This Code of Conduct is based on ONCALL’s values of:

<table>
<thead>
<tr>
<th>Integrity:</th>
<th>All ONCALL staff will act ethically, with integrity, honesty and transparency, and steadfastly adhere to high moral principles and professional standards at all times</th>
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</thead>
<tbody>
<tr>
<td>Respect:</td>
<td>All ONCALL Staff will show consideration and treat all people and property with respect. Positively accept and welcome diversity in all people and cultures regardless of any differences, including disability, background, race, religion, gender, sexual identity or age</td>
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<tr>
<td>Accountability:</td>
<td>We all accept and take personal responsibility for our own actions and behaviours, ensuring we are trustworthy, transparent and meet or exceed assigned tasks, obligations and to admit mistakes</td>
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<tr>
<td>Teamwork:</td>
<td>We all will strive to work cooperatively and effectively as part of a group, large or small, acting and working together in the interests of a common goal and in line with ONCALL person centred approached</td>
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<tr>
<td>Leadership:</td>
<td>We will all take a role in leading by example, as individuals, teams and as an organisation within our sector, working toward the achievement of ONCALL’s vision and goals</td>
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<tr>
<td>Commitment to Human Rights:</td>
<td>We uphold to always treat people with dignity and respect, upholding fundamental rights to which a person is inherently entitled simply because she or he is a human being.</td>
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<tr>
<td>Advocacy:</td>
<td>To act or process of support or defence of a person or cause, including commitment to report any form of abuse or suspected abuse</td>
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<tr>
<td>Professional Boundaries:</td>
<td>Boundaries are mutually understood, unspoken physical and emotional limits of the relationship between the person being supported and the worker</td>
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Integrity

- Always act honestly, transparently and with integrity in the performance of your duties, when making decisions or revealing information.
- Ensure any advice given is current, based on available facts and data and within the boundaries of the role you are employed for.
- Maintain a strict separation between work related and personal financial matters.
- Exercise your power in a way that is fair and reasonable ensuring that family or other personal relationships do not improperly influence your decisions.
- Respect the rights and dignity of those affected by your decisions and actions, including individuals’ rights to freedom of expression, self-determination and decision making.
- Official and personal information is handled according to relevant legislation, policies and procedures.
- Public comment should always be discussed with management prior to making any such comment/s. Public comments must always be restricted to factual information and avoid the expression of a personal opinion.
- Report to an appropriate authority workplace behaviour that violates any law, rule or regulation or represents corrupt conduct, mismanagement of funds or is a danger to public health or safety or to the environment.
- Report to an appropriate authority immediately any form of abuse or suspected abuse.
- Declare and avoid conflicts of interest to help maintain workplace and community trust and confidence.
- Do not use your power to provide a private benefit to yourself, your family, your friends or associates.
- Only engage in other employment where the activity does not conflict with your role as an employee of ONCALL (Employment includes a second job, conducting a business, trade or profession, or active involvement with other organisations in a paid or voluntary role)
- Behave in a manner that does not bring yourself or ONCALL into disrepute.
- Advise your manager immediately and in writing if you are charged with a criminal offence, which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect your ability to meet the inherent requirements of the work you are engaged to perform.
- Carry out your work safely and avoid conduct that puts yourself or others at risk. This includes the misuse of alcohol, drugs and other substances when at work or engaged in work related activities.
- If you are on medication that could affect your work performance or the safety of yourself or others, inform your manager immediately to ensure any necessary precautions or adjustments to your work can be put in place.
- 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 their safety or the safety of another.
Respect

- Lead by example and promote an environment that encourages respect and is free from discrimination, bullying, harassment and abuse
- Positively embrace diversity and ensure all people are treated equally and respectfully regardless of culture, religion, gender, age, sexual orientation, race or disability
- Be fair, objective and courteous in your dealings with individuals, organisations, community and other employees
- Ensure privacy and confidentiality are adhered to all times in accordance with legislation, policies and procedures relating to and dealing with private information
- Be aware of and actively listen to the expressed needs, values and beliefs of people from cultural, religious and ethnic groups that are different from yours, regarding culturally relevant needs that affect the delivery of service.
- Promote the cultural safety, participation and empowerment of Aboriginal people’s, including children, (for example, by never questioning an Aboriginal person’s self-identification)
- Promote the cultural safety, participation and empowerment of people, including children, with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- Promote the safety, participation and empowerment of people with a disability, including children, (for example, during personal care activities)
- Be conscientious and efficient in your work striving for excellence at all times
- Contribute both individually and as part of a team and engage constructively with your colleagues on work related matters
- Share information with team members to support delivery of the best and most appropriate service outcomes

