

Code of Conduct

1. PURPOSE

The purpose of this policy is to provide some clear guidelines about how our employees and volunteers will conduct themselves while delivering the services and programs offered to members of The Junction.

Related documents	
Related policies and procedures, how-to task lists, forms, registers, or other organisational documents of The Junction	<ul style="list-style-type: none"> • Code of Conduct Form • Conflict of Interest Declaration Form
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • NDIS Practice Standards • The International Standards for Clubhouse Programs
Legislation or other requirements	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 • Work Health and Safety Regulation 2011 • National Disability Insurance Scheme Act 2013

2. Scope

Our Code of Conduct policy applies to all employees and volunteers. It provides the framework of principles for conducting our work, and dealing with members, other employees, and suppliers.

3. Policy Statement

The Junction is committed to delivering a high quality, caring service to our members that creates an environment of trust, respect, empowerment, and responsibility.

Members who use the range of services that The Junction provides are frequently vulnerable and may be in crisis. Throughout this policy, we outline the safety limits that protect integrity and respect emotional, psychological, cultural, social, and physical space of the member/employee relationship. The way that employees provide service and the environment in which the service is provided is integral to high quality service, and to each member's experience of that service.

This policy establishes some conduct standards for how you may interact with members when they are using or attending our services. (Specific standards of behaviour and the conduct expected of members is outlined in The Junction's members handbook, specific to the member group/s and their supporters).

We all contribute to the success of our organization and that of members. The Junction fully endorses that their employees are not deprived of their basic human rights and that they feel culturally safe and welcome in our workplace.

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Employees have an obligation to The Junction, members, colleagues, and themselves to observe the highest standards of integrity and fair dealing. Any unlawful and unethical business practices undermine employee and members trust and will not be tolerated.

The Junction practices the principles of equality and equity. The main difference between equality and equity is how the division or distribution of resource and rights or the meeting of needs is done. In equality, even or equal distribution of resources and rights is done so that all of them get the equal share of the resource, whereas in equity the distribution of rights and resources is done based on needs, requirements and whichever member needs it the most should receive the most share.

Regardless of background, disability or temperament, some people, due to the level of their disadvantage, will require more attention than others. It is easy to give to members who are nice to us, however, someone who may not be articulate or always pleasant to us may need more of our time, care, and resource. That is equity.

4. Procedures

4.1 Minimum Standards

The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following standards (but is not limited to) that require employees to:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of The Junction's information, funds, equipment and facilities
- Be considerate and respectful of the environment of others
- Exercise fairness equality, courtesy, consideration, and sensitivity in dealing with members, colleagues, and suppliers. In short, anyone with whom The Junction has a working relationship
- Avoid real or perceived conflicts of interest, promptly disclosing it to The Junction Director. If your concern is about the Director, disclose to the chairperson of the Board an interest which you believe may constitute a conflict of interest – refer *JQS.F1.1 v3 Conflict of Interest Declaration Form*
- Always promote the interests of The Junction
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and any lawful directions that relate to your employment with The Junction and/or our members
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Not offer or accept money from members or others under any circumstances as this may be construed as bribery and/or corruption
- Disclose any alleged breaches of Code to the Director – you will not be disadvantaged or prejudiced against in any way. All reports will be dealt with in a timely and confidential manner

4.2 Professional Boundaries

Maintaining appropriate boundaries makes the member/employee relationship both professional and safe for the member, employee and potentially others. The primary concern in establishing and managing boundaries with each individual member, it must always be in the best interest of the member.

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Except for behaviours of a sexual nature or obvious conflict of interest activity, boundary considerations often are not clear-cut matters of right and wrong. Rather, they are dependent upon many factors and require careful thinking through of the issues, always keeping in mind the best interests of the member.

In addition, members may often be unaware of the need for professional boundaries and therefore, may at times even initiate behaviour or make requests that could constitute boundary violations. However, employees have the ultimate responsibility for managing boundary issues and are therefore accountable should issues arise or violations occur. **If there is any doubt, always ask the Director of Operations before acting.**

Minimum professional standards ensure that employees act in the following ways:

- Be aware of employee/member power imbalance that is inherent in the relationship and do not misuse it in any way
- Disclose any relationships, circumstances, or interests that might influence your objectivity when working with members
- Do not give your personal home address and/or telephone number to members
- Your behaviour, language and dress at The Junction reflect the respect you have for yourself and for others. You should act, dress, and communicate appropriately
- Do not attempt to assess, diagnose, counsel, or advise on matters, including advice that is outside the scope of your professional training or role
- Do not administer or distribute any medication and do not offer any advice or opinions
- Do not abuse a member in any way, verbally, physically, or emotionally
- Do not accept invitations to meet members after work for social purposes (unless the event is work related and approved by the Director)
- Do not reveal any information concerning any member without prior written consent from the member except in duty of care situations

4.3 The NDIS Code of Conduct

The code of conduct requires workers and providers who deliver NDIS Supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

There are guidelines available to help both NDIS providers and workers understand their obligations under the NDIS Code of Conduct. The Junction expects full co-operation from all employees in conducting themselves in a professional, ethical, and socially acceptable manner of the highest standards. Any employee in breach of this policy may be subject to action, including termination.

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If you have any doubts about any aspects of the Code of Conduct, please seek immediate clarification from the Director of Operations.

The Junction Clubhouse Cairns Ltd (The Junction) – Code of Conduct		
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