

Anglicare - Code of Conduct

Purpose

Anglicare is committed to the safety and wellbeing of all employees and all who access our service. This includes children, young people, older people and people with disabilities. We will act without hesitation to ensure client safety is maintained at all times. We support the rights and wellbeing of all Anglicare employees. Anglicare encourages active participation in building and maintaining a safe environment for all.

Scope

All Anglicare personnel are required to observe the requirements outlined in this document. Anglicare personnel include;

- paid employees,
- contractors,
- volunteers (including the Board), and
- students

Principles and Policy Statement

What is the Code of Conduct?

The Code of Conduct (the 'Code') provides reasonable expectations for the way we work at Anglicare, guided by our values;

- justice,
- respect,
- compassion and
- hope

The Code provides a practical set of guiding principles about how you make decisions and interact with others. Through your day-to-day work, whatever you do and wherever you do it. It is to be read in conjunction with Anglicare's supporting policies and procedures.

No matter your role or the location you work in, you are expected to:

- Demonstrate the behaviours of;
- honesty,
- integrity,
- compassion and
- commitment to quality at all times
- Set an example for others and recognise those around you who also demonstrate these behaviours
- Speak out when you believe these behaviours are threatened or compromised.

This document is formally approved by the Board of Anglicare Tasmania Inc. It endorses Anglicare's commitment to ensuring the safety and well-being of vulnerable people.

Safeguarding Children and Young People?

Anglicare acknowledges that supporting children and young people requires specific clarification for behavioural expectations from employees. To support this all employees are to read and ensure they follow the [Code of Conduct - Safeguarding Young People](#) along with this code of conduct.

When does the Code apply?

The Code applies to you whenever you are identified as;

- an employee of Anglicare,
- working for Anglicare, or
- you are representing Anglicare.

In some circumstances, this will include times outside your workplace or working hours. For example:

- At work functions.
- When you identify yourself as an Anglicare employee or contractor.
- When you are out in the community on behalf of Anglicare.

For volunteers, students, contractors and consultants it will apply at all times while;

- you are directly engaged by or with Anglicare, or
- when you identify yourself as being engaged by Anglicare.

Anglicare's Code - Our principles

You can open the principles for examples for explanation on how they can be achieved:

› 1. WE ACT WITH HONESTY, INTEGRITY, AND TRANSPARENCY BY APPLYING ETHICAL AND PROFESSIONAL BEHAVIOURS

Our decisions and actions should be guided by key moral principles such as honesty, fairness, equality, respect, compassion and justice. Anglicare's employees, volunteers, contractors and consultants are expected to:

- Demonstrate professional behaviours at all times;
- Act impartially; be fair and do not mislead people;
- Display honesty;
- Respect the views of others including when they are not the same as your own;
- Be open and transparent in your day to day activities;
- Be able to explain the reasons for your decisions;
- Be accountable for your actions;
- Base your decisions on facts and your professional judgement, not rumour, gossip or guesses;
- Implement the Board and CEO's decisions and policies regardless of your own personal views;

- Seek to understand the decision(s) of others;
- Share relevant information to assist others in their role;
- Involve people in issues that affect them and explain your decisions;
- Support fellow team members and be aware of the requirements of their role;
- Safeguard vulnerable people
- Follow the grievance procedure to resolve differences between yourself and others.

› **Supporting Documents**

- [Employee Grievance](#)
- [Safeguarding and Working with Vulnerable People](#)
- [Practice & Behaviour Guidelines – Safeguarding Young People](#)
- [Issues of Significance](#)
- [Raising Concerns and Resolving Grievances](#)
- [Support Boundaries and Conduct Guidelines](#)
- [Whistleblower Protection](#)

› **2. WE TREAT OTHERS FAIRLY WITH DIGNITY, COMPASSION AND RESPECT DIFFERENCE AND DIVERSITY**

Anglicare employees, volunteers, contractors and consultants are expected to:

- Treat others as you would like to be treated
- Treat others fairly, equitably and with respect;
- Respect the diverse backgrounds and beliefs of others;
- Exhibit the qualities of empathy and tolerance towards others and work to uphold human rights and promote the welfare of others;
- Be respectful in all communications with others (for example written, face to face, electronic);
- Listen to what people have to say and value their ideas and opinions;
- Work at building and maintaining good relationships and provide appropriate support to others;
- Model, promote and facilitate equal, respectful and non-violent gender relations in the workplace;
- Report all violence and gender related violence in the workplace;
- Lead by example and encourage others to respect difference and diversity;
- Follow the reasonable directions of management;
- Not engage in bullying, intimidation or harassment towards;
 - a client,
 - fellow employee,
 - volunteer,
 - visitor contractor, or
 - consultant;
- Report bullying, intimidation or harassment towards;
 - a client,
 - fellow employee,
 - volunteer,
 - visitor contractor, or
 - consultant;
- Respectfully challenge behaviours that are not consistent with the Code;
- Work collaboratively with community members, work colleagues, supervisors, volunteers, contractors and consultants; and
- Be on time and prepared when working with others.

