

Code of Conduct

Introduction

This code of conduct policy provides principles for conducting business and dealing with internal colleagues and external stakeholders (such as students and clients), which are to:

- act with honesty, integrity, fairness and professionalism, exercising caution with the use of You Connect information and resources
- exercise fairness, equity, proper courtesy, consideration and sensitivity, and have proper regard for the rights, safety and welfare of all internal and external stakeholders
- avoid real or apparent conflicts of interest.

Applicability

When

- applies to all times.

Who

- applies to all You Connect employees, contractors, volunteers and students.

Documents

- Australasian Code of Ethics for Direct Support Professionals

Supporting Policy Directives

Mandatory conduct

All employees (including management) must:

- promote the services of You Connect to all stakeholders
- ensure all written and verbal communication is conducted with respect, honesty and professional regard for the individual
- uphold and reflect the core values of You Connect
- refrain from using inconsiderate or offensive language in the workplace
- perform their duties with skill, honesty, care and diligence
- use authority in a fair and equitable manner
- fulfil the role and responsibilities outlined in their job description
- not engage in secondary employment without approval
- abide by WHS legislation, You Connect policies and procedures, instructions and lawful directions that relate to their employment and duties
- utilise sustainable business practices to conserve the environment

- advocate acceptance of our client groups to business and the community
- contribute to a harmonious, safe and productive work environment by our work habits and professional workplace relationships
- not report for work under the influence of drugs or illicit substances
- maintain confidential client records
- maintain professional relationships with clients
- not receive gifts or benefits without managerial disclosure
- report conflicts to their direct line manager
- not disclose You Connect information on social media.

Management responsibilities

All managers of You Connect must:

- lead, model and promote the essence of this policy
- ensure the workplace culture practices and systems uphold ethical standards
- recognise and promote employee team conduct
- act and respond to breaches in policy
- ensure real or perceived conflicts are avoided or managed (assessed, controlled and reported appropriately)
- secondary employment and risk registers are maintained and reported to the appropriate governance committee.

Employee responsibilities

All You Connect staff must:

- provide a service to clients aimed at promoting their potential
- never discriminate based on race, religion, gender, age, sexual orientation or other protected characteristics
- promote the fundamental values of social inclusion, equity, social justice, equality, and human rights and freedoms - You Connect staff are expected to respect the human right and social inclusion of every individual within the service
- promote diversity and the principles of tolerance, encouraging all clients to participate and access services
- deliver a person-centred approach when working with You Connect students and clients - personal values, beliefs and morals of staff cannot impact delivery of services
- fulfil the requirements of their duty of care to You Connect clients at all times.

Legal and ethical framework

All You Connect employees must:

- establish and maintain professional relationships with clients and their families
- not form personal relationships or associate with You Connect clients outside of work hours unless approved by their manager or the CEO
- adhere to the Australian Code of Ethics for Direct Support Professionals.

Teamwork

All You Connect employees must:

- work together towards agreed work objectives and communicate regularly about progress
- look for ways to improve work methods and solve workplace and community issues
- give support and guidance to fellow employees, recognising their strengths and achievements

- avoid undermining teamwork through incivility (a lack of consideration through thoughts and actions), such as:
 - gossiping and rude behaviour
 - losing one's temper or yelling
 - withholding important information
 - sabotaging a project
 - arriving late to meetings
 - checking email or texting during a meeting
 - not answering calls or responding to emails in a timely manner
 - ignoring or interrupting a colleague in the workplace
 - lack of manners and courtesy towards other employees.

Conflict of interest

All You Connect employees must:

- avoid any conflict of interest while working such as dual relationships and dual commitments
- avoid any real or perceived personal, financial or other interest which may be in conflict with their duties and responsibilities at You Connect
- any interest which may constitute a conflict of benefit must be promptly disclosed to the CEO, or in case if the CEO, to the chairman
- not take part in a You Connect service or seek/accept reassignment of duties to avoid a conflict of interest.

