

 *therapy and
assistive technology*

 *leisure and
independence*

 *home and
community*

 *training and
employment*



Rocky Bay

discovering abilities

Code of Conduct

Optimising the quality of life for people living with disability.





This **Code of Conduct** has been designed to help us work toward making a positive difference to the lives of people we support, and to enhance relationships with our colleagues. It provides a list of statements or guidelines describing the professional conduct and practice required by an individual and a group of people working together.

Our professionalism refers to the manner in which we behave while performing a given role. It requires us to maintain high levels of integrity and accountability and ensures we are socially responsible and consistent in our decision-making.

The Code of Conduct is available to assist employees to make informed choices about their behaviour and to integrate Rocky Bay values into their everyday working lives.

This Code applies to all Rocky Bay employees, volunteers and contractors. It will not cover every possible situation, but rather summarises the standards required to maintain our ethics and professional integrity. It underpins and complements existing policies, procedures, guidelines and standards.

Embedding Rocky Bay's vision and values

To achieve our vision, we focus on optimising the quality of life for people living with disability. We constantly challenge and improve the quality and scope of everything we do and proactively influence decisions that affect the quality of life for people living with disability. We have the financial resources to deliver the objectives of the organisation's aim to be consistently recognised as a leading Not for Profit brand. To enable us to do this we strive to have the right people working with us, fully engaged in Rocky Bay's purpose, vision and values.

We value -

- professional behaviour
- working together
- being proactive and accountable
- looking for better ways.
- we also value our greatest asset, our people. Only with their valuable contribution can we achieve the best outcomes for people living with disability.

Rocky Bay is committed to providing an environment that encourages employees and volunteers to push the boundaries of innovation and excellence.

We expect that all employees and volunteers will behave professionally, and with respect and consideration for all (including clients, colleagues and other employees).

Individuals acting on behalf of Rocky Bay are required to conduct their duties in accordance with the principles of this Code of Conduct. By following the ethical principles outlined in this Code, we promote an environment that makes Rocky Bay a great place to work.

Decision-making and professional conduct at Rocky Bay will be consistent with the principles of equal employment opportunity legislation, enabling equity of access to employment and learning opportunities within the organisation. Rocky Bay is committed to an organisational culture of inclusivity and respect which is free from discrimination, harassment and bullying.

The Code of Conduct upholds the Disability Service Standards, which underpin all Rocky Bay practices.



The aims of the Code of Conduct

Rocky Bay's reputation is directly impacted by the actions of our employees and the Code of Conduct provides a framework of agreed behaviours to maintain the respect and confidence of our services within the community.

We want to ensure the people we support:

- are provided with necessary mechanisms to safeguard their emotional wellbeing, personal security and property, and are able to:
 - make choices and decisions for themselves
 - maintain and develop their health and wellbeing
 - grow and develop relationships
 - have the opportunity to participate in the community
 - develop their talent, interests and abilities
 - engage in socially valued activities, including work, education, and leisure activities
 - maintain independence and control of their own lives

Interaction with others

In our dealings with clients and the wider community, we will:

- respect individual differences and the rights of others to have an opinion that is different to ours
- act with courtesy, promptness, fairness, efficiency and impartiality
- assist clients to present themselves in the community as they choose and in such a way that they are accepted and integrated
- ensure we wear our name badge and identify ourselves to clients, their family, friends and carers
- respect the rights and dignity of clients
- always act in the public interest
- to the best of our ability, give full information and advice in a manner that is clear, simple and most appropriate for the person it is intended
- only access confidential information for authorised work-related tasks and maintain the confidentiality and privacy
- seek to find solutions to issues
- present a positive image to the community through our dress, attitude and interactions
- carry out our duties free from the influence of alcohol, drugs or anything that inhibits our performance

In our dealings with colleagues, we will:

- treat all people with courtesy, sensitivity and value their rights, aspirations and individuality
- respect individual differences
- show consideration to our colleagues; this includes being punctual, doing our fair share of the work and offering a willing hand to help others
- actively contribute and maintain a safe, healthy, harmonious and efficient working environment

- work together as a team and treat each other with respect and dignity
- use the correct and approved procedures in expressing and resolving grievances

