

ONCALL/SACARE Code of Conduct

ONCALL

ONCALL/SACARE¹'s vision is to be nationally recognised as the leading integrated community service provider, empowering people to live their best lives. ONCALL is steadfastly focused on quality service that puts the client at the centre, is enabled through technology transformation, and delivered by people who are committed.

Quality and compliance are embedded into our daily actions and behaviours. ONCALL's policies and procedures provide the foundation and framework for our work and actions to ensure we provide best practice service quality and compliance. All staff are required to know and apply ONCALL policies and procedures that apply to their work.

Policy Purpose

The Code of Conduct sets out the expectations in the way team members conduct themselves at ONCALL and in the way they deliver ONCALL's values and vision: *to be nationally recognised as the leading integrated community service provider, empowering people to live their best lives.*

ONCALL will not tolerate any action or behaviour that does not comply with ONCALL's Code of Conduct. Serious or repeated breaches of the Code of Conduct may result in disciplinary action or termination of employment.

Policy Scope

The Code of Conduct applies to all team members, interns, trainees, volunteers, suppliers, and contractors who provide support to ONCALL clients, work within ONCALL's residential homes and/or corporate facilities. It also applies to team members engaged in work-related activities with another provider (such as agency team members) and in the community.

ONCALL's Commitment to the Safety of Children, Young People, and Adults with Disability

ONCALL's guiding principles, including the Child Safety Framework, the Safeguarding Framework, and the ONCALL Code of Conduct (which includes the Child Safe Code of Conduct), will underpin the actions and decisions of ONCALL staff. ONCALL staff and representatives are expected to support and demonstrate these principles in the way we treat each other and in the way we conduct ourselves.

ONCALL is committed to:

- The safety of children, young people, and adults with disability and ensuring our actions and decisions relating to children, young people and adults with disability support these guiding principles. We want children, young people, and adults with disability to be safe, happy, and empowered – it is our moral and legal responsibility
- Ensuring all necessary steps are taken to realise the rights of children, young people, and adults with disability
- Actively safeguarding all children, young people, and adults with disability that we interact with from harm. Actively safeguarding from harm all children, young people, and adults with disability that we interact with

¹ ONCALL is inclusive of the following entities - ONCALL Group Australia; Ablecare Pty Ltd trading as ONCALL; SACARE Pty Ltd. Throughout this document, ONCALL/SACARE will be referred to as ONCALL.

- Ensuring ONCALL staff and representatives support the prevention and early intervention of abuse and exploitation of children, young people, and adults with disability by setting boundaries for personal interactions with children, young people, and adults with disability, identifying risks early, and implementing measures to remove and reduce these risks as ONCALL has zero tolerance for abuse and exploitation of children, young people, and adults with disability
- Encouraging reports of suspected abuse of children, young people, and adults with disability, including from children and peers themselves, and treating these reports seriously and consistently with our procedures
- Providing a culturally safe environment for children, young people and adults with disabilities who experience diversity in its many forms; including those who are First Nations People; those who are from a culturally and/or linguistically diverse background; and/or those who identify as LGBTQI+
- Communicating the Child Safety Framework, the Safeguarding Framework, and the ONCALL Code of Conduct (which includes the Child Safe Code of Conduct) publicly
- Communicating ONCALL’s safety frameworks in multiple formats to assist in understanding by children, young people and adults with disability. ONCALL is committed to quality and continuous improvement.
- Implementing the National Principles for Child Safe Organisations and will work to meet and exceed the requirements of the Victorian Child Safe Standards and the NDIS Practice Standards
- Ensuring that ONCALL staff and the families, carers and guardians of any children, young people, and adults with disability who engage with ONCALL are aware of the Framework and its key provisions

Standard of Conduct

The Code of Conduct outlines ONCALL’s expectations for behaviour that is encouraged and valued from each and every team member. All team members, volunteers, trainees, and contractors are responsible for the safety and wellbeing of children, youth, and adults with a disability who engage with ONCALL. All paid and unpaid team members are expected to act in accordance with this Code of Conduct in their physical and online interactions with children, young people, and adults with disability and members of the community.

HOW WE ACT	HOW WE CARE	HOW WE COMMUNICATE
<ul style="list-style-type: none"> • We are respectful, kind and caring when interacting with team members, clients, residents, customers, families, and all other visitors • We uphold the Charter of Human Rights and Responsibilities, National Child Safe Standards, and the Convention on the Rights of Persons with Disabilities • We promote an environment that encourages respect and is free from discrimination, bullying, harassment, and abuse • We positively embrace diversity and ensure all 	<ul style="list-style-type: none"> • We listen to and do our best to understand client needs, goals and preferences and respond promptly to deliver the care and services they request • We understand resident, clients and customers values and beliefs from a cultural, religious, and ethnic perspective to put care in place that respects their identity • We listen and respond to the views and concerns of clients (including children), particularly if they are telling you that they or another person has been abused and/or are worried about 	<ul style="list-style-type: none"> • We speak, communicate and act in a way that is friendly, calm, and respectful and doesn’t create negative experience for others • We will consult with our clients about who, if anyone, they want to involve in decisions about their service and support. ONCALL respects and encourages a person’s right to include advocates and important persons in decision making where they choose to • We report behaviour that involves abuse or suspected abuse, violates any law, rule, or regulation, or represents corrupt conduct,

