfil their responsibilities as employees in accordance with their respective duty statement and with due care and diligence.
- Understand and comply with the administrative and work practices of Down South Therapy and maintain records as required.
- Be aware at all times that they act as role models, not only for the individual, but also for others who may observe interactions between the staff member and the individual. Interact with the individual in a manner that is appropriate to his or her age and gender.
- Strive to manage in a positive way the perceptions others have of the individual.
- Discourage the individual from engaging in inappropriate behaviours, but encourage behaviours that are likely to increase independence and positive social relationships.
- Not, under any circumstances, engage in sexual relationships with individuals supported by Down South Therapy.
- Refrain from smoking or taking or being under the influence of alcohol or illegal drugs in the presence of a person supported by the agency, in the individual's home, whilst representing Down South Therapy.
- Not verbally, physically, or emotionally abuse, threaten or harass individuals, families, colleagues or members of the community.
- Where a complaint or grievance exists, adhere to Down South Therapy complaints procedure.
- Not make improper use of their position, or information gained through their position, as an employee to gain, directly or indirectly, an advantage for themselves or any other person, or cause detriment to Down South Therapy or to the individuals and families it supports.
- Where they have personal interests that might give rise to conflicts of interests with their duties as employees, disclose the nature of those interests to line manager.
- Refrain from knowingly assisting individuals to engage in illegal activities.

### Dress Standard

- Dress in a manner that is neat, clean and tidy, and appropriate to the occasion or activity. Take into account any safety requirements for the situation such as protective foot ware or sun protection.
- Dress in a manner that will not cast individuals or Down South Therapy in a negative light or be offensive or uncomfortable to individuals, their families, or colleagues.
- Consider the effect of role modelling in their manner of dress.

### Safety and Health

- Adhere to Down South Therapy Risk Management guidelines and to take all due care to protect their own safety and the health and the safety of the individual for whom they provide support. Employees are responsible for checking that their work environment is safe.
- Report hazards, accidents, incidents or injuries to the organisation on the appropriate form (available from the office) within 24 hours and follow Down South Therapy procedures on Hazard/Risk Notification.

- Avail themselves of training courses on safe manual handling and back care, provided by Cam Can. You are required to advise Down South Therapy management of any condition which may pose a risk or more vulnerable to personal injury i.e. pre-existing injuries.

### **Fitness for work**

If you arrive for work and, in the Employer's opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

### **General**

- Be responsible and scrupulous in the proper use of Down South Therapy information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Promote the interests of Down South Therapy.
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Down South Therapy and/or our clients.
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Down South Therapy.
- Not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or Down South Therapy reputation.
- Respect Down South Therapy ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
- Maintain during their employment or engagement with Down South Therapy and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with Down South Therapy.
- Do not use work time for private gain. If a workplace participant is required to perform private duties during work hours they should advise their Manager well in advance.

### **1.7. Breaches of the Code**

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