Any employee undertaking external employment with another organisation including a board appointment or business activity must disclose this information to their CEO. Such an activity must not:

- cause a conflict of interest with their work at You Connect
- compromise the core values of You Connect
- involve information or any resources obtained from You Connect

Contact outside of the workplace

You Connect employees must:

- never give out their personal contact details, or those of colleagues, to clients
- not allow users to visit their homes
- not invite users to become online friends or otherwise participate in online social networking with users
- be pleasant and polite if approached by clients outside the workplace, but should not encourage prolonged social contact.

Gifts and favours

Employees may entertain or be entertained, and give or receive gifts in the course of their duties. Such expenditure or receipt must be approved by the CEO. Employees must:

- not offer or accept money
- not encourage gifts or favours for services provided in connection to their official duties for themselves or their family
- staff and volunteers can accept gifts or favours up to the value of \$50 if given freely
- not accept gifts in the form of cash or negotiable instruments
- declare all gifts to their manager
- enter all gifts received into the gift register for recording purposes.

If staff/volunteers believe that a gift is given to induce favored treatment, their manager must be advised immediately, who shall report to the CEO. Gifts valued over \$50 will remain the property of You Connect.

Invitations

Staff may receive invitations from other organisations to attend events, which may be accepted in consultation with management if attendance will be regarded as mutually reciprocal or enhance networking and under the knowledge that they are representing You Connect.

Invitations from clients/families will only be accepted on the following grounds:

- attendance must be pre-approved by management
- length of stay cannot exceed one hour
- approval will only be granted for goals, milestones or major events such as birthdays or graduations
- no drugs or alcohol may be consumed before or during the event
- attendance must be registered formally through the site specific participant event attendance register.

Compliance

Employees responsible for any funding or contractual obligation must ensure that all compliance and reporting obligations are met in a timely and accurate manner.

You Connect takes legal compliance obligations seriously and requires employees to do the same. This legislation includes but is not limited to:

Commonwealth Legislation

- Fair Work Act 2009
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Privacy Act 1988
- Copyright Act 1968
- VET Regulation Act 2011
- Affirmative Action 1986
- EEO Act 1987
- Human Rights and Equal Employment Act 1986

NSW State Legislation:

- Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Child Protection Legislation Amendment Act 2003
- Commission for Children and Young People Act 1998
- Privacy & Personal Information Protection Act 1998
- Apprenticeship and Traineeship Act 2001
- BVET (Commonwealth Power 2010).

Attendance

In relation to attendance, employees must:

- attend work as agreed and outlined in their offer of employment
- take leave in compliance with the You Connect leave policy
- notify the human resources manager regarding any absence not covered under the leave policy
- have any changes to work time agreed to and approved in writing by the CEO.

Students studying with You Connect's Registered Training Organisation (RTO) or Australian apprentices employed by the Group Training Organisation (GTO) should contact the relevant persons to notify them of the absence.

Dress code

You Connect has a specific dress requirement as follows:

- a work shirt will be provided, the use of which is mandatory
- pants and skirts must not be shorter than knee length
- unstable or open toed footwear such as thongs or sandals should not be worn due to risk of falls, accidents or slips
- employees must properly care for clothing and equipment
- any items purchased by You Connect become property of the organisation.

Students studying through the You Connect RTO should wear clothing that is clean, tidy and appropriate for the type of course being conducted. This includes work health and safety requirements where applicable and in keeping with the image of the organisation, e.g. professional/business attire for accredited courses or neat casual clothing for craft or exercise classes.

Post-employment

When an employee ceases employment with You Connect, they must:

- return any documents/files, records, notes etc. relating to or obtained through employment with You Connect
- return any in-house resources such as manual, mobile phones, laptops, keys, security passes, uniforms etc.
- not divulge confidential information obtained during their employment.

It is also expected that in any dealings with former employees of You Connect, current staff will not give them favourable treatment or access to privileged information.

Breach of this policy

This policy establishes the standards of behaviour that should be met by all employees. When these standards are not met, disciplinary action will be taken.

Breaches involving serious misconduct may result in instant dismissal.

Breaches involving a break of any law will result in the relevant government authorities or the police being notified.