

Code of Conduct

We acknowledge, value and respect people of all cultures, sexualities, beliefs, abilities, genders, and ages, and support their rights of access, equity and participation. We understand that carers in Tasmania, whilst sharing the common theme of caring for a family member or friend, have diverse lived and living experiences, and fundamentally we believe that carers are the experts in their own lives.

Introduction

A code of conduct outlines the principles that govern decisions and behaviour at Carers Tasmania Limited and Care to Serve Limited.

Purpose

This Code is intended to support employees to act in ethically informed ways in the pursuit of the organisations' vision and values.

Authorisation

This policy is issued under the authority of the Chief Executive Officer (CEO) and approved by the Board. The Board may authorise amendments to this policy at any time.

Scope

This policy applies to all Board, employees, contractors and volunteers of Carers Tasmania Limited and Care to Serve Limited.

Definitions

Board	The Board of Directors formed in accordance with the Constitution
Chief Executive Officer (CEO)	Highest-ranking employee appointed by and answerable to the Board
Employee/s	Includes full-time, part-time and casual contractors or subcontractors, employees of contractors or subcontractors, shift workers, apprentices or trainees, students on work experience placement and volunteers or Board members.
Volunteer	A person who willingly gives their time to the organisation, for the common good and without an expectation of financial gain.

Policy Statement

As employees of Carers Tasmania / Care2Serve, you will:

Support effective governance and good practice by:

- Aligning to and working positively toward the achievement of the vision, purpose, values, constitutional objectives and strategic direction
- Ensuring your work and behaviour gives practical effect to the organisational values
- Abiding by the policies and procedures of the organisation
- Complying with standards applicable to the organisation, both now and those that may be required in future funding arrangements, including but not limited to the Tasmanian and Australian Government's definitions of a vulnerable person, and Child Safe principles and practices. Never disclose confidential or private information regarding the organisation, clients or stakeholders unless authorised to do so and never discussing confidential issues outside the workplace
- Immediately disclosing with Line Management any activities that create actual, apparent, or potential conflicts of interest
- Only consuming alcohol in the workplace or at official work-related functions if approved by the CEO or Board Chair and always ensure consumption is within legal limits
- Never using anything other than prescribed drugs in the workplace and in the way that they were prescribed. The use of any illicit substance is explicitly banned, as is being under the influence of an illicit substance within the workplace
- Supporting decisions made by our organisation that are both ethical and legal regardless of our own personal interests
- Supporting zero tolerance by reporting any suspected fraudulent, corrupt, criminal, discriminatory, bullying, harassing, unethical conduct or breaches of organisational policies and values
- Demonstrating appropriate personal and professional boundaries
- Ensuring your work practices are non-discriminatory.

Put carers and families first by:

- Respecting and promoting carers' rights to make their own decisions and choices, on their own behalf, unless the welfare or legitimate interests of themselves or others are seriously threatened
- Acknowledging that clients are owed a duty of care and demonstrating reasonable care in exercising professional responsibilities and skills when working with, and for, carers
- Recognising and avoiding dual relationships when relating to carers and families in more than one context, whether professional, social, educational, or commercial. Dual relationships can occur simultaneously or consecutively. Prohibited dual relationships include, but are not limited to:
 - registering or working with carers with whom you have had a prior sexual relationship;

- forming a sexual relationship with a registered carer or carer recipient or someone who has been your client in a different role or organisation;
 - working with clients to whom you are related by blood or legal ties;
 - bartering with carers for the provision of services;
 - entering into financial relationships with a carer
- Ensuring that carers have relevant and sufficient information about the programs in which they are participating so that their participation is on the basis of informed consent
 - Informing carers of the contextual limits to confidentiality, and their permission sought for disclosure
 - Not discussing the contents of or witnessing a carer's last Will and Testament
 - Not accepting any legal or financial responsibility for a carer such as operating a bank account, accepting guardianship or power of attorney, being appointed an executor of a carer's estate or signing bank or credit cards
 - Being aware of, respecting and being sensitive to people with particular needs, including those arising from disability, country of origin, language, culture, financial situation, gender identity, sexual orientation, age and education
 - Conducting yourself in ways that demonstrate respect for clients and those with whom they work, taking into account their own values and interests, and approach difference in those with whom you work with humility
 - Being conscious that the way you behave may directly influence the quality life of the carers you work with, and the reputation of our organisation
 - Involving carers and their families in making decisions about activities, policies and procedures that concern them, wherever possible

Be responsible for the safety and wellbeing of children and young people who engage with the organisation either physically or online by:

