



(Carers Association of South Australia Inc.)

Code of Conduct

May 2021

“Working together to help Carers SA be the first-choice organisation for carers, community, government and media to engage on practical supports, policy and education matters related to carers.”

At Carers SA we are proud of the support we provide to Carers across South Australian communities. How we conduct ourselves with colleagues, carers and others outside the organisation is central to providing quality services and creating a great place to work.

Carers SA defines a carer as a person providing unpaid care for a parent, partner, child, relative or friend who has a disability, is frail, aged, is dependent on alcohol or other drugs, or has a chronic physical condition or mental illness.

Our Code of Conduct is designed to ensure consistency in how we conduct ourselves both in dealings within and outside the organisation and sets out the expectations and obligations of all Carers SA's staff and stakeholders. Carers SA's staff include all workers (including full-time, part-time, and casual), students on work experience placement, volunteers and Board Directors. Stakeholders include contractors, 3rd party providers and workplace participants.

CARERS SA'S VALUES

Empathy

We are open, approachable and are always willing to provide assistance to carers, the community and each other.

Carers SA staff respect diversity, actively engage people, encourage feedback, provide information to diverse groups, listen to people's needs, and are approachable and accessible.

Inclusivity

All carers are treated with respect, dignity and as a person in their own right.

Carers SA staff are welcoming and friendly, walk alongside people, care and empower, are compassionate, and advocate for carers.

Integrity

We always act with honesty, accountability and transparency when engaging with carers, the community and each other.

Carers SA staff are honest and transparent, are trustworthy, are authentic, and do what we say we will do.

Professional Excellence

We strive to provide services of a high quality to carers and other customers. We are progressive in our thoughts and actions and aim to be leaders in the sector.

Carers SA staff deliver professional services, problem-solve, are innovative and resourceful, are accountable, are flexible and adaptive, and achieve results.

Collaboration

We work with carers as partners, focussing on individual strengths with the aim to enhance positive outcomes. All external partnership opportunities are investigated and pursued to best serve and enable the communities we work in and with.

Carers SA staff consult and collaborate with others, have strong stakeholder relationships, support, encourage and cooperate, and share information and resources.



Empathy



Inclusivity



Integrity



**Professional
Excellence**



Collaboration

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STATEMENT OF COMMITMENT

We are committed to creating a positive, collaborative and productive work environment. At Carers SA we strive to provide a pleasant work environment that enables Carers SA's staff to achieve their best in a professional friendly atmosphere that fosters efficiency, teamwork, honesty and integrity.

We are committed to a person's cultural diversity and the delivery of services in line with our Cultural Diversity Strategy and Aboriginal Partnership Plan. We are committed to the cultural safety of Aboriginal and Torres Strait Islander people including children and young people as well as the cultural safety of all adults, children and young people from culturally and/or linguistically diverse backgrounds. We are committed to providing a safe environment for adults, children and young people with a disability.

Carers SA believes that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carers SA takes seriously our responsibility to always provide a safe environment for all children, young people and vulnerable adults. We have a zero tolerance towards all forms of harm and risk of harm.

Our Code of Conduct gives us guidance and directs us to the appropriate resources assisting Carers SA staff to make the right decision. It does not replace good judgement. Our Code of Conduct is not a complete rulebook that addresses every possible ethical and legal issue that may be encountered but acts as a guide and should be read in conjunction with Carers SA's policies and procedures.

All Carers SA staff have a responsibility to comply with the Code of Conduct and all applicable government laws, rules and obligations. If this document conflicts with an applicable law, then the law will prevail.

Leadership Commitment

This Code of Conduct has been endorsed by the Board and the Executive Management Group of Carers SA.

Protecting the reputation of Carers SA will never be prioritised ahead of the safety of children, young people and vulnerable adults.

Carers SA commits to the implementation of the National Principles for Child Safe Organisations.

Carers SA's Board, Executive Management Group and Leadership Team are committed to ensuring the organisation complies with the law and to promoting a culture of fair and ethical behaviour.

