



Staff Code of Conduct



Welcome to Karingal

Dear Staff Member,

I would like to welcome you to your new role at Karingal. This document is designed to set out the expectations that Karingal has in terms of behaviour and responsibilities. The culture of your workplace is an important part of what shapes our organisation and, as such, we want to take the opportunity to set out expectations of behaviour and conduct that support the Karingal culture and help make it a great place to work.

In order for us to achieve our Vision and Mission, we must ensure that our behaviour and conduct always reflect our guiding principles of acting with compassion, integrity and transparency, as well as fostering harmonious relationships.

I encourage you to consider joining one of our many Committees and staff working groups that have been set up as a method of communicating with myself and the rest of the Executive Team. On behalf of the management at Karingal, I hope that you enjoy your role and I look forward to working with you in the future.

Kind regards,



Daryl Starkey
Chief Executive Officer



Daryl Starkey
Chief Executive - Karingal

Who Does the Code Apply to?

The Code of Conduct applies to Karingal employees at all levels within the organisation and within all operational functions within the organisation.

It does not apply to supported employees employed within Kommercial - Karingal's Australian Disability Enterprise.

When a person is a customer or client of a Karingal service and is also employed by Karingal (but not as a supported employee), the Code of Conduct will apply to them in relation to their employment.

Introduction and purpose

The purpose of the Karingal Staff Code of Conduct is to provide instruction on standards of expected behaviour and to ensure consistency in the manner in which staff conduct themselves when performing their professional duties.

The standards of expected behaviour outlined in the Code of Conduct are based on the underpinning values and guiding principles that will help us achieve our organisational Vision and Mission.

What we expect of you

Staff are expected to act with honesty and integrity at all times when working as a representative of Karingal. All staff, regardless of position, have a responsibility to:

- Recognise the rights of others and to treat everyone with dignity and respect;
- Work cooperatively and professionally with all members of Karingal;
- Not discriminate against others which includes bullying, harassment, alienation or exploitation;
- Respect the confidentiality of others and maintain Karingal's prescribed privacy standards;
- Be accountable for their own behaviour; and
- Adhere to safe working practices.

What you can expect of us

While you're working at Karingal you can expect the following:

- A safe place to work;
- An environment that is free of bullying, harassment and other forms of discrimination;
- The opportunity to suggest improvement and have input on changes that affect you;
- Training and development opportunities to ensure that your skills and abilities enable you to meet the requirements of your role;
- Periodic opportunities for formal performance feedback to be given and received; and
- An opportunity to develop a career path with Karingal.

Relation to Policies, Procedures and Work Instructions

This Staff Code of Conduct aims to provide over-arching information on our expectations and requirements. Karingal's policies, procedures and work instructions provide greater operational detail.



Mission

To be the best provider of opportunities for people with disabilities

Vision

To provide quality services that improve the lives of individuals

Responsibilities

Staff

Staff are required to adhere to this Staff Code of Conduct at all times.

Staff must ensure that they are familiar with the operational policies and procedures and work instructions relevant to their area of employment. These requirements will be set out in:

- Their position description;
- The Award, Agreement or Common Law Contract that they are employed under;
- Operational policies, procedures and work instructions;
- Karingal Staff Code of Conduct; and
- Legislation that covers their work areas or branch.

Managers and Supervisors

Managers and supervisors will ensure that staff are provided with opportunities to successfully meet the expected requirements of their roles.

Managers will ensure that they lead by example in following the expected behaviours as outlined in the Staff Code of Conduct and that they maintain a positive environment free of bullying, harassment and other forms of discrimination.

Managers will ensure that they:

- Are consistent in communicating and applying the policies, procedures and work instructions of the organisation at all times;
- Adhere to their position description and contractual obligations in their Award or Agreement;
- Are aware of and follow the relevant Industrial Relations instrument that applies to their work environment; and
- Are accountable for their own actions and the actions of their staff.

Breaches of the Code of Conduct

It is expected that staff will comply with the behaviours and standards set out in the Code of Conduct. If the Code of Conduct is breached, it will be addressed either informally through counselling methods, or formally, as prescribed in Karingal's Disciplinary Procedure .

Criminal activity will be reported to the Victoria Police, or other government body, as required by the relevant legislation. Initial investigation will be conducted internally, so as to assess the seriousness of the situation prior to taking this step.

Professional Conduct

All staff are expected to perform the duties of their position with integrity and to the highest standard achievable at all times. Staff who have concerns or issues with operational practices are to raise them through appropriate processes, such as a Continuous Improvement Request or the Karingal Grievance Procedure.

Suggestions and grievances received from staff members will be treated seriously and with due consideration, and confidentiality at all times.

