

NEW HAVEN FARM HOME Ltd. STAFF CODE OF CONDUCT

This code applies to all permanent, part time, casual and temporary staff employed by New Haven Farm Home Ltd and includes volunteers and students. The code has been developed, mindful of both staff and service users' rights and responsibilities and considers the Disability Inclusion Act 2014, the Australian Institute of Welfare and Community Workers Code of Ethics, the NSW Anti- Discrimination Act (1992), the NSW Disability Discrimination Act (1992) and NSW privacy legislation.

The Code of Conduct is intended to provide staff with guidelines for employee behaviour that comply with the principles of the Disability Service Act and the objectives and statement of purpose of New Haven Farm Home Ltd.

The Code of Conduct is intended to define ethical and professional responsibilities of staff, however it cannot address all possible ethical and professional challenges staff may encounter in their employment.

New Haven Farm Home Ltd has the following responsibilities to its employees:

- To promote policies and an environment that fosters staff competence, mutual respect and trust and encourages staff to always act in the best interests of our clients.
- To provide safe and supportive work conditions with secure, equitable wages and conditions.
- To ensure the opportunity for continued professional development.
- To ensure staff recruitment is undertaken in accordance with New Haven Farm Home Ltd staff management policies and in respect of relevant industrial requirements.

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- All individual's, both clients and staff member's right to confidentiality, dignity and privacy is to be respected at all times.
- Staff members will undertake their duties with integrity, professionalism and objectivity and always with the best interests of our clients in mind.
- Staff members must comply with all work practices as per New Haven Farm Home Ltd Policies and Procedures.
- Staff members are to exercise safe work practices, to be aware of their personal safety and that of their colleagues, and to adhere to Workplace Health and Safety legislation, guidelines and policies.
- Staff members must follow all reasonable instructions/requests from their House Manager, the Operation's Manager or the Chief Executive Officer or their delegate.

- Any staff who engage in full time or part time employment at New Haven Farm Home Ltd are to seek formal approval from the Chief Executive Officer prior to engaging in other paid employment. Ongoing employment at New Haven Farm Home Ltd is dependent on the following:
 - permission being granted;
 - the proposed additional employment does not conflict with any moral obligations applicable to working alongside our clients;
 - the proposed additional employment does not conflict with duties undertaken at New Haven Farm Home Ltd.
- Verbal or physical abuse of clients or other staff members will not be tolerated. Any incident will result in disciplinary action and may lead to dismissal and/or notification to the NSW Police Department.
- Physical punishment or aversive techniques are illegal and totally unacceptable methods of behavioural management and their use is forbidden.
- Abuse, misappropriation or theft of clients or the property or funds of New Haven Farm Home Ltd, will result in disciplinary action, which may lead to dismissal. Any such incidents will be reported to the NSW Police Department.
- Smoking is not permitted within the building or around entry points to buildings, in vehicles, in the company of clients or whilst attending to direct care at any time.
- The use of alcohol or other drugs is not permitted during work hours nor is staff permitted to commence work whilst under the influence of alcohol or other drugs. The need to take any prescribed medication that may affect a staff member's ability to undertake their duties in a professional and safe manner must be reported to Management prior to commencing a work shift. For clarification seek the advice of the House Manager or Operations Manager (see Drug and Alcohol Policy).
- In acting as appropriate social role models for the clients of New Haven Farm Home, staff members must dress in accordance with the dress code and behave in a manner that is appropriate to the situation, both on New Haven Farm Home sites or when accessing the community with clients.
- Except where required by law, or as duly authorised by the Chief Executive Officer or the Board of Directors, a staff member may not share any information relating to any matter concerning New Haven Farm Home Ltd, its staff members, its families or its clients. This includes comments to written, social or visual media, i.e. Newspaper, Television broadcasts, radio broadcasts, Facebook, Twitter, Instagram, Snap chat or any other current or newly developed media platform.
- Staff members are not permitted to make reference to New Haven Farm Home as an organisation, its clients or members of staff negatively or in a degrading manner on social media at all. This is applicable to both personal and public accounts at all times despite whether the staff member is on or off duty at the time. It continues to apply after employment is ceased. A breach of this code may result in disciplinary action, including possible dismissal and legal action.
- Staff members must exercise a duty of care at all times whenever providing support or direct care to clients. Risk assessments shall be undertaken as necessary.
- Any sexual relations between staff and clients is illegal and grounds for immediate dismissal.

PERSON CENTRED SUPPORT FOR PEOPLE WITH A DISABILITY



NEW HAVEN
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- Staff members to ensure any interaction with a client is always carried out in a respectful, calm and reasonable manner.
- Staff members are to ensure all interactions with other staff, visitors to New Haven Farm Home, any member of the public and other Service Providers are undertaken in a calm, reasonable, decent, honest and respectful manner. Intimidation, harassment, verbal or physical abuse, discrimination, sexual harassment or supporting others who behave in the aforementioned manner would be considered a breach of the Code of Conduct and may be subject to disciplinary action which may result in dismissal from employment.
- Staff members have a duty of care and legal obligations to operate equipment, machinery and vehicles in a safe manner. All State road rules and laws must be observed at all times. Staff who breach State road rules or laws may be subject to disciplinary action which may include dismissal from employment. The use of a hand-held mobile phone device is forbidden when driving any vehicle during the undertaking of work-related duties.
- A staff member who breaches any of the conditions of the Code of Conduct will be subject to disciplinary action, which may result in dismissal from employment. All terminations of employment shall be in accordance with Industrial legislation and the relevant award.

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have read, understood and agree to comply with the conditions of the aforementioned Employee Code of Conduct.

Signed (Employee) Date

Signed (Employer) Date