

Code of Conduct

Policy Employees, Management Committee, Members and Volunteers must adhere to the HelpStop's Code of Conduct which reflects the behaviour expected and is designed to encourage integrity and professionalism.

Definitions A **Code of Conduct** is a set of rules, regulations and guidelines which employees are expected to observe during their employment.

Procedure

Code of Conduct philosophy

HelpStop prides itself on the professionalism and ability of its employees, Management Committee, Members and Volunteers to meet community needs. HelpStop strives to be a leading service provider and to provide a safe, healthy and happy workplace.

This Code of Conduct is designed to ensure that all Employees, Management Committee, Members and Volunteers are treated in a manner that reflects the mission, culture and legal obligations of HelpStop.

Compliance

- All Employees, Management Committee, Members, Volunteers and Subcontractors are expected to:
 - observe all policies, procedures, rules and regulations at all times
 - comply with all Federal, State and local laws and regulations
 - comply with all reasonable, lawful instructions and decisions related to their work
 - maintain a high degree of ethics, integrity, honesty and professionalism in dealing with community members and other employees
 - adhere to the *Workplace Health and Safety Policy and Procedure*
 - maintain the confidentiality of HelpStop's operations in relation to service activities, confidential documentation and work practices during and after their employment
 - take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other employees and community members. Employees are expected to make themselves familiar with their workplace health and safety obligations.

Employee and Management Committee behaviour

- If an employee breaches the following guidelines, disciplinary action may be taken.
- If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.
- Employees and Management Committee members **should not**:
 - discriminate against another employee or community member on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference
 - engage in fighting or disorderly conduct, or sexually harass other employees and community members
 - steal, damage or destroy property belonging to HelpStop, its employees or community members
 - work intoxicated or under the influence of controlled or illegal substances
 - bring controlled or illegal substances to the workplace
 - smoke on HelpStop's premises or in its motor vehicles
 - accept benefits or gifts which give rise to a real or apparent conflict of interest.

Dress code

- Employees and Management Committee members **should**:
 - comply with workplace health & safety regulations relevant to their work activities
 - dress suitably for their position, presenting a clean, neat & tidy appearance at all times
 - wear minimal jewellery

- wear a uniform (if supplied) and maintain its condition (clean and not torn)
- consult with the Manager or Program Supervisor if unsure of the type of clothing appropriate to their position.
- Employees who deliberately breach this dress code may receive disciplinary action.

Privacy and confidentiality

- Securely store personal information provided by a client or employee.
- Take reasonable steps to ensure this material is kept secure against:
 - loss - unauthorised access - use - modification or disclosure - misuse.
- Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware of, or has consented to, the disclosure.
- Keep information about all service provision confidential within HelpStop. Do not disclose information associated either directly or indirectly, to HelpStop to external parties unless authorised by the Manager or Program Supervisor.

Dealing with aggressive behaviour

- Employees are expected to provide high standards of service provision but HelpStop does not accept any form of aggressive, threatening or abusive behaviour towards its employees by anyone.
- If an employee is unable to calm the person and/or believes the situation places them or other employees in danger, they should notify the Manager or their Program Supervisor.

Use of computers, telephones, facsimiles

- Unauthorised access and use of confidential information can severely damage the reputation of HelpStop and undermine personal privacy.
- Employees, Management Committee, Members and Volunteers **should**:
 - use communication and information devices for officially approved purposes only
 - use these communication and information devices for limited personal use, as long this use does not interfere with their daily duties
 - not share their password/s with another employee or share another employee's password/s.

Use of the Internet and email

- Internet and email are provided to employees and Management Committee members for genuine work-related purposes.
- Employees and Management Committee members **should**:
 - limit personal use to a minimum. HelpStop may monitor use and call upon employees to explain their use.
 - comply with copyright regulations when using the Internet or email.
- Employees and Management Committee members **should not**:
 - divulge personal or confidential information via the Internet or email
 - use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.
- While the privacy of all employees is respected, emails may be used as evidence if legal action is taken against an employee.
- This information may also be used as evidence of a breach of the *Code of Conduct* or the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.