Ethical Behaviour

Staff are obligated to report behaviour by another staff member that they consider unethical to a manager. This may include behaviour that you believe violates any law, rule or regulation or represents corrupt conduct, mismanagement of resources or is a danger to the health and safety of any person or the environment. Staff members will be protected from reprisals, providing the claim is based on a reasonable belief and is not vexatious. Incidents need to be reported as per our Grievance Procedure, Whistleblower Policy and other documents listed at the end of this document.

Operational Considerations

Smoking

Staff must adhere to the Karingal Smoke Free Policy and refrain from smoking in prohibited areas and work places at all times.

A work place can be:

- An office or work site controlled by one of Karingal's branches;
- A client's home where work is being undertaken by a staff member;
- Any vehicle being used during working hours; and
- Any place where a staff member is working with clients.

Alcohol and Illegal Substances

Staff must report for work, and during work hours be, in a condition suitable to ensure satisfactory performance of their duties. If there is occasion to reasonably believe that a staff member's performance of duties is being impaired by either alcohol or drugs, Karingal reserves the right to refer them to a medical practitioner for assessment. Refusal to take a drug/alcohol test will be considered as a positive result.

The use of alcohol, addictive or illegal drugs while working at Karingal during the employee's business hours is prohibited at all times in positions:

- Of direct client support;
- Where contract requirements stipulate zero alcohol consumption.

A breach of these conditions will result in disciplinary action, as detailed in the Karingal Disciplinary Procedure.

Use of such substances after working hours, or away from Karingal premises, may be the subject of disciplinary action if such use impairs an employee's job performance, or endangers the health and

safety of staff/clients on return to work.

On occasions when staff need to take prescription drugs that could impair their job performance, it is important for them to notify their supervisor of potential effects. Advice of this kind will be managed in accordance with Karingal's Privacy Policy.

Dress Codes

Staff are expected to comply with the dress code required in their operational area at all times during their hours of employment. Where no specific work instruction exists, it is expected that staff should dress in professional attire.

Acceptable Use of Computers

Staff who access Karingal's computers and networks agree to the policies and procedures that are in place governing acceptable use of computers.


Staff that identify as an employee of Karingal will also comply with the policies that govern:

- Media;
- Privacy;
- EEO/Bullying and harassment when communicating electronically with either internal or external contacts.

Use of Karingal Equipment

When using Karingal equipment, staff members should ensure that proper authorisation has been granted and take responsibility for the care and use of the equipment. Staff should also ensure that plant and equipment is safe, secure and well maintained whilst being used in a Karingal activity.

Lost or damaged equipment must be reported immediately to a manager or supervisor. Costs not covered by insurance may be recovered from a staff member when correct procedure was not followed.



Karingal branches may also implement local work instructions that need to be adhered to at all times. These include, but are not limited to, motor vehicles, phones and IT equipment.

Use of Karingal Funds

Staff must at all times act responsibly when in charge of Karingal funds. All expenditure must be compliant with Karingal's Expenditure Authorisation Guidelines Procedure and Karingal Purchasing Procedures.

Privacy and Confidentiality

Confidentiality

Staff are required to operate within the National Privacy Principles while employed by Karingal.

Staff must never disclose or release confidential information in a manner that violates the privacy rights of an individual. Information may only be discussed or released in accordance with the Privacy Policy and Procedure and other associated documents.

Staff must not discuss any aspect of Industrial Relations processes or investigations (such as a complaint, dispute or disciplinary process) with other staff members or customers/clients, unless required as part of an investigation authorised by their Manager.

Commercial Confidentiality

Staff must not discuss any of Karingal's current or prospective business or service contracts, dealings or relationships with any member of the public, unless authorised by their General Manager. Staff must treat confidential information with discretion.

During their employment, or thereafter,

staff members must not disclose or make improper use of any information, trade secret, financial, business, confidential or other information concerning the business affairs of Karingal, or any of its trading enterprises without the prior written approval of Karingal for that particular disclosure.

Conflict of Interest

Staff will disclose any conflict of interest either personal or professional that impacts on their duties with Karingal. If a staff member's individual interests could be furthered by information gained during their employment with Karingal, this must be declared.

Staff involved in recruitment, or other discretionary functions, should make disclosure to their supervisor before dealing with personal associates or private business associates.

Other Employers

Staff will ensure that any other employment does not impact their employment with Karingal. Staff must not carry out any other employment, paid or otherwise, during the hours that they are employed by Karingal.

Intellectual Property

Material, work, concepts, designs, client lists and systems produced while employed with Karingal, remain the property of Karingal, for use at its discretion in any manner it sees fit in perpetuity.

Public Relations

Public and Media Comment

Staff are not to make statements or comments to any media outlet or external body regarding Karingal's business dealings, financial status, customers, suppliers, competitors or stakeholders, unless authorised by their General Manager. Any media enquiry is to be forwarded to the General Manager or PR.

Public Speaking

Karingal encourages staff to speak at industry conferences and forums. Staff require authorisation from their General Manager prior to submitting an application or accepting an invitation to present at a conference or forum.

