



Code of Conduct

Professionalism and Integrity

- I will provide services in a safe and ethical manner and with a high standard of professionalism at all times.
- I will never act in a manner that exploits, or be seen to exploit, the power imbalance in staff-client relationship.
- I will not engage in any behaviour that can cause physical, verbal, sexual, psychological or financial abuse, including unwarranted and inappropriate touching.
- I will conduct my duties within the boundaries of my role and in a manner that does not cause reasonably foreseeable damage to ACCS, or to the interests of the clients. This includes conduct on all forms of social media.
- All photographs taken of clients undertaking activities, must be provided to ACCS for client and family use. Photographs of clients are not to be placed on social media platforms.
- I will comply with all policies and procedures.
- I will not give or accept gifts or any benefits that will compromise, or appear to compromise, the integrity of performing my duties.
- I will declare any conflicts of interest, perceived or actual, as soon as they arise.
- I will dress in an appropriate manner to suit the particular activity whilst undertaking my duties. This includes appropriate footwear to ensure the safety of the client.
- I will maintain clear, accurate and timely records as per service requirements.

Application to Duties

- I will perform my duties within the framework of ACCS philosophy, values and goals.
- I will undertake my duties as outlined in my position description, in relevant Federal and State Government legislation and in ACCS policy and procedures.
- I will be punctual, reliable add value to clients' recreational experiences.
- I will comply with any reasonable, lawful and safe direction given by ACCS authorised personnel.

Respect and Dignity

- I will listen and learn from clients to ensure their self-determination, social inclusion and participation is maximised.
- I will observe and act by the Victorian Charter of Human Rights and Responsibilities Act 2006 when providing a service.
- I will respect the dignity and rights of every individual, or group of individuals, and not discriminate because of illness, identity, culture, gender, sexual orientation, age, ability, beliefs, national origin, marital or family status or political belief.
- I will maintain a respectful, cooperative and courteous manner towards, clients, their families, colleagues and members of the community.

Duty of Care

- I will work in a manner that ensures the safety and care of myself, clients, their families and members of the community.
- I will ensure that I maintain standard procedures for infection control.
- I am committed to the safety, participation and empowerment of the clients I support.
- I have zero tolerance to any form of elder abuse.
- I will report elder abuse allegations and safety concerns relating to clients to my manager and the relevant authorities.

Complaints and Feedback

- I will ensure that all clients and their families are aware of the process to make complaints and provide feedback. I respect their right to do so and provide resources and support to enable them to do this.

Alcohol, Tobacco and Other Drugs

- I will not present for work under the influence of legal or illegal drugs.

Quality, Safety and Risk

- I will act within the constraints of the law.

- I will comply with the requirements of mandatory health and safety laws, policies, procedures and standards.
- I will assess the hazards and risks inherent in each situation to ensure the safety of clients and myself.
- I will report any incident, accident, injury, illness or unsafe condition so that appropriate action can be taken to prevent, correct or control the situation. This includes any financial or reputation risks.

Privacy and Confidentiality

- I will respect the privacy and confidentiality of clients, their families and Aged Care facilities, including having confidential conversations in an inappropriate setting.
- I will only collect, use or disclose information for its original purpose or as required by law.
- I will ensure consent is obtained prior to sharing information or photographs with other parties, unless required to do so by law.

Breach of Code of Conduct

- I understand that a breach of this Code of Conduct will result in disciplinary action being taken and illegal actions reported to the appropriate agency.