HOW WE ACT	HOW WE CARE	HOW WE COMMUNICATE
<p>people are treated equally and respectfully regardless of culture, background, religion, gender, age, sexual orientation, sexual identity, race, or disability</p> <ul style="list-style-type: none"> • We are aware and comply with all policies, procedures, and legislation relevant to the performance of duties • We keep professional relationships; we avoid discussing personal matters with or in the presence of clients and their families • We maintain all necessary competencies in our relevant code of practice • We provide support only in regard to the role in which we are employed with ONCALL and never provide services outside our qualification • We act professionally at all times and will not allow personal relationships with colleagues to affect our work 	<p>their safety or the safety of another</p> <ul style="list-style-type: none"> • We promote the cultural safety, participation, and empowerment of Aboriginal and First Nations peoples, including children, (for example, by never questioning an Aboriginal person’s self-identification). • We treat the belongings of others respectfully and with care • We respect the boundaries and personal space of others • Maintain all obligations to Work Health and Safety in relation to ourselves, other staff and clients at all times. • We obtain consent before commencing a treatment or support • We promote and advocate for participants and clients to exercise their choice and control 	<p>mismanagement of funds or is a danger to the health, safety, or wellbeing of others</p> <ul style="list-style-type: none"> • We escalate immediately to appropriate leaders or department of any loss, suspension of or change to a registration, accreditation, licence, or other qualification or if involved in pending court matters or charged with a criminal offence particularly if it is punishable by imprisonment or if found guilty • We maintain accurate and reliable records as required by relevant legislation, and/or ONCALL policies and procedures • We work collaboratively and function as a team to meet client outcomes • We respect and promote individual rights to freedom of expression, self-determination and decision-making • We hold space for people who communicate differently to ourselves and respect diverse needs; we do our best to communicate in a mode best suited to each participant

Unacceptable Behaviours at ONCALL

UNACCEPTABLE BEHAVIOURS	CONFLICT OF INTEREST	REPORTING AND PRIVACY
<ul style="list-style-type: none"> • Any behaviours deemed to be bullying, harassment, or assault that is of a physical, verbal, or sexual nature and/or any behaviour that impacts on the health, wellbeing, or safety of another person • Failing to act with dignity, respect, and not respecting a person’s culture or identity • Theft of personal or company property (including medications) and damage to property. • Sleeping whilst on duty that would account to neglecting care of duties • Not complying with a lawful and reasonable direction by someone who has authority to give direction • Possess any unauthorised weapon(s) or article(s) intended for use as such, whether for offensive or defensive purposes. Possession, sale, or use of drugs, alcohol or other substances in the workplace or suffering the aftereffects of drugs, alcohol, or other substances in the workplace • Using personal mobile phones or other digital platforms for non-work-related activities during shift times 	<ul style="list-style-type: none"> • Engaging in any outside work that would compromise your duties to ONCALL or risk in damaging ONCALL’s reputation • Improper use of the resources of ONCALL including for private gain or the gain of a third party • Accepting gifts or money or benefits from residents without the prior authorisation of management and in line with any applicable policies • Making biased or unfair decisions based on favouritism, including, but not limited to, rostering arrangements and/or offering jobs to friends or family members • Steal or fraudulently misappropriate or obtain money/goods from ONCALL, other stakeholders, clients, volunteers, or contractor 	<ul style="list-style-type: none"> • Retain, disclose or securely disposing of any information, or documentation concerning ONCALL’s businesses, current or former stakeholders or resident, customer or clients or the content of ONCALL’s contracts or procedures, without the express written permission of Senior Management, unless required to do so by law • Failing to report under mandatory reporting guidelines and in situations where team, resident, clients and customers health, safety and well-being may be at risk • Engaging in sexual or romantic relationships with resident, clients/customers or engage in personal communication outside of work- related matters including social media or other online forums. • Talking to media or other parties who may publish information about ONCALL without the prior approval of senior management

Child Safety Conduct

Introduction to Child Safety

Protecting children is everyone’s responsibility: parents, communities, governments, and business all have a role to play. This includes ONCALL and its representatives. We all have a role to play in making a child’s ongoing safety and wellbeing a priority.

When a person forms a reasonable belief that a child or young person has been harmed or is at risk of harm, they are morally bound to take action to protect the safety and wellbeing of that child or young person.

In addition to moral obligations, ONCALL staff with the power to remove a substantial risk that a child will become the victim of a sexual offence by a person associated with ONCALL, must act to remove, or reduce that risk. Failure to do so is a criminal offence.

ONCALL owes a legal duty to take all reasonable care to prevent the abuse of a child by a person associated with ONCALL while the person is under the care, supervision, or authority of ONCALL.