Industry Comment & Membership

Karingal encourages staff to have membership of industry groups and committees. Staff must have authorisation from their General Manager prior to presenting an article or paper for publication, accepting or applying for membership on industry working parties and committees.

Clients/Consumer Relations

All services must be provided in a way that is respectful, supportive, enhances dignity and is within operational requirements.

Service Provision

All service provided to consumers/clients must be in accordance with:

- a. Individual Support Plans;
- b. Position descriptions;
- c. Karingal policies and procedures;
- d. Operational area procedures and work instructions;
- e. Funding and Service Agreements and Contracts;
- f. Legislative requirements.

Staff must not provide support to clients/ consumers that is not included in the approved client/consumer support plan. This includes, but is not limited to, counselling, advice, physical support and financial support, unless authorised by their supervisor.

Professional Boundaries


Staff must be aware of their professional responsibilities when interacting with consumers/clients. Staff must be familiar with the Karingal operational policies, procedures and work instructions that pertain to professional boundaries.

Staff must:

- Not provide support to client/ consumers who are not included in the approved client/consumer support plan;
- Report any casual or social relationship they have developed with a client/ consumer to their supervisor. This includes contact outside working hours that is not part of an endorsed support plan;
- Discuss with their supervisor any situations where consumers/clients display affection for staff;
- Conduct themselves professionally at all times in all interactions with consumers/clients;
- Not speak negatively about operational practice or decisions, other staff or clients in front of consumers/clients;
- Report any suspected act by any person (including another staff member) that may constitute intimidation, bullying, abuse or neglect of a client/consumer;
- Not witness any legal documents such as Wills, but should assist the client/ consumer to locate and use appropriate support.

Gifts and Gratuities

Karingal staff shall not accept or request a fee, reward, gratuity or remuneration of any kind, other than an official salary and allowances, for services performed in connection with Karingal. Other non-cash gifts, for example, items used for promotional purposes, may be acceptable with the approval of the relevant manager or their delegate.



Karingal staff members should not use their official position to obtain private benefits, either for themselves or others. This includes gifts, sponsored travel, hospitality, accommodation and entertainment.

Risk Management

Karingal recognises that risk management is a key business process. Sound and effective implementation of risk management is part of best business practice at a corporate and strategic level, as well as a means of improving operational activities. Karingal recognises that good risk management is about ensuring balanced and defensible decisions are made.

All Karingal staff have an active role to play in ensuring the management of risk. Managers have responsibility for identifying, assessing and managing risks in their business area by implementing and monitoring controls, following up actions and conducting inspections and supporting a strong risk management culture.

All Karingal staff must support the risk management process by: reporting risks and incidents within the scope of their role; execute all work instructions, policies and procedures; continually assess their work environment and work methods to ensure they are minimising risk; and take reasonable steps to mitigate or minimise any risk for which they have the skills, experience and authority to control.

Reasonable Care and Duty to Report-OHS

Staff must take reasonable care for their own health and safety, and the health and safety of other persons, who may be affected by their actions, or omissions, at a workplace.

The OHS Policy and Stakeholder Responsibilities Procedure must be adhered to, in addition to any branch specific OHS operational requirements.

Managers are responsible for promoting a strong safety culture through participation in formal and informal OHS consultation, workplace visits, investigations, resolution of safety issues and hazard inspections.

Karingal has a range of operational procedures pertaining to the reporting of accidents and incidents.

Staff are legally obligated to report accidents or incidents, of any nature, according to branch operational requirements using the correct reporting tools.



Related Policies and Procedures and Work Instructions

Client Policies

Protection of Human Rights and Freedom from Abuse
Valued Status Policy

Finance

Expenditure Authorisation Guidelines Procedure
Purchasing Policy

HR

Bullying and Harassment Policy
Disciplinary Procedure
EEO Policy
Grievance Procedure
Induction to Karingal Procedure
Police and Working with Children Check Procedure

IT

Acceptable Use of IT Systems
Access and Security Policy
Anti Virus Malware Protection Policy
Email Policy
Hardware and Software Standards Support Procedure
Internet Usage Policy

Privacy

Privacy Dignity and Confidentiality Policy
Privacy Policy
Privacy Procedure

Public Relations

Media Policy

Risk/OHS

Hazard Reporting Procedure
Incident Report Work Instruction
OHS Policy
OHS Stakeholder Responsibilities
Smoke Free Policy
Whistleblower Policy

Vehicles/Phone

Motor Vehicle Policy
Phone Policy

Other

Bequests Policy
General Donations Procedure

Please see the Karingal Intranet to view the full suite of Karingal policies, procedures and work instructions and your staff handbook (where applicable).

Staff Code of Conduct

Could you please confirm that you have read and agree to operate according to the requirements of this Code of Conduct by signing below.

Signature	
Please PRINT Name	
Job Title	
Date	

