



**CODE  
OF  
CONDUCT  
-2024-**

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# CODE OF CONDUCT

## Overview

FamilyCare's vision is to build strong families and communities.

FamilyCare works with individuals, families, and communities to increase wellbeing, build strengths, and encourage optimism.

FamilyCare is committed to achieving its vision by:

- Embracing the existing strengths of families, individuals and communities;
- Inviting, valuing and listening to feedback and complaints;
- Developing partnerships and alliances that contribute measurable value to client outcomes;
- Contributing to the development of the communities in which we work;
- Continually reviewing and improving practices and processes;
- Maintaining an environment that is welcoming and safe for people from all cultures.

FamilyCare is committed to achieving outstanding performance and to provide support to our clients while considering the interests of employees, communities, stakeholders, and others with whom we work. In striving for high performance and positive outcomes, we should not compromise our ethics or principles. FamilyCare places great importance on honesty, integrity, quality, and trust.

### [What is the Code of Conduct?](#)

The Code of Conduct sets standards for the way we work at FamilyCare.

The Code provides a practical set of guiding principles to help you make decisions in your day-to-day work, whatever you do and wherever you do it. The Code is supported by detailed policies, procedures, and guides, which can be located in FamilyCare's internal SharePoint Document Centre or provided on request.

The Code of Conduct is an important reference document that outlines the behavioural expectations that we have agreed to as an organisation

The code reflects FamilyCare's core values:

- Respect - for all people and of their right to reach full potential
- Empowerment – of clients and staff to achieve individual and collective goals
- Integrity – actions consistent with beliefs
- Leadership – on issues that impact adversely on individuals, families and communities
- Communication – a commitment to open and ongoing dialogue with all stakeholders
- Professionalism — in all aspects of our work.

### [Who does the Code apply to?](#)

This Code applies to anyone who is employed by, works at, or represents FamilyCare. It covers staff at all levels including management, volunteers, Board members, contractors, and consultants. Throughout the Code, references to staff includes volunteers, wherever appropriate.

### [When does the Code apply?](#)

The Code applies to you whenever you are identified as a representative of FamilyCare and may include times when you are outside your immediate workplace or working hours. Personal or private conduct that could prevent you performing your role at FamilyCare may also be considered with reference to this Code.

### [What will happen if the Code is breached?](#)

Allegations or evidence of a failure to comply with the principles and spirit of the Code will be taken seriously and will be investigated.

Breaches of the Code could result in disciplinary action, including termination of employment for serious breaches.

### *How can I be sure my conduct complies with the Code and Policy Framework?*

The Code provides general guidance and minimum expectations regarding your conduct. No code or policy can cover every conceivable circumstance you may face.

If you need more information or are unsure of FamilyCare's expectations or your obligations, you are encouraged to speak with your peers, supervisor, or program manager.

If you are in doubt about whether your conduct is consistent with this Code, it may help you to ask yourself the following questions:

- Does it feel like the right thing to do?
- What would a FamilyCare client expect or want me to do in this situation?
- What would the reaction be if this was reported in the news or on-line?
- Would my colleagues or manager consider my behaviour appropriate?
- What impact might this have on FamilyCare and its commitment to clients and stakeholders?

### *How does FamilyCare ensure the Code is effective?*

The management team is responsible for ongoing review and development of the Code in consultation with staff and other stakeholders. Reviews will be conducted annually, with additional amendments as required.

For staff, on commencement of employment and during each annual appraisal, a Code of Conduct Acknowledgement will be signed, confirming an understanding of the Code and agreement to work within its principles. Staff must comply with any amendments to the Code of Conduct that occur between annual sign-off.

## PROFESSIONALISM

### What you can expect of FamilyCare?

FamilyCare is committed to designing and delivering quality services. To deliver on that commitment it will:

- Employ skilled and talented staff and invest in their ongoing training and professional development
- Provide staff with the equipment and support necessary to undertake their roles effectively and safely
- Plan expenditure to support the ongoing development of a professional workplace and seek additional resources where required and
- Seek to continuously improve services.

### What is expected of you?

- Behave professionally and undertake your duties with care and diligence.
- Behave fairly and honestly in all of your interactions, whether with clients, colleagues or external stakeholders.
- Only provide advice and information you are qualified and authorised to provide.
- Behave in a way that takes into account our impact on the broader community and the environment in both the short and long term.
- Show care and respect for the property of both FamilyCare and our clients.
- Use FamilyCare's systems and equipment appropriately and for proper purposes.
- Promote a cooperative, respectful, and supportive team and learning environment.
- Understand and observe appropriate professional boundaries with clients and colleagues.
- Be punctual, reliable, and prepared in attendance to your workplace, meetings and other prearranged appointments.
- Respect and comply with the laws of the State, including those around Alcohol and Drugs whilst driving a motor vehicle.
- Fully understand and follow your professional duties and responsibilities as prescribed in your position description and in FamilyCare's detailed procedures.