Personal Commitment

Carers SA staff make a commitment to:

- Abide by the values, standards and behaviours as set out in this Code of Conduct
- Promote the safety, participation and empowerment of all people, including children and young people
- Follow and support the policies and procedures of Carers SA
- Uphold the aims and principles under which Carers SA operates to achieve its mission
- Understand the importance of maintaining or improving the reputation of Carers SA, the quality of care for its service users, the goodwill and confidence shown towards the organisation by funding bodies and the broader community
- Acknowledge that healthy relationships between one another build the professional attitude and positive culture at Carers SA
- Comply with applicable laws and regulation
- Conscientiously perform their duties as outlined in their position descriptions and letters of appointment to the best of their ability
- Seek assistance from their line manager, executive or human resources representative if there is uncertainty in the application of the Code of Conduct or policies and procedures.

Personal responsibilities of all workers

Carers SA staff must:

Know the Rules: Make sure you know the rules and comply with them. Obtain copies of the policies, standards, and procedures from Carers SA's Quality System SharePoint page, Human Resources Management System or your line manager. Observe acts, license requirements, determinations, awards, instructions, and lawful directions that relate to your work or volunteer engagement, or the environment in which Carers SA operates.

If in Doubt, Ask: If you have any doubts about the proper course of action, always seek advice.

Uphold the Code of Conduct: Staff who violate the Code of Conduct or the law may have disciplinary action taken, up to and including dismissal.

Contractors or other third parties who fail to respect the Code of Conduct may have their contract terminated or not renewed.

CARERS SA'S WORKPLACE

Staff at Carers SA work across a variety of workplaces including offices, co-located spaces, community spaces, home offices and many more. Regardless of the location, Carers SA's staff have a responsibility to follow Carers SA's policies, procedures and applicable Laws.

Fair Treatment & Equal Opportunity

All Carers SA staff have the right to work in an environment free from unlawful discrimination, bullying, intimidation and abuse, sexual or otherwise. We have zero tolerance for any form of unlawful discrimination, harassment or bullying both inside and outside of Carers SA, or on the basis of race, colour, sex, sexual orientation, LGBTIQ+, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Workplace discrimination can occur in recruitment and selection, the terms of employment, opportunities for training, promotion, retrenchment or dismissal. Workplace bullying includes the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate. It includes behaviour that intimidates, offends, degrades or humiliates.

As a provider of services to the public, Carers SA has a legal obligation to ensure that all Carers SA staff do not subject carers, workplace participants and other stakeholders to any form of harassment or bullying.

All Carers SA's staff and stakeholders are to be treated with fairness, respect and dignity. Carers SA values diversity by welcoming people from a wide range of backgrounds. Carers SA ensures our workplace practices and policies support equitable treatment amongst all protected attributes. Protected attributes are those qualities, traits or characteristics that, by law, cannot be discriminated against.

Carers SA is committed to providing equitable access to services and employment opportunities and strongly supports the continued inclusion of all people in all aspects of the organisation.

At Carers SA we behave in ways which contribute to a work environment free from sexual harassment, harassment or bullying of any kind. All Carers SA's staff and stakeholders have the right to be treated fairly and with respect within a supportive and productive work environment.

Reference: *Bullying and Harassment Policy and Procedure; Equal Employment Opportunity Policy, Inclusion Diversity and Equity Policy.*

Safety

Carers SA is committed to providing a safe workplace and making sure that work practices do not compromise the organisation's commitment to health and safety.

All Carers SA's staff are responsible for the prevention of work-related injury or illness and the promotion of a safe and healthy workplace. This includes, but is not limited to, dressing appropriately and responsibly for their duties, with particular concern for safety; attending the workplace free from the influence of alcohol and illicit drugs; informing their line manager of any prescription medication they may be taking which may affect their capacity for work (e.g. causing drowsiness) either long or short term; maintaining a smoke-free environment in accordance with Carers SA's policy and procedure; and following required hygiene practices.

All Carers SA's staff must report accidents, incidents and unsafe practices and conditions to their immediate line manager or work health safety representative.

