



WA Blue Sky Code of Conduct

Why we have a Code of Conduct

This Code gives us guidelines to help us make a positive difference to the people we support, and to support good constructive relationships with our co-workers.

These guidelines describe the professional conduct and work behaviours and practices required by each individual employee, and all teams of people working together.

Who is it for?

This Code applies to all WA Blue Sky employees, volunteers and contractors. It aligns with our values of:

- Togetherness
- Respect
- Honesty
- Excellence

It complements existing policies, procedures, guidelines and standards.

Employees acting on behalf of WA Blue Sky need to carry out their duties in accordance with this Code of Conduct.

By following the ethics and expectations of all employees in this Code, we promote an environment that makes WA Blue Sky a great place to work.

1. As an employee or volunteer at WA Blue Sky we will:

- support WA Blue Sky's values and purpose by making a positive contribution to our customers
- perform our duties conscientiously, with professionalism, honesty, and diligence
- show respect for individual differences and the rights of others to have an opinion that is different to ours
- respect the privacy, dignity, confidentiality and rights of customer's, their families/carers, and our co-workers
- strive to improve our skills, knowledge and competencies
- give feedback and suggest ideas about the way we do things, in the spirit of honest intent to see improvement in our services

- support the decisions of management and Board of WA Blue Sky
- follow WA Blue Sky policies, procedures and guidelines and act legally
- present a positive image through our attitude, behaviour, communication and appearance
- do our work duties free from the influence of alcohol, drugs or anything that inhibits our performance
- think about the impact of our decisions and actions on our co-workers and our customers

2. What this means

When supporting our customers, their families and community we will:

- act with courtesy, promptness, fairness, efficiency and without bias
- give honest information a way that is clear, simple and most appropriate for the person
- support customers and their family members/carers to make informed choices about activities they are involved in and the support they receive
- encourage customers, and their families/carers to raise issues or concerns and help resolve them in a non-threatening, non-defensive way

When dealing with our co-workers, we will:

- show consideration to our co-workers which includes:
 - being punctual and reliable
 - doing our fair share of the work
 - giving a willing hand to help each other
- maintain a safe, healthy, harmonious and effective working environment
- work together as a team and treat each other with courtesy
- use approved procedures to express and resolve grievances

As a line manager or supervisor, we will:

- ensure this Code of Conduct is communicated to employees, and model what it means
- provide fair and consistent leadership, information and support for employees to do their job well
- make sure team members know what their job involves so they clearly understand:
 - what is expected

- how it is to be done
- what they are accountable for
- acknowledge good performance and actively correcting unsatisfactory performance in a timely manner

In addition, all employees in Australian disability services must follow the NDIS Code of Conduct, which says each worker must:

1. Respect the customer's right to make decisions and choices about their lives – within the law
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Quickly raise and act on concerns about things that can impact the quality of support and safety of the person
6. Take all reasonable steps to prevent and respond to violence, exploitation, abuse and neglect
7. To take all reasonable steps to prevent and respond to sexual misconduct or other inappropriate relationships

Ask your line manager to arrange refresher training if you wish more information on the NDIS Code of Conduct for workers

What happens if we do not work within the Code?

If an employee, volunteer or board member acts in a way that falls below the standards outlined in the Code, you will be provided performance counselling about your action, its impact and any policies or guidelines you need to follow.

If your behavior significantly breaches this Code of Conduct and/or has had serious impact then disciplinary action will be appropriate.

The following gives some examples only of 'significant breach':

- abusive, derogatory or obscene language at work
- discriminatory, threatening, harassing or bullying behaviour
- assault on another person i.e. employees, customers or visitors
- attending work under the influence of alcohol or any non-prescribed drug
- providing services / support which you do not have the appropriate skills training, or authorisation to provide

- inappropriate behaviour of a sexual nature, including unwelcome advances; jokes and comments on appearance
- possessing, displaying or sharing pornographic other inappropriate material
- inappropriate and toxic criticism of colleagues and / or WA Blue Sky
- deliberately or frequently violating occupational health and safety regulations
- not following lawful instruction or failing to abide by WA Blue Sky policies, guidelines and work instructions
- theft, fraud or neglect of property belonging to a customer, co-worker or WA Blue Sky, such as taking money or possessions from customers
- ignoring work duties or wasting time during working hours; being absent from work without a valid reason; intentionally giving any false or misleading information to obtain a leave; regularly being late; or taking unauthorised absences from work
- making unauthorized statements to the media
- not acting in a professional manner when dealing with customers, employees, visitors and the general public

WA Blue Sky expects all employees to comply with its policies and procedures, as well as with the provisions of relevant legislation and regulations.

Code of Conduct

Statement of Agreement

I have received and read my copy of the WA Blue Sky Code of Conduct and have had the opportunity to clarify any issues with my line manager at WA Blue Sky.

I agree to abide by the terms set out in this document.

Employees Name:

Signature:

Date: