



Upper Great Southern Family Support Association

STAFF CODE OF CONDUCT

The Code of Conduct of employees refers to the behaviours and expectation that are expected of the employees by the employer.

Upper Great Southern Family Support Association (UGSFSA) / known as accessibility employees and volunteers will;

Make themselves known to the vision, mission, goals and values of UGSFSA/accessibility and behave accordingly.

Fulfill their responsibilities as employees or volunteers in accordance with their respective duty statement and with due care and diligence.

Maintain a current First Aid Certificate and provide an updated National Police Clearance certificate and Working With Children Certificate where necessary.

Co-operate with management, colleagues and other agencies to promote and deliver quality services to consumers.

Understand and comply with the administrative and work practices of UGSFSA/accessibility and maintain records as required.

Maintain a daily record of dates and hours worked.

Inform your co-ordinator immediately if you are unable to make a schedule shift or of any leave you wish to take. Advance warning prevents disappointment for the service user partaking in their usual program activity.

Call your co-ordinator if you are in doubt about how to handle a situation or problem.

Respect consumers as valued persons entitled to the same treatments and regard as other members of society. Support service users to engage in socially valued activities, including work, education, leisure and social activities.

Do not discuss any personal or medical information about the person you support. This information is confidential and should not be discussed with anyone else. If you are concerned or unsure about a situation, contact your co-ordinator.

Observe the privacy, dignity, confidentiality and human rights of consumers, their families and advocates. Do not verbally, physically or emotionally abuse, threaten or harass the person you support, their families, advocates, colleagues or members of the public.

Do not knowingly assist the person you support to participate in illegal activities.

Fully involve the person you support (and their family if appropriate) in decisions about their lives and how they live their lives.

Encourage consumers, families and advocates to raise issues or concerns and seek to resolve them in a non-threatening, non-defensive manner. Do not give advice to the person you support or to their family.

Apply the highest standards of personal conduct while dealing with service users, families, advocates and other agencies. Do not make any statements or take any actions that would prevent the service user from his/her family or support network or the wider community.

Demonstrate respect for your employer by maintaining a neat and clean appearance. Dress in a manner that is appropriate to the duties being undertaken and that will not cast service users or UGSFSA/accessability negatively by the community, or cause discomfort to service users, their families, advocates or other staff members.

Do not accept any gifts from the person you support or from their family. Do not exchange money or personal property (eg borrowing, lending and selling)

Do not download or circulate offensive or unlawful words or images to or from computers in service user's homes or UGSFSA/accessability computers.

Do not smoke, drink alcohol or take drugs while working with a person with a disability, even if you are invited to do so. Do not smoke, take drugs or consume alcohol while on UGSFSA/accessability premises, in UGSFSA/accessability vehicles, in consumer's homes or whilst providing direct support to a service user.

Do not discuss personal problems or concerns with the person you support, their family. Any person problem that may affect your ability to provide services should be reported to your co-ordinator immediately.

Be aware of potential safety hazards in your workplace. If the problem cannot be resolved with the individual or their family, discuss it with your coordinator. Report all hazards to your co-ordinator.

Do not make improper use of your position as support assistant, or information gained through your position to gain directly or indirectly, an advantage for themselves, any other person, or cause detriment to UGSFSA/accessability or its service users.