



A R A L U E N

integrity

respect

code of ethics

courtesy

fairness

for
Employees
Contractors
& Volunteers

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Statement of Ethics

Araluen conducts its business with integrity, respect and fairness and in compliance with all relevant laws, regulations, codes and standards. All employees, contractors and volunteers have personally committed to the highest ethical standards of behaviour in their dealings with clients and their families, the organisation, and with each other. Our managers expect a culture in which ethical conduct is recognised, valued and exemplified at all levels.

Araluen Values

The predominant values inherent in all activities operating at Araluen are:

Respect and dignity of the person as an individual

- Identifying and nurturing each person's abilities.
- Providing services which are person centred
- Each person is continually learning

Independence and Interdependence

- That all members of Araluen are as independent as they possibly can be so that healthy interdependence between one another can be nurtured.

Community

- Each person at Araluen strives to build positive relationships with one another and each part of the organisation through cooperative attitudes and behaviour

Hospitality

- As members of the Araluen community we respect one another and visitors

Stewardship

- Each member of the Araluen community takes care of one another, our land, buildings and resources.

Statement of Service Values

Araluen is a service provider for people with disabilities. It firmly endorses that people with disabilities should enjoy the same rights as other members of society and that the patterns and conditions of everyday life should closely as possible mirror those in society in general.

This vision is underpinned by our commitment to our values and will be achieved by:

- Accepting clients with disabilities who are eligible under the Disability Services Act and who request our services. No person shall be refused enrolment on the grounds of his or her race, religion, disability, sex or ethnicity.
- Providing exemplary day and residential services for people with a disability and by continuing to deliver quality programs that are based on people's individual needs and abilities.
- Promoting the rights of people with disabilities to access developmental and individualised, educational, training and employment opportunities within the community.
- Ensuring the effective, efficient and appropriate management of community based services is fulfilled by following all criteria and guidelines pertaining to the Intellectually Disabled Persons Services Act and all other relevant legislation.
- Creating and maintaining effective relationships by developing and fostering partnerships with generic service providers that are beneficial for the community and our stakeholders.
- Providing people with disabilities avenues for participating in the planning and operation of the services and their individual programs.
- Providing a service in a way that promotes a competent and positive image for people with disabilities.
- Providing an environment that encourages opportunities for growth, cooperation, commitment and teamwork for both clients and staff.

INTRODUCTION

Araluen aims to be an organisation which is **innovative**, and **responsive** to people with disabilities. A reputation for **integrity, respect, courtesy** and **fairness** in our dealings with clients and their families, staff, volunteers, suppliers and the general public is essential.

What is a Code of Ethics?

Ethics are a set of principles by which behaviour can be judged to be right or wrong. Our Code of Ethics sets the minimum standards of behaviour expected of everyone employed by Araluen and who are volunteers at Araluen. It describes the behaviour we accept and commit to, both individually and collectively.

The Code of Ethics applies to all employees, contractors and volunteers who are all responsible for ensuring that their personal conduct is consistent with the standards described. In the Code the term “employee” includes Award and non-Award workers, employees on short term contracts and external contractors.

In the event our standards are compromised by an employee’s or volunteer’s behaviour, disciplinary action, including dismissal, may result.

The Code of Ethics should be read in conjunction with Araluen Policies and procedures.

CODE OF ETHICS

Customer service

Araluen places the highest priority on our clients and their families. We commit to:

- Providing our clients and their families with the services they want at the highest standard of quality and within available resources.
- Keeping up-to-date with new services, policies, processes and procedures.
- Ensuring that clients and their families feel welcome and valued.
- Displaying a professional image through personal presentation and dress.
- Maintaining the privacy of client and business information.

