

Employee code of conduct

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Introduction

This policy sets the standards for how North West Support Services (NWSS) carries out the provision of NDIS support and services.

Applicability

When
<ul style="list-style-type: none">• applies all times in the provision of supports and services.
Who
<ul style="list-style-type: none">• applies to all employees.

Employee code of conduct guidelines

1. All employees are required to dress in a modest, clean, tidy, work safe fashion and to be punctual. Covered, flat shoes are to be worn and minimal jewellery. Large or dangling earrings, bracelets, necklaces, piercings or rings etc are not appropriate.
 - Rationale:
 - to act as a role model for the people being supported
 - to present a positive image to the public
 - to assist team morale
 - to work in a safe manner.
2. Employees are not to consume alcohol or illegal substances while working.
 - Rationale—to ensure that duty of care responsibilities are not compromised.
3. Employees are not to smoke tobacco in public places whilst supporting people and under no circumstances should employees smoke inside whilst at work. Only one employee is to smoke at a time and only in the designated area, the people they support must not be present. Be mindful of co-workers who are non-smokers when deciding on how often to take a smoke break and how long to be away.
 - Rationale:
 - to act as a role model for the people being supported
 - to present a positive image to the public
 - to ensure that no one is harmed by tobacco smoke
 - to show consideration for others.
4. Employees are to treat the people they support and other employees with dignity and respect and not participate in actions that may harm, humiliate or belittle people.

- Rationale:
 - to ensure that professional standards are maintained and people's rights are respected.
- 5. It is the responsibility of all employees to familiarise themselves and act in accordance with the policies, procedures and guidelines of the service.
- Rationale:
 - to ensure compliance with the organisation's service standards.
- 6. It is mandatory that employees report to the direct service manager or the manager any incidences of abuse or breaches of human rights.
- Rationale:
 - to ensure that the people we support are protected from abuse.
- 7. The use of smart phones and other personal electronic communication devices while you are providing support can be distracting and seriously interfere with employee responsibilities. Therefore, consider what is appropriate and refrain from unnecessary usage. NWSS do not cover damage to iPads, tablets or laptop computers if damaged in the work place, unless permission for them to be used at work is given.
- Rationale:
 - to work in a safe manner
 - to present a positive image to the public
 - to ensure that professional standards are maintained and
 - people's rights are respected.

Serious misconduct

The following acts, whilst not exhaustive, are deemed to be acts of serious misconduct. Any employee who engages in any of these acts will be subject to a disciplinary procedure and may, under some circumstances, be immediately dismissed. Where alcohol or illegal substances are thought to be involved an employee may be requested to submit to a blood test or breathalyser.

Serious misconduct includes:

- engaging in sexual activity in the workplace when visiting or during rostered working hours
- using the workplace for unauthorized or illegal activities
- abuse as listed in definitions of abuse in the orientation package
- acts of dishonesty including the theft of money and property
- breaches of confidentiality
- breaches of occupational health and safety standards
- consuming alcohol or illegal substances whilst working
- discrimination and harassment
- turning up for work under the influence of drugs or alcohol
- assisting the people we support to engage in illegal activities
- failure to obey lawful instructions
- fighting
- neglect of duty
- smoking outside agreed arrangements between employees and management.

You are expected to derive your detail on these issues from:

- the Recruitment Package
- the Induction Package

- the Position Description
- Staff Information Sheet
- team meeting Minutes
- directions from coordinators and managers
- staff training presentations
- the website.