- Acting in accordance with the organisation's Child Safe Culture policies and procedures at all times
- Behaving respectfully, courteously and ethically towards children and their families
- Listening and responding to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well
- Promoting the human rights, safety and wellbeing of all children who engage with the organisation
- Considering and respecting the diverse backgrounds and needs of children
- Creating an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families

- Involving children in making decisions about activities, policies and procedures that concern them wherever possible
- Identifying and mitigating risks to children's safety and wellbeing as required by the organisation's risk assessment and management policies or processes
- Responding to any concerns or complaints of child harm or abuse promptly and in line with the organisation's policies and procedures for receiving and responding to complaints
- Reporting all suspected or disclosed child harm or abuse as required by the *Children, Young Persons and their Families Act 1997* and by the organisation's policies and procedures on internal and external reporting
- Complying with the organisation's protocols on communicating with children
- Complying with National Principles for Child Safe Organisations and the organisation's policies and procedures on record keeping and information sharing.

Ensure you do not:

- Engage in any unlawful activity with or in relation to a child
- Engage in any activity that is likely to physically, sexually or emotionally harm a child
- Unlawfully discriminate against any child or their family members
- Be alone with a child unnecessarily
- Arrange personal contact, including online contact, with any children for a purpose unrelated to Carers Tasmania / Care2Serve activities
- 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 required to do so by Carers Tasmania / Care2Serve policies or procedures on reporting
- Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material
- Ignore or disregard any suspected or disclosed child harm or abuse.

Contribute to organisational growth and improvement by:

- Proactively identifying and recording opportunities for improvement
- Working harmoniously with other employees and contributing positively to effective teamwork through professional, supportive and empowering relationships, offering support and encouragement and resolving conflict promptly
- Using the organisation's resources legally, effectively, economically and appropriately
- Acting within the strategic direction approved by the Board

Represent the organisation and build its positive reputation by:

- Dressing suitably for the workplace and in a way that appropriately represents the organisation in line with the Work Environment and Personal Presentation Policy

- Abiding by the Media Policy when making public comment on social media platforms in a personal capacity and recognising your responsibility within and outside work hours
- Not acting in any way that brings disrepute to the organisation that risks or causes reputational damage and that your conduct promotes and maintains the professional integrity of the organisation. Effectively managing external stakeholders with whom you need to work, ensuring that you represent our organisation professionally and that you follow-up and keep commitments given.

Roles and Responsibilities

All staff and volunteers of Carers Tasmania / Care2Serve must understand, support and operate within the governing legislation and standards, where applicable, as listed in this policy.

Breach of Policy

Compliance with this policy is mandatory and a breach is considered a serious offence. A proven breach may result in disciplinary action that may range from a written warning to summary dismissal. Any employee or Director with knowledge of a breach has a duty of care to immediately report it to the Chief Executive Officer. Failure to take reasonable steps to report it will result in disciplinary action for that employee.

If a child is involved in a breach, you will

- Act to prioritise the best interests of children
- Take action promptly to ensure that children are safe
- Promptly report any concerns to my manager, the Child Safety Officer, the Chief Executive Officer or another manager or leader in the organisation
- Follow the Feedback and Complaints policy and procedure
- Comply with legislative requirements on reporting, if relevant, and with Carers Tasmania / Care to Serve policy and procedure on internal and external reporting

Legislation, standards and processes

Legislation

Children, Young Persons and their Families Act 1997 [Associated documents and processes](#)

- Child Safe Culture Policy
- Feedback and Complaints Policy
- Leadership Policy
- Vision and Values

Alignment to standards

- Aged Care Quality Standards 1, 2, 3, 4, 5, 6
- DHHS Quality & Safety Standards 1, 2, 3, 4, 5, 6
- ISO 9001:2016 5.1

- National Employment Standards
- National Standards for Mental Health Services 1, 2, 3, 4, 6, 7, 9
- NDIS Practice Standards and Quality Indicators 1, 2, 3, 4
- National Principles for Child Safe Organisations
- ASES Standards Certificate Level 2022
- Rainbow Tick Standards

Quality references:

Category	Governance
Level	Board
Reference	POL.GOV.CCP01
Version Number:	4.0
Date Reviewed:	February 2024
Date Released:	August 2021
Contact Officer:	Chief Executive Officer

Authorising Officer

Samantha Fox
Chief Executive Officer

I agree to abide by this Code of Conduct during my employment with Carers Tasmania / Care2Serve

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Signature

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Full Name

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Date