

CODE OF CONDUCT



Code of Conduct

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1. Purpose

- 1.1. The Code of Conduct [**‘the Code’**] outlines the minimum standard expected for the way we work, behave and conduct ourselves at Carrie’s Place.
- 1.2. The Code provides a practical set of core values and guiding principles to help employees make decisions in their day-to-day work. These core values together with the guiding principles provide the foundation for the Code.

2. Scope

- 2.1. This Policy applies to all employees, volunteers and third-party contractors of Carrie’s Place and all persons performing work at the direction of Carrie’s Place [**‘workers’**].
- 2.2. Carrie’s Place Inc will be collectively referred to as [**‘Carrie’s Place’**], or ‘Organisation’.
- 2.3. This Policy applies at all Carrie’s Place workplaces and other places where a worker may be working or representing Carrie’s Place, for example, at external events, work endorsed functions, client sites, or clients’ premises [**‘workplace’**]. This can extend to situations outside of the workplace and work hours where there is a connection to the workplace.

3. Our Core Values

- 3.1. Carrie’s Place aims to create an organisation where all workers are treated in such a way that they bring the best of who they are to work. The organisation’s values are part of who we are, what we stand for and how we act. They define our culture. The values are as follows:
 - **GROWTH AND CHANGE** – we believe in the power of learning, change and growth. We support our clients and each other through the challenges and emotions that come with change.
 - **INCLUSIVE AND ACCESSIBLE** – we respect all by creating an inclusive and accessible organisation based on individuals’ diversity of ideas, background, heritage and experience.
 - **AUTHENTIC** – we demonstrate the courage to be authentic and invite our clients and community to walk with us in authenticity and integrity in all we do.
 - **SOCIALLY JUST AND SAFE** – we recognise safety is a human right for all and we strive to create and support safe places and behaviours
 - **TEAMWORK** – we achieve what individuals can’t by working collaboratively in an environment of mutual trust and respect.

4. Guiding Principles

- 4.1. The guiding principles describe the standards of professional conduct and behaviour expected of all workers in the performance of their duties and interactions in the workplace. These principles are detailed in the below sections.

5. Our Clients Come First

- 5.1. Carrie's Place respects and upholds the human rights of all those we support. When we talk about clients, we include adults, children and young people, First Nations peoples, people with a disability, gender diverse people, and those from culturally and linguistically diverse backgrounds.
- 5.2. Workers are expected to:
- Ensure the provision of service to clients is in line with Carrie's Place expectations with regard to quality of support, and safety;
 - Respect clients' individual rights to freedom of expression and self-determination;
 - Show respect for clients' cultural differences;
 - Respect and protect clients' privacy, including all their information, records and data; and
 - Take all reasonable steps to prevent, respond to and report all forms of actual or suspected violence against, mistreatment, exploitation, abuse and neglect of clients.
 - Commitment to keeping children safe by following the Organisation's Child Safe Policy and Procedure, and reporting any issues of concern to their Manager or the CEO.

6. We Act Professionally at All Times

- 6.1. Workers are expected to:
- Uphold the organisations core values in all business activities;
 - Represent Carrie's Place in a positive, respectful, and professional manner;
 - Ensure decisions are honest, reasonable, and fair;
 - Carry out their duties efficiently with care and diligence;
 - Present a professional image through conduct and dress;
 - Maintain complete, accurate and timely business records; and
 - Encourage continuous improvement and innovation.

7. We Treat Others with Respect and Value Differences

7.1. Workers are expected to:

- Treat all people at work with dignity, respect and courtesy;
- Listen to and respect different points of view expressed in the workplace;
- Respect the diversity, cultural differences and self-expression of workers, clients and key stakeholders;
- Exchange ideas, expertise, lessons learnt and resources with co-workers;
- Never use computers, communication devices including social media and channels or network systems to communicate, view or distribute inappropriate material;
- Not victimise individuals who have been involved in, or are proposing to assist with, a complaint about inappropriate workplace behaviours;
- Raise any questions, challenges, misunderstandings, or problems directly with the other person involved and if the issue is unable to be resolved, then raise it with your Manager early, to ensure they are addressed promptly and appropriately; and
- Report grievances, incidents or concerns that may impact the safety or wellbeing of the workplace or employees.

7.2. For more information, refer to the **Appropriate Workplace Behaviours Policy**.

8. We Prioritise Employee's Health, Safety & Wellbeing

8.1. Workers are expected to:

- Perform duties in a safe manner;
- Take reasonable care for their mental and/or physical health & safety, and that of co-workers;
- Participate in safety & wellbeing training and/or initiatives as requested and required;
- Comply with any reasonable instruction given by the organisation in relation to WHS;
- Identify and take active steps to control hazards and incidents in the workplace;
- Ensure appropriate safety equipment and/or clothing is used when required; and
- Not present for work under the influence of alcohol, illicit drugs, or prescription medication which inhibits performance, at any time.