## INTEGRITY

### *What can you expect of FamilyCare?*

FamilyCare is committed to honesty and integrity, and this underpins our values and culture. To deliver on this commitment it will:

- Provide clear policies and procedures that are consistent with government policy and guidelines.
- Provide staff with a range of appropriate support structures and opportunities to be part of decision making.
- Practise ethical decision-making processes that are consistent and transparent.
- Handle all private and confidential information, whether it relates to clients or staff, consistent with legal responsibilities.
- Provide clear guidance on identifying, disclosing, and managing conflicts of interest.

### *What is expected of you?*

- Be honest and forthright in all of your communications with colleagues, supervisors, manager, clients, auditors and regulators.
- Never improperly use your position with FamilyCare, to further your own personal interests, or help others to do so.
- Be alert to actual or potential conflicts of interest, disclose them to your supervisor, manager, and follow relevant procedures and guidance.
- Only refer clients to FamilyCare services where they are appropriate to needs, acknowledge other services that may also be appropriate and ensure accurate information is provided, particularly where a fee is or may be charged.
- Report any suspicions of fraud, theft or other dishonest behaviour by others, including colleagues or clients, to your supervisor or management
- Never help a client or anyone else to break or evade the law.
- Only access confidential information that FamilyCare holds if you need it to do your job.
- Do not pass on information about clients or colleagues unless the person the information relates to has agreed, it is consistent with FamilyCare policies and procedures, or there is a requirement to release the information under the law.
- Never try to improperly influence the outcome of an official decision, for example by purposely excluding information.

- Obtain approval for and properly record any donations, sponsorships and charitable contributions.
- Do not seek gifts, including offers of entertainment, in your FamilyCare role and make sure any unsolicited gifts are recorded if required.
- If you are involved in legal proceedings that may affect your ability to perform your role, particularly if you are charged with a criminal offence, you must inform your supervisor or the HR Manager immediately.



## RESPECT

### What can you expect of FamilyCare?

FamilyCare is committed to treating all people we interact with through our work with dignity and respect. To deliver on this commitment it will:

- Treat all staff fairly and consistently.
- Meet legislative requirements and community expectations and provide policies, procedures and reporting structures that reflect this understanding.
- Provide a variety of ways for people who come into contact with FamilyCare, especially clients, to provide feedback and ensure systems exist to analyse and use this information effectively.
- Support staff professional development and training in relation to diversity, discrimination, bullying and harassment.
- Ensure that all staff receive clear information to support an understanding of their position description and workload.
- Support opportunities for team building and staff input and feedback.
- Provide a safe working environment that promotes wellbeing.
- Provide staff with practical support for personal challenges that might impact wellbeing and ability to perform work duties.
- Acknowledge staff may have caring roles outside of work and provide whatever assistance and support is practical.
- Provide a clear and equitable process for raising grievances and resolving disputes.
- Never tolerate abuse and always meet investigation and reporting obligations.

### What is expected of you?

- Treat all people you interact with through your work at FamilyCare with dignity and respect.
- Listen to clients' needs and aspirations to ensure services offered are relevant and appropriate.
- Follow directions and expectations in relation to all FamilyCare workplaces.
- Make employment decisions based on merit, and not on attributes that are irrelevant to employment or performance.
- Use clear, respectful, and appropriate language when communicating with all colleagues, clients, volunteers and stakeholders.

- Contribute to promoting a safe working environment by taking responsibility for health and safety and reporting any issues as soon as possible.
- Never discriminate against, harass, or bully your colleagues, clients, visitors, or anyone else in the workplace.
- Be aware that some behaviour may be acceptable to you but not to others and act appropriately.
- Respect cultural differences in all your communications and especially when delivering services.
- Have pride in your work, our workplace and your professional appearance, and dress appropriately for your role and safety.

## LEADERSHIP

### What can you expect of FamilyCare?

FamilyCare is committed to providing leadership that supports positive outcomes for staff and clients. To deliver on this commitment it will:

- Provide a clear structure that ensures decisions are made according to best practice, in a consistent manner and that all staff receive the information and support they require.
- Create systems and structures that promote the discussion of new ideas and innovative directions.
- Provide and model a strategic direction that aligns with FamilyCare's values and service standards.