References: Fitness for Work (Drug and Alcohol) Policy, No Smoking Policy, Standard Illness and Injury precautions Policy, Infection Control (Pandemic, Epidemic) Policy and Incident Reporting Procedure

The Safety of Children and Young People

Carers SA is committed to providing a safe environment for all children and young people. All Carers SA's staff will:

- Read and adhere to Child Safety policies and procedures
- Take steps to prevent harm and risk of harm, appropriate to and within the scope of their role
- Report any concerns, allegations or disclosures related to child being harmed or at risk of harm, in line with Child Safety procedures and legislative requirements
- Ensure child safety risk assessments are undertaken, appropriate to the role and services being performed
- Ensure another adult is always present or in sight when conducting one to one coaching, instruction or other activity
- Understand and set clear professional boundaries about inappropriate behaviour between yourself and children and young people
- Listen and respond appropriately to the views and concerns of children and young people
- Encourage children and young people to 'have a say' on issues that are important to them
- Understand the behavioural expectations to reduce the risks of grooming
- Undertake Child Safety training as directed by Carers SA
- Participate in induction, supervision and performance review processes

Unacceptable Behaviour

- Use of inappropriate language
- Inappropriate physical contact
- Sexual misconduct, which includes any sexual activity, inappropriate conversations of a sexual nature and grooming
- Develop any special friendships with a child or young person outside your professional relationship, or having unauthorised contact, with the children and/or their families outside program hours
- Out of hours or unauthorised contact with children and young people and/or their carers, in person, by phone, letters, email, social media or other electronic means

References: Safeguarding Vulnerable Persons Policy, Children and Young Person Safety Policy

Health & Wellbeing

We are committed to supporting and promoting a culture of health and wellbeing. Wellbeing in the workplace is a joint responsibility of all Carers SA staff.

Carers SA offers an Employee Assistance Program 'EAP' which is available to all Carers SA's staff and their immediate families. The program is a confidential, professional, free counselling service that may assist with both work-related and personal difficulties.

References: Health & Wellbeing Policy and Procedure, Employee Assistance Program (EAP)

Team Approach

All Carers SA staff work as one team to enhance positive outcomes for carers and each other. Good working relationships are encouraged and promoted by treating each other with integrity, consideration, honesty, and respect. Carers SA staff work together to challenge the status quo and find innovative solutions by working with carers, stakeholders, and each other.

Training and Development

Carers SA's staff are expected to develop, maintain and improve their skills through active participation in training and development programs provided by Carers SA.

References: Professional Development Policy and Procedure

ORGANISATIONAL INTEGRITY

Conflicts of interest, business dealings and staff accessing Carers SA's services

All Carers SA staff must strive to avoid real or apparent conflicts of interests in matters relating to or consisting of money, engagement of contractors or providing services to stakeholders where a personal or professional relationship previously existed. Carers SA staff must declare conflicts of interest where they do occur.

Carers SA staff must

- not compromise integrity by seeking or receiving private gain, financial advantage, gifts, rewards, bribes, or any other advantage for themselves or on behalf of any other person in connection with official duty
- report all reportable gifts and benefits accepted in connection with official duty to their line manager
- declare any potential or apparent conflicts of interests to their Executive Manager and CEO
- advise their line manager of any external employment or volunteer engagement and consider how this will affect them in the performance of their role at Carers SA

Carers SA staff can also be carers. Carers SA staff must consider public and government perception when government funds are used to fund services related to workers. All instances of Carers SA staff accessing services must be approved by an Executive Manager.

References: Operational Delegations of Authority Policy

Financial Management & Company Assets

Carers SA's staff are expected to exercise proper standards of financial management and accounting at all times and be scrupulous of the use of the Organisation's equipment and resources. Waste and misuse are strongly discouraged.

Unless given prior permission for personal use, equipment provided by Carers SA is for official Carers SA business only.

Any accident, damage, misuse or theft associated with items of equipment must be reported to the staff members manager.