› **Supporting Documents**

- [Employee Grievance](#)
- [Workplace Behaviour](#)
- [Feedback Compliments & Complaints](#)
- [Issues of Significance](#)
- [Responding to Family Violence in the workplace](#)

› **3. WE WILL PRIORITISE HEALTH AND SAFETY IN ALL OUR WORK**

Anglicare employees, volunteers, contractors and consultants are expected to:

- Provide care supports and services in a safe and competent manner;
- Comply with all Anglicare safety policies and procedures;
- Be fit for work by ensuring you do not have any alcohol or illegal drugs in your system;
- Apply risk management principles before you commence a task;
- Be aware of your legal, statutory and regulatory responsibilities;
- Do not put yourself or others at risk;
- Speak up when you see others acting in an unsafe manner;
- Report all near misses, hazards and incidents to your supervisor immediately;
- Work to minimise damage to the environment;
- Maintain all licenses and certificates required to undertake your work;
- Actively seek and participate in safety and compliance training and initiatives; and
- Not take shortcuts.

› **Supporting Documents**

- [Personal Safety & Security](#)
- [Legislative Requirements](#)
- [Injury Management & Prevention](#)
- [Risk Management](#)
- [Workplace Health & Safety](#)
- [Alcohol and other Drugs in the Workplace](#)
- [Safeguarding and Working with Vulnerable People](#)

› 4. WE IDENTIFY CONFLICTS OF INTEREST AND MANAGE THEM RESPONSIBLY

What is a Conflict of Interest?

A conflict of interest is when:

- there is a possibility that your interests will conflict with your ability to perform your work duties without bias.
- it may include the interests of people close to you conflicting with your ability to perform your work duties

Actual conflicts can occur;

- in situations where there is a direct or indirect financial interest that may include benefits for family or friends.
- where an employee is in a relationship with another employee, or
- when an employee has memberships in other organisations.

Perceived conflicts of interest can occur;

- when an outsider would perceive that an employee's private interests may create a conflict. e.g. employee's family member works for an Anglicare contractor.

Potential conflicts of interest occur;

- when events arise that may develop into an actual or perceived conflict of interest. e.g. membership of another organisation.

It is not uncommon for conflicts of interest to exist, but it is important that they are managed properly.

Anglicare employees, volunteers, contractors and consultants are expected to:

- Declare all potential or actual or perceived conflicts of interest;
- Restrict exposure to any actual, perceived or potential conflict of interests;
- Avoid situations that could compromise the organisation or yourself;
- Not accept gifts or any other benefits that could compromise Anglicare's integrity or reputation; and
- Not use any information that you acquire through your work with Anglicare for your own personal gain or benefit.
- Not witness legal documentation on behalf of clients

› Supporting Documents

- [Managing Conflict of Interest and Disclosure Requirements](#)

› 5. WE COMPLY WITH THIS CODE, FEDERAL AND STATE LAW AND ANGLICARE POLICIES AND PROCEDURES

Anglicare employees, volunteers, contractors and consultants are expected to:

- Ensure you are familiar with and fully understand the principles outlined in this document;
- Ensure you are aware of and fully comply with any statutory laws that are applicable to your role;
- Ensure you comply with Work Health and Safety and discrimination, harassment and bullying laws;
- Ensure you are aware of and comply with all Anglicare policies and procedures; and
- Only act within your delegated authority.
- Adhere to mandatory reporting requirements.

› Supporting Documents

- [Mandatory Reporting - Abuse, neglect and reportable Incidents](#)
- [Practice Guidelines to Mandatory Reporting](#)
- [Aged Care Code of Conduct](#)

› 6. WE ACT IN THE INTERESTS OF OUR COMMUNITY AND OUR ORGANISATION

Anglicare employees, volunteers, contractors and consultants are expected to:

- Act in a professional and respectful way that enhances the reputation of Anglicare;
- Demonstrate professionalism at all times;
- Be prompt and reliable;
- Be good citizens and engender community respect;
- Not sabotage, modify, damage, neglect or abuse Anglicare property or assets;
- Not act recklessly with any vehicle, plant or equipment or use it for unauthorised purposes;
- Not engage in any adverse comment on any Anglicare related matters through the use of social media channels;
- Not post personal opinions that could be interpreted as an official position of Anglicare on social media;
- Strive to produce quality work at all times and acknowledge and learn from your mistakes; and
- Value learning opportunities and apply new ways to continually improve.