As a manager or supervisor, we will:

- provide fair and consistent leadership, information, resources, learning support and the correct policies and procedures to support employees reaching the required level of performance
- ensure this Code of Conduct is communicated to employees, and that they are aware of its contents
- ensure that employees know what their job involves (what is expected, how it is to be done, what they are accountable for and how their performance will be managed)
- supervise the employees in our teams, acknowledging good performance and actively correcting unsatisfactory performance
- support the ongoing development of employees
- manage change as ongoing, continuous and positive

As an employee or volunteer at Rocky Bay, we will:

- support Rocky Bay's vision, purpose and values
- perform our duties conscientiously and with professionalism, integrity and honesty
- apply the highest standards of personal conduct in dealings with clients, families, carers, advocates and other agencies
- fulfil our responsibilities in accordance with our job description or duty statement with due care and diligence
- support the decisions of management and Board of Rocky Bay
- adhere to Rocky Bay policies, procedures and guidelines at all times
- understand and comply with Rocky Bay work practices of and maintain records as required
- observe the privacy, dignity, confidentiality and rights of employees, volunteers, clients, their families, carers and advocates

- provide services to clients in ways that are supportive and encouraging and that will foster interpersonal skills and the care, trust and empathy inherent in positive human relationships
- encourage clients, families, carers and advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner
- support clients, family members and carers to make informed choices about the services and activities they are involved in and about the care they receive
- use all Rocky Bay facilities, resources and equipment efficiently, carefully and honestly. These are not to be used for personal purposes unless prior approval has been granted in accordance with Rocky Bay policy
- strive to conserve natural resources and conduct our duties in the best interests of the environment at all times
- respect and abide by all laws, regulations, policies, standards and procedures that direct how we do things at Rocky Bay
- immediately advise our manager if we are faced with the possibility of prosecution for any activity, either while at Rocky Bay or outside our usual work
- use “freedom of inquiry” – the right to examine, constructively criticise and challenge the way we do things, in the spirit of a responsible and honest search to continuously improve the ways in which we develop and deliver services to our clients
- freedom of inquiry is also applicable to the processes and procedures that support client service delivery
- strive to make a positive contribution to Rocky Bay, its clients and the community we serve
- consider the broader impact of our decisions on our colleagues, our clients and the community
- strive to improve our skills, knowledge and competencies

What happens if we do not work within the Code?

If conduct falls below the standards outlined in the Code, your manager or supervisor will provide counselling in accordance with the relevant policy. If your conduct is a significant departure from the Code of Conduct, this may amount to misconduct and disciplinary action may be appropriate according to the current policy.

Inappropriate behaviours include, but are not restricted to:

- abusive, derogatory or obscene language
- discriminatory, threatening, harassing or bullying behaviour
- financial relationship with a client or colleague that benefits an employee
- providing advice to a client on financial matters
- offering or providing services that create a conflict of interest
- any relationship that has the potential for a conflict of interest
- providing services which the employee does not have the appropriate skills and/or training, or authorisation
- physical violence including throwing objects
- insensitive jokes and pranks
- inappropriate behaviour of a sexual nature, including unwelcome advances, jokes and comments on appearance
- body contact or display of offensive materials
- inappropriate criticism of colleagues and / or Rocky Bay
- dishonest behaviour



- inappropriate arguments with clients, their families, carers or other service providers
- not following lawful instruction
- inappropriate standard of dress or personal hygiene

Any displays of the above behaviours will be dealt with as outlined in Rocky Bay's current policy. This means that the employee or volunteer involved will have the opportunity to respond to the report of inappropriate behaviour. It will be the line manager's decision as to what, if any, further action is required.



Code of Conduct

Statement of Agreement

I have received and read my copy of the Rocky Bay Code of Conduct. I have had the opportunity to clarify any issues with my Supervisor/Manager at Rocky Bay. I agree to abide by the terms set out in this document.

Employee's name (print): _____

Signature: _____

Date: _____

Date received by Manager: _____

Name (print): _____

Position: _____

I certify that I have explained the content and the intentions of the Code of Conduct to the above named employee.

Manager's signature: _____



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www.rockybay.org.au