



Phoenix Lifestyle Support Association Inc. endeavours to provide personalised care to individuals with intellectual disabilities to achieve a safe, secure and valued lifestyle within their own home and community.

Phoenix Lifestyle Support Association Inc.'s Employee Code of Conduct sets out the behaviours and standards of conduct expected of employees and volunteers who provide support for our participants.

Phoenix Lifestyle Support Association Inc is committed to providing a safe, respectful, inclusive and flexible workplace that is free from discrimination, harassment, sexual harassment and bullying. We do not tolerate or condone any form of discrimination, harassment, sexual harassment or bullying in the workplace.

All employees and volunteers agree to:-

RESPECT

- Treat participants, including family members and representatives, with respect and dignity at all times.
- Recognise that each participant is an individual, with individual needs, inclusive of those with complex, or more specialised needs.
- Respect each participant's personal, cultural, linguistic and religious preferences and background.
- Provide care with empathy and sensitivity, without exploitation, abuse, discrimination or harassment.
- Support each participant to exercise their legal and human rights, including choice and decision making through the provision of information and support.
- Demonstrate a commitment to the principles of social justice.
- Apply the least restrictive alternative principle in the provision of supports to participants.
- Be respectful to their fellow employees.

PROFESSIONALISM

- Act at all times professionally, ethically and honestly, and in the best interests and wellbeing of the participant.
- Deliver reliable, high quality and personalized care, acting at all times in accordance with instructions, individual support plans, and medical advice of the participant.
- Be aware of the appropriate professional boundaries in providing care services to participants, and act at all times to protect the boundaries of the professional relationship. *Eg, a support worker cannot be a beneficiary of a participant's will, nor engage in any physical relationship with a participant, nor take unfair advantage of, or exploit any relationship with, the participant in any way.*
- Immediately report any form of abuse or neglect of a child, or a person with a disability as required by the **Incident Management process** and child abuse reporting legislation.
- Immediately report any accident or incident to the Key Worker/Manger and complete the **Incident Report** as soon as practical after the event. In addition, where it is necessary inform the appropriate emergency service (e.g. Police, Fire, and Ambulance)
- Not act in a vulgar manner, nor expose participants to pornographic, sexually explicit or otherwise inappropriate material.
- Not use Phoenix Lifestyle Support Association Inc property, including computers and internet for personal use. Not use the participant's property for your own personal use.
- Not be under the influence of alcohol or drugs at any time when on duty and for a specified time prior to commencement of duty. Not to consume alcohol while at work.
- Not to smoke while on shift with Phoenix Lifestyle Support Association Inc. This includes supporting participants on sleepover shifts or community participation.

- Understand the importance of effective communication and communicate openly, honestly and with participants, their family members or representatives and other employees.
- Maintain and keep up to date all qualifications, police checks, licenses and registrations, required to by Phoenix Lifestyle Support Association Inc.
- Maintain a dress standard that reflects Phoenix Lifestyle Support Ass Inc. and services users in a positive way by adhering to the Dress Code.

When out in the community maintain a professional attitude and portray Phoenix Lifestyle Support Association Inc. in a positive light.

PRIVACY

- Keep confidential all personal information and records of the participants. This includes but is not limited to; the safe storage of information, both written and soft copy, required to carry out the appropriate care as requested by the participant.
- Not take advantage of any personal information or sensitive information (including health and financial information) of the participant obtained during the course of providing support for the participant.

HEALTH AND SAFETY

- Always act with due diligence in regard to the health, safety and wellbeing of the participant, other employees and the support workers own health and safety.
- Execute care services safely, and in accordance with the appropriate standards and relevant legislation relating to workplace health and safety.
- Report any concerns regarding the health and safety of the participant immediately to the Key Worker and/or Manager. In an emergency, to immediately call 000. In the event of an accident, to document all details relating to the event using the Incident Report as soon as practical after the event.

FINANCIAL MATTERS AND CONFLICTS

- Avoid situations which may give rise to pecuniary or other conflicts of interest.
- In general, support workers must deal with the finances of participants ensuring the best interests of participants are of upheld, and that any actions, advice or decision of the support worker are not influenced by self-interest or of personal gain, or other improper motives. Support workers undertake to record details via the pocketbooks and/or day notes of any occasion where financial transactions are required.
- Support workers are not to accept gifts from participants which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the support worker and the participant.

ETHICS

- Act at all times, honestly, truthfully, and in accordance with the mission statement of Phoenix Lifestyle Support Association Inc.
- Act in good faith to Phoenix Lifestyle Support Association Inc., and not act in a manner which is contrary to the interests of Phoenix Lifestyle Support Association Inc.
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It is expected that all staff members of Phoenix Lifestyle Support Association Inc. will conduct themselves at all times in accordance with our Code of Conduct.

Our Code of Conduct encapsulates the professional ethics and behaviours of both Management and Staff. The signing of the code to confirm acceptance of the responsibilities it entails is a prerequisite of employment.

Name: _____ Signed: _____

Date: _____