8.2. For more information, refer to the **Work, Health and Safety Policy, Drug and Alcohol Policy and Mental Health and Wellbeing Policy**.

9. We Conduct Business with Integrity

9.1. Workers are expected to:

- Take any reasonable steps to avoid any conflict of interest (real or perceived);
- Not divert a business opportunity to the employee's benefit;
- Ensure that all personal relationships and dealings with stakeholders do not put the integrity of the business relationship at risk;
- Not pursue or engage in private business, or undertake other employment or business venture/s which directly or indirectly competes with Carrie's Place which involves the using of knowledge or materials gained during their employment;
- Not give, offer, provide, or accept gifts, benefits, or any form of entertainment that may be perceived as representing a conflict of interest or might be seen to compromise their integrity. If a worker is unsure if a gift or proposed gift is acceptable, they must discuss this with their direct Manager. Giving, offering, providing, or receiving any gifts or benefits must be disclosed and/or discussed with the CEO;
- Under no circumstances should client donations be taken home or gifted to friends and family.
- Not engage in misleading, fraudulent, deceptive, or corrupt practices; and
- Disclose any conflicts of interest, bribes, fraudulent behaviour to their Manager immediately.

10. We respect privacy and confidentiality and do not misuse information

10.1. Workers are expected to:

- Keep confidential information secure and not disclose confidential information to any unauthorised person or business entity, without the express approval from a member of the Management Team;
- Not use any such information, except in the proper course of your duties or as required by law;
- Follow procedures relating to maintenance of passwords and user profile setup;
- Never allow a co-worker or anyone else to logon using your details; and
- Collect, use, store, handle, update and always destroy information particularly personal, confidential and sensitive information appropriately and in line with policies, procedures, and processes.

11. We Utilise Organisational Resources and Assets Responsibly

11.1. Workers are expected to:

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- Use all Carrie's Place systems and equipment appropriately and for proper purposes;
- Ensure value for money is achieved and obtain approval from delegated personnel where required before committing to, or spending, organisational funds, assets or resources;
- Not use organisational resources and/or assets for personal gain or assist others in such behaviour;
- Respect and safeguard Carrie's Place property always; and
- Efficiently use Carrie's Place property, facilities, and assets for legitimate work-related purposes unless prior permission has been granted.

12. We Comply with this Code, The Law, Our Policies & Procedures

12.1. Workers are expected to:

- Follow all lawful directions and reasonable instructions;
- Understand, comply, and promote compliance with all applicable laws and regulations, the Code, Employment Contracts and Carrie's Place Policies and Procedures;
- Promptly complete all required training or education programs as arranged;
- Be accountable for their decisions and act within their authorised delegation of authority when making decisions; and
- Immediately report any conduct that may be in breach of Carrie's Place Policies, the Code, and the law to the Leadership Team.

13. Public Statements

- 13.1. Employees are not permitted to communicate with the media on behalf of, or in relation to, the organisation and its work product without the express permission of the CEO. This includes but is not limited to promoting or providing information in relation to a product or event, or a personal opinion that is directly linked to the organisation or its work.

14. Managers Responsibility

- 14.1. In addition to the Code's requirements and expectations above, Managers and Supervisors are also expected to:

- Promote team spirit;
- Treat all complaints or grievances seriously and take reasonable steps to resolve them in a timely and professional manner and where appropriate, take appropriate action as per Carrie's Place policies and procedures;
- Maintain confidentiality when conducting investigations into grievances and disputes;

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- Avoid bias in decision making;
- Exercise objectivity when administering rewards or disciplinary action;
- Ensure compliance with policies and procedures when carrying out counselling and discipline; and
- Do not condone, permit, or fail to report any breaches of the above Code by employees under their supervision.

15. Compliance

- 15.1. Carrie's Place seek and encourage the commitment of all workers regarding this Policy and are dedicated to ensuring that all workers are aware of and understand all elements of this Policy and associated policies and procedures.
- 15.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

16. Related Documents

Appropriate Workplace Behaviours Policy
Work Health and Safety Policy
Drug and Alcohol Policy
Performance Management and Discipline Policy

17. Declaration

I have read and understood this Policy

Workers Full Name:	
Workers Signature	
Date:	

18. Revision History

Rev	Date	Revision Description	Name
0	Feb 2022	Review and update of existing policy	CEO and Skildare
01	Feb 2022	Review and Updated	CEO
02	MAR 2022	Updated	CEO