

Code of Conduct

Vision Statement: Communities that are empowered, inclusive and caring.

Mission Statement: We support carers, people who are frail and aged, and people living with disability, to live enriched lives.

Our Values

As a community-led, locally operated organisation we are:

ETHICAL	ADAPTABLE	CARING
We act with integrity, we treat people with respect, we demonstrate quality, and we validate achievement of the standards to which we hold ourselves through external review and accreditation.	We show flexibility and innovation in how we meet the needs of our clients and communities, and we respond to the needs of today whilst also preparing for the needs of the future.	We behave with empathy and understanding and are committed to creating inclusion and a sense of belonging for all.

Carers and Disability Link (CADL) are committed to adhering to any current legislation, standards or guidelines, including, but not limited to:

- The National Principles of Child Safe Organisations
- The Aged Care Quality Standards
- The NDIS Practice Standards and Quality Indicators.

Under the Code of Conduct CADL are committed to:

- Treating Clients with Honesty and Respect
- Ethical Conduct
- Privacy
- Safe Working Environments
- Respect for Workers and the Organisation
- Appropriate Remuneration
- Managing Conflict of Interest (COI) - including Gifts and Entertainment
- Responsible Reporting
- Investigation of Breaches of the Code of Conduct
- Responding to Feedback and Complaints
- Ethical Business Choices
- Adhering to Funding Agreements
- Managing Assets
- Financial Integrity

Treating Clients with Honesty and Respect

We treat clients with honesty and respect at all times, in a professional and courteous manner. We are caring and we behave with empathy and understanding, listening to our

clients and where possible challenging our organisation to be adaptable to find new ways to deliver a unique client service. We are client-focused, and we deliver on what we promise. We would never provide services to a client that they did not authorise. We provide safe environments for all clients which include carers (including children and young people), people who are frail and aged and people living with disability,

Ethical Conduct

CADL have a proud and longstanding history of supporting our communities and ethical conduct by displaying our values, abiding laws and regulations and internal CADL policy. We act with integrity, we treat people with respect, we demonstrate quality, and we validate achievement of the standards to which we hold ourselves through external review and accreditation.

Workers at CADL have the responsibility to act ethically at all times. Workers are held accountable for their actions, especially those that might affect job performance, client services or impact the organisation's reputation or business interests. It is all workers' responsibility to understand the CADL Code of Conduct, policies and procedures. Workers are made aware that any breaches of the Code of Conduct may lead to disciplinary action. This Code of Conduct serves us as a robust foundation for ethical conduct. It is not however a replacement for sound judgement and cannot cover every scenario that may be faced by CADL or its workers. The commitment to ethical conduct and doing the right thing is our commitment. Clients and the community can trust CADL workers to do what they say they will.

Privacy

We protect confidential and proprietary information and its improper disclosure. We create, use, retain, and dispose of our business records and information carefully and in accordance with the CADL information management policies and procedures.

We acknowledge that we may have access to information that is confidential to CADL, other agencies that have dealings with CADL and other staff and clients. We acknowledge that retrieving and/or discussing confidential information for any purpose other than required for a CADL job responsibilities is prohibited and may be considered grounds for dismissal.

We follow the instruction for when records should be held for potential or pending investigations, or in response to court orders. A commitment to safety extends to protecting information about clients and workers and abiding all privacy laws surrounding this storage of information.

Safe Working Environments

We are committed to providing a safe working environment for all workers. We take all reasonable precautions to safeguard our clients, our communities as well as workers wherever possible. We stay current on legislation, regulations, standards and practices related to the health and safety for all workers and the workplace. All roles are risk assessed against current standards and work to a Mandatory Training Guide. We do not tolerate threats, violence or disruptive behaviour in the CADL work environment.

Respect for Workers and the Organisation

All CADL clients and workers are protected from discrimination on the basis of the current legislation. All CADL clients and workers must always treat each other courteously and professionally. Workers are entitled to work in an environment that is free from harassment, bullying and discrimination. We recognise diversity, value social customs and traditions and welcome differing viewpoints. These differences are embraced for the value they can bring to the organisation.

Communication

Communication, in its many forms, should be appropriate and respectful, both inside and outside of work at CADL. The communications systems in place at CADL are primarily for use while at work. We may use these systems only occasionally for personal internet access or internet access, but we do not allow this use to be disruptive to the needs of the organisation. We do not use these systems to access or distribute obscene or offensive material. Only the CEO or the Chair of the Board, unless authorised otherwise by the CEO are entitled to speak to the media regarding CADL.

Appropriate Remuneration

We are committed to maintaining transparency on pay levels within the Social, Community, Home Care and Disability Services (SCHADS) Award 2010. All work at CADL will be compensated correctly, based on the number of hours worked under this Award.

Managing Conflict of Interest (COI) - Including Gifts and Entertainment

When acting on behalf of CADL, we put the organisations interests ahead of our own personal gain. This means we do not allow our own interest to influence the decisions we make on behalf of the organisation. COIs can undermine our organisational judgment and expose the organisation to risk. We avoid actual and potential conflicts of interest and disclose and resolve them promptly through the Conflict of Interest Procedure. We do not allow our business decisions to be influenced by gifts or entertainment from others. Accepting or offering gifts or entertainment can create a conflict, result in the appearance of a conflict, and, in some cases, violate the law. If we have any doubts, we seek guidance before accepting or offering any gifts or entertainment.

Responsible Reporting

When a worker observes a violation of the Code of Conduct, the law or CADL policy and procedures, it is their responsibility to report this according the procedure including reporting to a Line Manager, the Manager HR and Quality, the CEO, the Board, the relevant Commission or Regulatory Body or the relevant Emergency Services, such as SAPOL. It is the responsibility of all Line Managers to have open discussion with workers regarding conduct and to make sure workers feel safe and comfortable in asking questions, reporting issues and understanding the Code of Conduct.

Investigating Breaches of the Code

If at any stage the Code of Conduct has been violated. workers agree to cooperate on investigations to the extent of the violation under the Grievances and Disputes or Discipline

and Termination Procedures. We do not tolerate retaliation of any form for those who seek advice, question, or report on suspected violations to the Code of Conduct.

Responding to Feedback and Complaints

We work to a continuous improvement model where we welcome feedback and complaints from clients and members of the community. We have a robust feedback and complaints model to guide CQI strategies to make CADL the best organisation it can be.

Ethical Business Choices

We try to do business with suppliers, third parties, and business partners that enhance our level of service and provide products and services of quality. We seek suppliers who share our commitments to ethical and sustainable business practices, human rights and diversity. Our business practices support the sustainability of our local communities.

Adhering to Funding Arrangements

When working to funding arrangements we are committed to working within the guidelines of that funding agreement. We follow the guidelines and seek advice immediately whenever in doubt.

We only share client information with the funding arrangement that is required by law. We are dedicated to protecting all personal and confidential client information, while also striving to be transparent about our practices. Our clients rely on CADL to safeguard their information and preserving their clients trust and safeguarding their private data is critical to CADL.

Managing Assets

CADL policies and procedures support and clarify relevant legislation and regulations that they are subject to, to facilitate compliance. CADL knows assets are essential tools for success. Workers are responsible for the proper use of CADL assets and preventing their loss, and also returning assets in their original condition at the end of employment. This includes protecting CADL ideas, research and workers and client's personal information.

Financial Integrity

For the sake of our members and the community we strive to generate reliable financial reporting. We are committed to provide an Annual General Report for each financial year. We prepare business records with accuracy and honesty. We are committed to reporting concerns regarding financial, accounting and auditing matters to the correct bodies.