



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

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| St 6q | PROFESSIONAL ETHICS AND CONDUCT |
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| Applies to: All staff, Board/Management Committee members and volunteers |
| Specific responsibility: |

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| Version: 1 |
| Date approved: 9 Sept 2014 |

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| Policy context: This policy relates to | |
| Standards or other external requirements | NDIS Practice Standards |
| Legislation or other requirements | Anti-Discrimination Act 1977 (NSW) (including 'Carers Responsibilities' Amendment, March 2001) Commonwealth: Racial Discrimination Act 1975, Sex Discrimination Act 1984, Human Rights and Equal Opportunity Commission Act 1987, Disability Discrimination Act 1992 and Age Discrimination Act 2004, Equal Opportunity for Women in the Workplace Act 1999 The Protected Disclosures Act 1994 |
| Contractual obligations | National Disability Insurance Agency |

POLICY STATEMENT

The purpose of this policy is to apply a code of professional ethics to the workplace which is consistent with the mission, values, and objectives of Jumbunna and with best practice in the industry.

This policy is to be used in conjunction with the Code of Ethics and Conduct.

PROCEDURES

Dealing with people

When dealing with one another, the Board members, clients and service users, external stakeholders and other agency representatives, staff members will be respectful, honest and courteous. Staff members will give accurate information and prompt attention and observe fairness and equity in their dealings with others.

Working with participants and families

When interacting or working with people using the services of Jumbunna, staff will:

- always treat service users with respect, and be mindful of their rights to privacy and confidentiality
- always show respect for people's cultural or religious sensitivities or requirements, and ensure the responsiveness of the service to their particular needs and circumstances
- ensure that service users are provided with, and understand, all information relevant to their situation, options available to them and conditions of use for the service
- ensure they have access to independent advocacy or support, if they require, in making any decisions

- be aware of personal boundaries and never enter into a sexual relationship with a service user
- not accept money or other gifts

All staff, volunteers and Board members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation.

The Code of Ethics and Conduct requires Jumbunna personnel to commit to:

Jumbunna Values

- Honesty and integrity:
 - act honestly at all times
 - be transparent when making decisions or giving advice
 - ensure all actions can withstand scrutiny
- Respect and courtesy
 - act fairly and equitably
 - respect others, their values, and their rights
 - respect privacy and confidentiality
 - create an environment that is free of discrimination, harassment, or victimisation.

Standards of work

All staff members are required to:

- attend work in the times agreed with the General Manager notify supervisors and other stakeholders of their absences, report and account for all leave taken, record attendance and obtain approval before changing their work times
- comply with the requirements of their duty statements and agreed work plans, paying appropriate attention to quality and detail in their work
- provide accurate and honest information supervisors about work completed and challenges experienced in completing work
- follow instructions that are reasonable and lawful and within their capability and training
- report any suspected corrupt or fraudulent practices of others. Any staff member making a report will be protected from reprisal in line with the relevant legislation.
- observe the requirements for conditions of employment and safety as described in Jumbunna's Workplace Health and Safety Policy
- perform their duties unaffected by alcohol or the use of drugs other than those prescribed for them by a medical practitioner
- maintain a harmonious, co-operative and productive workplace, respectful of diversity
- ensure they do not use their position to exert inappropriate influence over others

All individuals will perform their duties as best they can and at the highest level of professional conduct. They will be accountable for their work and their interactions with others.

- Accountability:
 - work within the goals and objectives of the organisation
 - follow the rules, policies, and procedures of the organisation

- act within the law
 - undertake all duties in a diligent manner
 - not act in a way that brings them or the organisation into disrepute
- Personal behaviours:
 - work cooperatively as a member of the team
 - support colleagues and treat everyone with respect and courtesy
 - discuss ethical concerns with colleagues and managers
 - project a positive image of the organisation
 - not be absent from duties without an appropriate reason
 - maintain confidentiality

Work participation

Staff members will:

- share a commitment to the values and objectives of Jumbunna
- work within priorities identified by the Board and senior staff
- actively participate in planning and consultative processes where appropriate and contribute to the development of the organisation
- use the specified communication channels for reporting and direction
- provide and receive constructive feedback and criticism

Teamwork

Staff members will:

- work together towards agreed work objectives and goals, and communicate regularly with one another about progress
- work together to look for ways to improve work methods and to solve workplace and service related problems
- give support and guidance to each other, ensure appropriate training and development and recognise each other's results and achievements

Conflict of interest

Jumbunna is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities, or decisions of the organisation.

All staff, volunteers and Board members are required to:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision

Confidentiality and privacy

All staff, volunteers and Management Committee members must respect and keep confidential internal matters of the organisation and respect the privacy of others.

Detailed guidance on these issues is in the Jumbunna Confidentiality Policy.

Use of resources

Staff members will:

- ensure they have the necessary delegation to authorise expenditure or make use of organisational resources
- only use organisational materials, facilities, funds, people and equipment for authorised purposes and take responsible steps to prevent misuse by others
- conserve and efficiently use resources through recycling, energy saving and waste minimisation

Information

Staff members will:

- observe the organisation's policies regarding privacy and confidentiality when disclosing sensitive or confidential information, and provide access to information when required by law or to assist other staff in their duties
- not misuse information obtained at work either for financial reward or gain, or for taking advantage of another person
- observe the organisation's policies regarding information management and follow specified practices in the collection, storage and disposal of files and other records

Use of resources

Resources include physical, financial, and technological resources as well as intellectual property. Jumbunna personnel must:

- recognise the resources that belong to the organisation
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources

Harassment and bullying

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethno religious background, age, pregnancy, marital status, disability, transgender (transsexuality) or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct, or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive, or degrading/insulting material on walls, computer screen savers, E-mail,
- making fun of someone, imitating someone's accent, spreading rumours, unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes, or E-mail messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution.
- pushing, shoving, or jostling or assault

- threats, insults, name calling, inappropriate language
- creating a hostile feeling or environment without any direct attacks being made on a person

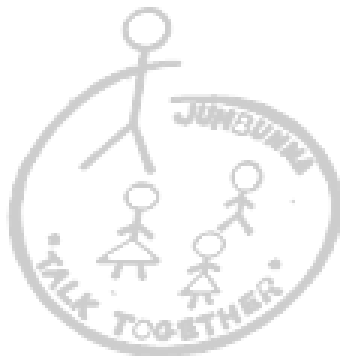
Complaints concerning harassment or bullying should be actioned according to the Jumbunna Complaints and Feedback Policy.

Reporting unethical behaviour

If a person believes that the behaviour of any staff member, volunteer or Management Committee member is unethical they must report it to General Manager.

Unethical behaviour is defined as:

- workplace behaviour that is contrary to these procedures
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health, safety, or the environment.



DOCUMENTATION

| Documents related to this policy | |
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| Related policies | ECEC Staff Code of Conduct Confidentiality Complaints and Feedback Conflicts of Interest Privacy |
| Forms, record keeping or other organisational documents | |

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| Policy Name: | Professional Ethics & Conduct | Policy Number: | |
| Date Approved: | March 2024 | Approved By: | Senior Management Team |
| Date Issued: | March 2024 | Review Date: | 30 June 2025 |
| Version 1.6 | This version of the policy was approved March 2024 and replaces the version approved 24 August 2023. | | |