### What is expected of you?

- Display flexibility when presented with alternative ideas and encourage innovation in the pursuit of better outcomes for clients and the agency.
- Attend and play an active role in team meetings and planning days.
- Attend and participate actively in supervision and training and share and adopt professional knowledge, wisdom, and practice direction.
- Fulfil your promises and commitments.
- Learn from experience, accept responsibility where appropriate and use feedback for improvement.
- Do not act or fail to act in a way that may breach this Code, the law, or FamilyCare policies, procedures, or practices.
- If you are unsure whether a particular law, policy, procedure, or practice applies, seek guidance from your supervisor, program leader or program manager.

## EMPOWERMENT

### What can you expect of FamilyCare?

FamilyCare encourages empowerment through a commitment to best outcomes for clients, community, and stakeholders. To deliver this commitment it will:

- Support and provide the opportunities, resources and processes employees need to be active participants and skilled practitioners.
- Staff to support quality improvement and continuously work to improve our performance and our systems.
- Properly investigate, allegations of abuse and neglect, provide appropriate support to staff who raise such allegations and promptly and fully meet all obligations, including external reporting.

### What is expected of you?

- Support the vision and values of FamilyCare and use them to guide your decision making.
- Seek information and knowledge through communicating with supervisors, managers, and peers and by actively reading FamilyCare documentation.
- Report any abuse or neglect that you witness, become aware of or suspect to a member of FamilyCare's management.
- Recognise and acknowledge FamilyCare's strengths, put energy into making them stronger and offer solutions and strategies where problems are identified.
- Respect the views, opinions and knowledge of others and be open to learning, changing, or modifying your personal views where appropriate.
- Do not judge people and instead, seek to understand and facilitate positive change.
- Be aware of FamilyCare's strategic plan and how it interacts with your work with clients and stakeholders.
- Be aware of your own behaviour and the impact, positive and negative it can have on others.

## COMMUNICATION

### What can you expect of FamilyCare?

FamilyCare understands the importance of communication in providing our services. To deliver this commitment it will:

- Provide a range of communication forums and tools to support you in your work.
- Provide guidance on appropriate and effective communication strategies.
- Provide training and skills to support you to utilise different forms of communication and the tools you need to do your work.

### What is expected of you?

- Be welcoming, treat everyone with courtesy and respect and act in a way that makes everyone feel safe, respected, and valued.
- Share information, knowledge and expertise with colleagues and be open to the ideas and contributions of others.
- Contribute to an environment which fosters change, growth, and trust.
- Ensure your work and communications with clients, stakeholders and the community are recorded appropriately and meet the required standards.
- Collect, use, store, handle and update information, particularly personal information, consistent with applicable policies and processes at all times.
- Do not make unauthorised public statements on behalf of FamilyCare or where such statements could reasonably be attributed to FamilyCare.
- Recognise that everything you write, exchange or receive on a social media site is public and always behave appropriately online regardless of whether it is for work or personal use.
- Photographs of FamilyCare colleagues must not be posted on social media without their knowledge and permission.
- Do not do, say, write, post or share anything on social media that would embarrass FamilyCare, any of our clients, or would undermine your ability to do your job.

## CHILD SAFE STATEMENT

Child safety is an absolute priority in FamilyCare's work.

All FamilyCare's Board, Staff and Volunteers support, adopt and follow the commitments expressed in this statement.

- We believe every child has the right to be safe.
- We will prioritise safety in all our services and activities that involve children.
- We will ensure the safety of children is prioritised during recruitment and part of supervision.
- We will ensure that child safety is a regular and reliable feature of our training and professional development.
- We will appropriately investigate and report all allegations of child abuse or neglect.
- We will seek guidance promptly if we have any doubt about our responsibilities, or the best way to ensure children are safe.
- We will seek input from children about both the design and effectiveness of the services we deliver.
- We recognise the vital role that culture plays in the safety of Aboriginal children.
- We will constantly improve our understanding of different cultures to ensure we provide respectful and appropriate services and support to children from diverse backgrounds.

## CONCLUSION

As an individual working with FamilyCare, you should comply with this Code and report any conduct that may be in breach of the law, this Code or any other FamilyCare policies or procedures as soon as you can.

Any reports of a breach of the Code will be taken seriously and investigated appropriately. If you make a report in good faith, you will not be disadvantaged personally, or in your employment, even if the conduct that is reported is later found not to be in breach of the Code.

In most cases, you should raise breaches of the Code or policies and procedures with your Supervisor, Team Leader, Manager, Director, or the CEO.

### **Staff Member / Volunteer / Board Member Acknowledgement /**

I have read, understood, and agree to comply with this Code of Conduct.

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**Staff Member / Volunteer / Board Member Name**

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**Date**

This version of the Code of Conduct was approved by FamilyCare's CEO on: **Tuesday 23 January 2024**

The annual review of the Code must be completed by the final working day in each calendar year.