Accountability

- Work to the clear objectives of your role and if goals and objectives are unclear, discuss it with your manager.
- Take personal responsibility for your own actions and behaviours, ensuring you are trustworthy, transparent and meet or exceed assigned obligations or tasks and to admit to any mistakes
- Consider the impact of your decisions and actions on ONCALL, the individuals you support, other organisations, the community and other employees
- Use work resources and equipment efficiently and only for appropriate purposes as authorised by your employer. Work resources include: physical, financial, technological and intellectual property
- Always seek to achieve value for money and use resources in the most effective way possible
- Identify opportunities for continuous improvement to achieve best possible efficiency and
responsiveness to processes and service delivery

- Maintain accurate and reliable records as required by relevant legislation, policies and procedures
- Records are to be kept in such a manner as to ensure their security and reliability and are made available to appropriate scrutiny when required
- Notify your manager of any loss, suspension of or change to a registration, accreditation, license or other qualification that affects your ability to meet relevant essential requirements or to perform your duties
- Ensure you are aware of and comply with all policies, procedures and legislation relevant to the performance of your duties
- Do not refuse to follow a lawful or reasonable management direction or instruction

**Teamwork**

All employees should work cooperatively and effectively with colleagues or customer organisations to ensure the best possible support is provided – showing Reliability, Integrity, Responsibility, Attitude and Initiative.

- **Reliability**: Work cooperatively and demonstrate that you are reliable - arrive at work on time
- **Integrity**: Complete all tasks assigned or expected of you, ensuring you perform all tasks and providing support to clients to a high standard.
- **Responsibility**: Ensure all documentation is completed and the work area is left clean and tidy. Report all abuse or suspected abuse. Take responsibility for your own actions and behaviour.
- **Positive Attitude**: Be positive, keep all negative comments to yourself and smile. Avoid discussing personal issues in the workplace.
- **Initiative**: If you have completed your set tasks, look around to see if there are any additional tasks you may be able to do, and if in doubt ask.

**Leadership**

All employees of ONCALL should demonstrate leadership by actively implementing, promoting and supporting these values

- Lead by example
- Be honest
- Make decisions free of bias and in line with ONCALL’s person centered approach
- Be transparent, responsible, use resources efficiently, invite scrutiny
- Treat all others fairly and without discrimination
- Work co-operatively with your colleagues
- Support and learn from your colleagues and accept differences in personal style
Commitment to Human Rights:
- Respect and promote the human rights as set out in the Charter of Human Rights and Responsibilities
- Embrace and advocate that everyone has the right to be respected, to feel safe and to be free from abuse.
- Uphold ONCALL’s zero tolerance policy towards abuse of children and people with a disability.
- Make decisions consistent with human rights
- Protect and implement human rights
- Report all abuse or suspected abuse

Advocacy
- As an organisation and as individuals, we have a responsibility to protect and advocate for our clients who are vulnerable.
- Encourage people with a disability and children to ‘have a say’ and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- Seek advice from a manager if you are unclear on the correct procedures when advocating on behalf of a person you support
- Understand the boundaries within the scope of your position

Professional Boundaries
- Carry out your duties professionally, skilfully, competently and to the best of your ability within the scope of your role
- Behave in a manner that maintains the trust and integrity expected from you by ONCALL
- Sexual relationships between staff and clients/customer whom they work with are strictly prohibited. Always report sexual misconduct and abuse.
- Be prompt and courteous when dealing with the people we support, other stakeholders, employees of other agencies and members of the public
- Use courteous and business-like language in all correspondence and other communications to or with the public, other employees and stakeholders
- Always conduct yourself or act in such a way as to ensure that the good name of ONCALL and of other stakeholders is maintained at all times
- Do not disclose information about a person ONCALL supports except when the appropriate Manager/Executive Manager has approved such release of information and the stakeholder is authorised or required by an Act or other law to do so
- Do not use any property of ONCALL’s except in the pursuit of official duties of ONCALL or as otherwise duly authorised
- The use of a personal mobile phone and text messaging while on duty is not permitted, unless otherwise agreed by the Manager
Never store or retain private contact details (including photos, phone numbers, email or Facebook) of clients or clients’ families nor provide your own personal contact details directly to clients or families