HOW WE ACT	UNACCEPTABLE BEHAVIOUR
<ul style="list-style-type: none"> • Act in accordance with ONCALL’s Child Safety Framework and wellbeing policies and procedures at all times • Behave respectfully, courteously, and ethically towards children and their families and towards other staff • Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well • Promote the human rights, safety, and wellbeing of all children in ONCALL • Demonstrate appropriate personal and professional boundaries when working with children • Consider and respect the diverse backgrounds and needs of children • Create an environment that promotes and enables children’s participation and is welcoming, culturally safe and inclusive for all children and their families • Involve children in making decisions about activities, policies and processes that concern them wherever possible • Contribute, where appropriate, to ONCALL’s policies, discussions, learning and reviews about child safety and wellbeing • Identify and mitigate risks to children’s safety and wellbeing as required by ONCALL’s risk assessment and management policy or process 	<ul style="list-style-type: none"> • Engaging in any unlawful activity with, or in relation to, a child • Engaging in any activity that is likely to harm a child physically, sexually, or emotionally • Unlawfully discriminating against any child or their family members • Being alone with a child unnecessarily • Having communication with a child unnecessarily via visits, texts, or other social media forums • Arranging personal contact, including online contact, with children supported by ONCALL outside of work • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by ONCALL’s policy and procedure on reporting • Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material • Work with children while under the influence of alcohol or prohibited drugs • Ignore or disregard any suspected or disclosed child harm or abuse

HOW WE ACT	UNACCEPTABLE BEHAVIOUR
<ul style="list-style-type: none"> • Respond to any concerns or complaints of child harm or abuse promptly and in line with ONCALL’s policy and procedure for receiving and responding to complaints • Report all suspected or disclosed child harm or abuse as required by legislation and/or by ONCALL’s policy and procedure on internal and external reporting • Comply with ONCALL’s protocols on communicating with children • Comply with Children, Youth and Families Act (2005) and ONCALL’s policies and procedures on record keeping and information sharing 	

If I think this Code of Conduct has been Breached by Another Person in ONCALL I will

- Act to prioritise the best interests of children, young people, and people with disability
- Take actions promptly to ensure that children, young people, and people with disability are safe
- Promptly report any concerns to my manager, ONCALL’s Child Safety Officer, Health and Safety Representative, the Chief Executive Officer or another manager or leader in ONCALL
- Follow ONCALL’s policies and procedures for receiving and responding to complaints and concerns
- Comply with legislative requirements on reporting if relevant, and with ONCALL’s policy and procedure on internal and external reporting

How and Who to Report to

In an emergency or where it is believed that there is an immediate risk to the person’s safety, emergency services should be immediately contacted on 000. Team should also report to their manager and complete an internal incident report immediately.

Communications will be treated according to privacy procedures and shared on a ‘need to know basis’.

Misconduct

- Misconduct allegations are the most serious of complaints made and may result in the Disciplinary policy and procedure being implemented by ONCALL management
- ONCALL may decide to stand down a team member while an investigation takes place. This means that you would be instructed not to come to work while the investigation is carried out, but you would be available for the purposes of the investigation
- If you are stood down, you are not permitted to have contact with other team members. This does not imply that ONCALL believes you to be guilty. It is a precaution to protect the integrity of the investigation
- Where a breach of the Code of Conduct has been found, disciplinary action including up to termination of employment may apply

Declaration

I hereby declare:

- I have read, understood, and agree to abide by the ONCALL Code of Conduct
- I agree to abide by the DFFH Code of Conduct for Disability Workers
- I agree to abide by the NDIS Code of Conduct

Signature: _____

Name (Printed): _____

Position: _____

Date: _____

Please return a signed copy of this document to ONCALL's Human Resources Manager

Breaches of this Policy

The breach of this policy by a team member, director or officer of the company may lead to disciplinary action being taken in accordance with the company's disciplinary procedure. Serious breaches may be regarded as gross misconduct.

All team members, directors and officers of the company will be expected to cooperate fully in any investigation into suspected breaches of this policy or any related processes or procedures. If an issue is identified with a supplier, we will work with them to prepare a corrective action plan and resolve all violations within an agreed upon time period. We reserve the right to terminate our relationship with individuals and organisations in our supply chain if they breach this policy.

Related Documents

Policy, Procedure, Manual

Anti-discrimination, Anti-harassment, and Anti-bullying Policy
Child Safety Framework
Conflict of Interest Policy
Diversity and Inclusion Policy
Feedback and Complaints Policy
Freedom from Abuse and Neglect Policy
Safeguarding and Risk Framework
Social media policy
Staffing Policy
Whistleblower Policy
Work Health and Safety Policy

Legislation

DFFH Code of Conduct for Disability Workers
Human Services Standards
National Standard for Disability Services
NDIS Code of Conduct
NDIS Practice Standards
Victorian Child Safe Standards

Document Control

Approval and Review

DOCUMENT OWNER	Audit, Compliance and Risk Management Committee (ACRM)		
APPROVAL DATE	December 2023	REVIEW DATE	December 2025

Access and Feedback

This policy will be made available to all staff on the ONCALL intranet and ONCALL database (Periscope), and to directors in the ONCALL Board orientation.

Users should provide comments and feedback on the accuracy, currency, and useability of the policy document to AskQualityVic@oncall.com.au.