› Supporting Documents

- [Employees Participating in Elections](#)
- [Safe Vehicle and Driving](#)
- [ICT Acceptable Use](#)
- [Social Media](#)

› 7. WE RESPECT AND MAINTAIN PRIVACY AND CONFIDENTIALITY

Ensure that all personal and sensitive information is secured and protected;

- Protect Anglicare's information from inappropriate sources;
- Only use information for the purpose it is intended to be used;
- Do not use information with the intention to cause harm;
- Do not disclose confidential information that belongs to Anglicare;
- Only access confidential information for authorised work-related tasks;
- Ensure the secure collection, storage and disposal of confidential information;
- Comply with Anglicare's Privacy and Confidentiality Policy and report any breaches whether intentional or unintentional.

› Supporting Documents

- [Privacy and Confidentiality](#)
- [Client File Management](#)

› **8. WE WILL NOT TOLERATE FRAUD OR CORRUPTION**

Anglicare will not tolerate fraudulent or corrupt conduct by employees, contractors, volunteers, consultants or suppliers.

What is Fraud and Corruption?

FRAUD is intentional dishonesty or deception to gain a benefit or cause a loss.

CORRUPTION is when someone with power acts in a dishonest or fraudulent way.

Ways we can eliminate fraud and corruption are:

- Minimise opportunities for fraudulent or corrupt conduct to occur by diligently applying Anglicare policies and procedures;
- Take action to detect, investigate, discipline and prosecute fraudulent and corrupt conduct; and

If you have concerns or suspicions of wrongdoing or unethical conduct, please seek advice from your Supervisor or Manager.

The Human Resources team are also available to provide you with support and advice.

- › [Supporting Documents](#)
 - [Whistleblower Protection](#)

› **9. WHAT WILL HAPPEN IF I BREACH THE CODE?**

Breaches of this document will be managed through Anglicare's [Discipline Management](#) processes.

Any actions or allegations that meet reporting requirements of the [Tasmanian Reportable Conduct Scheme](#) will be managed through this process.

All breaches of the Code are required to be recorded and reported in line with Anglicare's policies and procedures.

› [How Can I be Sure my Conduct Complies with the Code of Conduct?](#)

While the Code provides guidance, requirements and general expectations regarding your conduct. No code or policy can ever cover every conceivable circumstance you may face. In everything you do, you are expected to;

- use your experience and training,
- act safely,
- listen to and act upon your conscience -

to help build and maintain Anglicare's and your own reputation.

If you are in doubt about whether your conduct is consistent with this Code, it may help to ask yourself the following questions:

- Is it the right thing to do?
- Am I acting in accordance with the law and my delegated authority?
- What would Anglicare or my colleagues expect or want me to do in this situation?
- What would be the reaction if my conduct was reported in the newspaper or published on social media?
- Would my colleagues or manager consider my behaviour as appropriate?
- What impact might this have on Anglicare and its commitment to our community?
- How would I like to be treated in the same situation?

› [Who Can Assist Me if I am Unsure About the Code of Conduct?](#)

If you need more information or are unsure of Anglicare's expectations of you, speak with your direct Supervisor. The Human Resources team can also help.

› [Where Do I Go If I Believe a Colleague Has Breached the Code?](#)

If you wish to report a breach of the Code you should speak to your direct supervisor or contact the Human Resources team.

- If you have a grievance with another employee or with an Anglicare contractor, volunteer, student or consultant, you should follow the process set out in the Anglicare [Grievance Policy](#).

- › [Supporting Documents](#)
 - [Grievance](#)

Supporting Documents

[Aged Care Code of Conduct](#)

[NDIS Code of Conduct](#)

[Alcohol and other Drugs in the Workplace](#)

[Client File Management](#)

[Code of Conduct – Safeguarding Young people](#)

[Discipline Management](#)

[Employee Grievance](#)

[Employees Participating in Elections](#)

[Feedback Compliments & Complaints](#)

[ICT Acceptable Usage Policy](#)

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[Managing Conflict of Interest and Disclosure Requirements](#)

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Version 25

15-Oct-2024, 10:16 PM (UTC+00:00).