The use of ONCALL internet and email software will be in accordance with Use of Electronic Systems and Communications Policy.

Always present yourself in a neat and professional manner wearing clothing appropriate to the role you fulfil in the workplace. Closed shoes must be worn at all times.

Always behave and act in a way to ensure that you do not become liable to conviction of a criminal offence within the law

Be responsible for the care of clients and ensure they are treated with due regard for justice and with decency. Be courteous and avoid any actions that may bring your conduct into question

Treat clients fairly and do not abuse or exploit their position for personal gain

Develop any ‘special’ relationships with clients that could be seen as favouritism

Advise your manager of involvement in a relationship with a client’s family or other associates, direct or indirect, to avoid any potential conflict of interest

Do not demand or receive a fee, reward, commission or benefit of any kind, from any person or organisation, for the initiation, conduct, omission or conclusion of any business, by any person or organisation with ONCALL.

Do not accept any gifts from a client, or relatives or friends of any client (including gifts under a Will), unless prior authority has been given by your manager

Staff are strictly prohibited from being the executor of a client’s will.

Do not provide any comment, opinion or information to the media relating to the business of ONCALL or concerning employment with ONCALL without being authorised to do so

Alcohol, illicit drugs and other substances can compromise your judgement and therefore your ability to uphold your duty of care to vulnerable clients and others. Therefore, ONCALL adopts a strong, unequivocal stance as depicted below:

- Do not arrive to work under the influence of alcohol or illicit drugs or undertake any duties in an inebriated or drug affected state
- Do not bring into the workplace any alcohol, drugs or any other illicit substances

Responsible drinking of alcohol at ONCALL social functions as authorised by Management is permitted in accordance with the Social Functions Policy.

Do not possess on the premises or in any workplace (including community-based support) any unauthorised weapon(s) or article(s) intended for use as such, whether for offensive or defensive purposes

Have any online, phone, direct or any other contact with a client or their family outside professional duties.

No employee of ONCALL shall wilfully:

- Make any false entry in any book, record or document
Staff Code of Conduct

- Make any false or misleading statement or any statement they know to be inaccurate or significantly incomplete
- Omit to make any required entry in any book, record or document
- Destroy or damage any book, record or document required by law or direction to be kept by ONCALL
- Furnish any false return or statement of any money or property
- Steal or fraudulently misappropriate or obtain money/goods from ONCALL, other stakeholders, clients, volunteers or contractors
- Breach Occupational Health & Safety policies and procedures of ONCALL, or any relevant legislation
- Damage or sabotage any property of ONCALL
- Assault, abuse or harass sexually or otherwise or discriminate against any client, volunteer, contractor or other stakeholder.
- Absent themselves from work for other than an authorised absence
- Disclose any information, or supply any document concerning ONCALL’s business, current or former stakeholders or clients or the content of ONCALL’s contracts or procedures, without the express written permission of your manager, unless required to do so by law
- When leaving the employment of ONCALL you should not use confidential information obtained during your employment to advantage a prospective employer or disadvantage ONCALL in commercial or other relationships with your prospective employer

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 an employee while an investigation takes place. This means that the employee 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 employees. This does not imply that ONCALL believes you to be guilty, it is a precaution to protect the integrity of the investigation
Declaration

I hereby declare:

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

Signature

Name (Printed)

Position

Date

Witness Signature

Witness Name (Printed)

Position

Date

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

Reference:

DHHS Code of Conduct for Disability Workers (2018)
NDIS Code of Conduct
Victorian Child Safe Standards
Freedom from Abuse and Neglect Policy
Incident Reporting Procedure
Conflict of Interest Policy