

The Garden Village Code of Conduct outlines the behaviour expected from all staff and representatives. Breaches of the Code of Conduct will be dealt with as a disciplinary issue and may result in termination of employment, contract or association with Garden Village.

All staff and representatives are expected to demonstrate the following behaviours whilst at work:

- Work in alignment with the Garden Village vision and values
- Represent Garden Village in a positive and professional way
- Work in a safe, lawful and competent way in line with Garden Village policies, procedures and applicable legislation and regulations
- Adhere to the dress code, personal grooming and uniform expectations
- Work within your scope of practice, position description and contract
- Actively take part in the Professional Development Review process and complete the mandatory training activities within the directed timelines
- Work free from the effects of alcohol and/or drugs
- Respect the Garden Village and consumer/resident workplace, property and equipment
- No sharing of confidential information about the property of Garden Village, other staff, consumers and residents without consent
- Do not disclose personal information to a consumer/resident
- Assume all consumer/resident information is confidential
- No unauthorised sharing of information on social media; including posts, photos and comments about Garden Village, Garden Village residents and consumers, their families and friends, staff, representatives or others associated with Garden Village
- Report all incidents, hazards and near misses
- Refrain from bullying, harassing, threatening, (verbally or physically) abusing or assaulting any person employed by, or receiving service from, or associated with, Garden Village. Report any witnessed incidents such as these
- Safeguard the residents/consumers of Garden Village by reporting and/or responding to any concern for their safety, including suspected abuse and neglect
- Smoke only in designated areas and not in the vicinity of consumers, residents and other staff/representatives
- Respect and support the privacy, dignity, culture, values, beliefs and rights of all individuals
- Enable individual choice and control, and promote independence for all residents and consumers
- Enable and support residents and consumers to provide feedback and make complaints
- Refrain from giving medical advice (outside your scope of practice) or financial advice to a consumer/resident
- Do not witness any legal document or agree to become a trustee, beneficiary or executor of a resident or consumer's will
- Support consumer/residents' relationships of choice
- Do not accept gifts or benefits from residents/consumers
- Do not borrow from, sell to, or buy items from residents and consumers
- Do not provide gifts, benefits, borrow or sell to residents and consumers.
- Declare potential conflicts of interest associated with your employment or contracted role
- Declare a criminal conviction history and or impending conviction which Garden Village may consider has potential to place our residents/consumers or staff /representatives at risk

Unacceptable behaviour/serious misconduct includes, but is not limited to:

- Breaching the Garden Village or NDIS Code of Conduct
- Breach of resident/consumer or staff privacy
- Breach of Garden Village policies and procedures
- Failure to report a work related accident or serious incident
- Repeated lateness for shift, leaving early before end of shift or unauthorised absence
- Careless action/neglect or unprofessional conduct
- Failure to report criminal conviction or impending action which Garden Village may consider has potential to place our residents/consumers or other staff at risk
- Sleeping during working hours when there is a requirement to be working
- Falsifying qualifications, work experience or references leading to employment
- Public misrepresentation and causing damage which may harm the reputation of Garden Village
- Actions which deliberately or recklessly injure other staffs, residents, consumer/residents or visitors, or place their health safety or welfare at risk
- Stealing/removing equipment supplies/personal items without permission that belongs to a resident/consumer or staff of Garden Village or Garden Village itself
- Use of offensive language addressed either verbally or written towards residents/consumers, staffs, family members or other visitors to Garden Village

National Code of Conduct for Health Care Workers

In 2015, the terms of a National Code of Conduct for health care workers (the National Code) were endorsed by the Council of Australian Governments' (COAG) health ministers. It was up to the states and territories to adopt the National Code through legislation in their state/territory.

The purpose of the National Code of Conduct, also referred to as the National Code or Code-Regulation Regime, is to protect the public by setting minimum standards of conduct and practice for all unregistered health care workers who provide a health service. NSW has had a code of conduct for unregistered health care workers since 2008 which sets out minimum standards of practice for health care workers who are not currently registered under the national registration and accreditation scheme, which includes personal care workers.

The key aspects of the code are that a health care worker:

- must provide health services in safe and ethical manner
- if diagnosed with an infectious medical condition, must ensure that he or she practises in a manner that does not put consumer/residents at risk
- must not make claims to cure certain serious illnesses
- must adopt standard precautions for infection control
- must not dissuade consumer/residents from seeking or continuing with treatment by a registered medical practitioner and must accept the rights of their consumer/residents to make informed choices in relation to their health care
- must not practise under the influence of alcohol or drugs
- must not practise with certain physical or mental conditions
- must not financially exploit consumer/residents
- is required to have an adequate clinical basis for treatments
- must not misinform their consumer/residents
- must not engage in a sexual or improper personal relationship with a consumer/resident
- must comply with relevant privacy laws
- must keep appropriate records



Garden Village Code of Conduct

Acknowledgement

I hereby acknowledge that I have read the Garden Village Code of Conduct and understand that if I breach any of these codes this may result in disciplinary action and / or termination of my employment or contract with Garden Village.

Staff Name: _____

Staff Signature: _____

Date: _____