Organisational vehicles are available for business purposes. All Carers SA's staff using an organisational vehicle must read and understand the Motor Vehicle Policy and Procedure and be aware of their personal liability if operating a vehicle without a current driver's license, or under the influence of drugs or alcohol, or when infringement fines are incurred.

References: Financial Management Policy & Procedure, Motor Vehicle Policy & Procedure, Equipment Policy & Procedure,

Information & Communication Technology (ICT) & Intellectual Property

Carers SA's staff are required to utilise the Carers SA infrastructure in a manner that is legal, ethical, reflects the philosophy and service standards of Carers SA and does not contravene the policies of Carers SA or any law or regulation.

Carers SA's staff are responsible for their logins, leaving their devices secure when unattended, not opening emails and attachments from unknown sources and being vigilant of malicious emails disguised as genuine correspondence.

Carers SA's staff using Carers SA's Information and Communication Technology (ICT) infrastructure in an illegal, unethical, or inappropriate way may result in disciplinary action, give rise to personal liability or expose workers to criminal or civil action.

All Intellectual Property generated on Carers SA's owned devices or network remain the property of Carers SA.

Reference: Information and Communication Technology Policy and Procedure

Confidentiality and Access to Information

Carers SA's staff must respect confidentiality and privacy requirements when engaging with Carers SA staff and stakeholders during and after their employment at Carers SA.

Carers SA's staff must ensure that all confidential personal information is protected from misuse, inference, loss, unauthorised access, modification and disclosure. This includes locking access to computer screens when unattended and not leaving personal information accessible to unauthorised persons or contacts on desks and other office surfaces.

Confidential information extends to all personal, health or sensitive information about individuals, collected, used, stored, disclosed, shared and destroyed by Carers SA.

Carers SA staff are trained in applying Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Reference: Privacy & Confidentiality Policy, Workers Privacy and Confidentiality Declaration, Information Sharing Guidelines Policy and Procedure, Information Sharing Guidelines

External Representations of Carers SA

When providing services in the community and to the public, all Carers SA staff must portray a positive, professional and responsible image of Carers SA, its programs and services, its community, elected members, colleagues and volunteers. It is expected that Carers SA staff conduct themselves in public in a manner that would not reflect poorly on the reputation of Carers SA or its staff.

Carers SA's staff must comply with all relevant Media and Communications related policies and procedures including social media, and if authorised to represent Carers SA, must do so positively, with integrity and professionalism.

Reference: Social Media Policy and Procedure, Public Relation and Media Policy and Procedure

Breaches of the Code of Conduct, Policies & Procedures and the Law

If any behaviour that is concerning or is a breach of the Code of Conduct, related Policies and Procedures or the law is observed then Carers SA's staff have an obligation to report it.

To ask a question, raise a concern or report a breach Carers SA's staff can:

- Talk to their line manager or executive manager
- Speak to their child safety officer, if applicable
- Speak to Human Resources
- Follow the relevant Policies and Procedures

All Carers SA's staff must ensure they comply with any legally mandatory reporting and reportable offence requirements.

All breaches of Carers SA's Code of Conduct and Policies and Procedures will be reviewed on a case-by-case basis. Actions will depend on the severity and seriousness of the breach and the outcome may include termination of employment.

Reference: Counselling and Disciplinary Policy and Procedure

Carers SA's Staff Declaration: Acknowledgement and Commitment

It is a condition of employment and engagement that all Carers SAs staff sign a 'Workers Privacy and Confidentiality Declaration' form acknowledging that they have read and agreed to both Carers SA's Code of Conduct and Privacy and Confidentiality Policy.

Reference: Workers Privacy and Confidentiality and Code of Conduct Declaration

Finding Carers SA's Policies & Procedures

Internally: Policies and Procedures referenced in this document can be found on Carers SA's Quality Systems SharePoint page: <https://carerssa.sharepoint.com/quality/SitePages/Home.aspx> or Carers SA's Human Resource Management System (HRMS) HappyHR™: <https://happyhr.com/>

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