Workplace relationships

Araluen is committed to equal employment opportunity. It selects and promotes employees according to merit. Our relationship and decisions are characterised by integrity and fairness and a desire to work together. We commit to:

- Treating everyone with courtesy, patience and respect and not causing disadvantage, discomfort or embarrassment to fellow employees.
- Contributing to an atmosphere in which diversity of constructive opinion, perspective and culture of origin is valued and encouraged.
- Contributing to continuous improvement through the exchange of information, opinions and ideas.
- Being adaptive to change by supporting new ideas, programs and practices that benefit the business and its stakeholders.
- Ensuring that there is no direct or indirect discrimination or harassment.

Work practices and performance

Honesty and high performance standards will prevail. We commit to:

- Being aware of, and complying with, Araluen policies and procedures, all applicable laws, industrial awards and agreements governing our business conduct, and seeking clarification if needed.
- Ensuring, to the best of our knowledge, that all declarations or statements relating to Araluen are correct.
- Consistently performing work to an agreed or prescribed standard or preferably higher.
- Exercising due care in our work.
- Attending work reliably and on time, consistent with the hours of duty arrangements and advising of inability to attend and absences during duty, in accordance with the correct procedures.
- Acting and behaving in a manner that never intentionally causes damage to the interests of Araluen, its clients, employee relations or public reputation.
- Not engaging in conduct that intimidates, offends or damages the property of other employees, clients, volunteers, suppliers or the public.
- Not engaging in any financial transactions at the workplace between employees.

CODE OF ETHICS

The work environment

Araluen is committed to a safe, healthy and secure work environment for all employees. We commit to:

- Performing all work safely.
- Using safe work practices and safety protection equipment as trained and instructed.
- Immediately reporting incidents and hazards using the established procedures.
- Ensuring our own or other's work performance and safety is never influenced by alcohol or medically prescribed or over the counter drugs.
- Not using or possessing illegal drugs.
- Not consuming alcohol while on duty or in the workplace except in the case of an authorised social activity.
- Not gambling or betting on Araluen premises (except for authorised sweeps and tipping competitions.)

Care for the environment

We recognise our responsibility to maintain and protect the environment and will comply with relevant legislation. We will consider the impact of our activities, especially resource usage, waste disposal and use and storage of chemicals, on the environment and the local community, and minimise any adverse effects.

Conflict of interest

A conflict of interest exists where loyalties are divided between Araluen's interests and our own interests. We will avoid using our position to favour a third party or situations in which this might be inferred.

Suppliers

We will be lawful and fair in all supplier relationships. We will avoid placing ourselves in situations of potential conflict of interest in any supply decisions and will comply with our Resource & Purchasing policy. Suppliers can expect relationships with us to be friendly and conducive to the prompt and proper handling of any business issues that arise.

Gifts, benefits and entertainment

We will exercise the utmost care in giving or receiving gifts or benefits from suppliers, clients and their families or other Araluen employees. We must never seek or appear to expect any benefits or gifts :-

- where the nature of any transactions is such that public disclosure would be embarrassing to Araluen or the recipient ;
- where it could be reasonably construed as an improper inducement;
- that could be construed to compromise an employee's ethics and judgement.

All gifts should be declared to your Line Manager.

CODE OF ETHICS

Outside employment

We must not engage in outside employment or in the private practice of a profession, occupation or trade, if such involvement could:

- Adversely affect our attendance for duties at Araluen
- Represent a conflict of interest with our normal duties or with the business objectives of Araluen
- Adversely affect our performance (including where likelihood exists of injury or condition that could affect performance or result in sick leave)
- Bring Araluen into disrepute.
- Lead to wrongful disclosure of information.

An employee may act as a director of a company or incorporated society, trust, fund or community or industry association, only in accordance with the following:

- Where there will be no conflict, or appear to be any conflict, between official duties with Araluen and the duties of the directorship.
- At the request or with the consent of Araluen, and in accordance with any conditions specified.
- In accordance with the requirement of official duties at Araluen

The responsibility rests with the individual employee to evaluate any outside employment or directorship against the criteria above. If you have doubts about the acceptability of the proposed outside employment, seek written approval.

Resources and assets

We are responsible for the safeguarding and correct use of the organisation's property under our control including information and intellectual property (Stewardship)

Permission is required before taking Araluen property for private use. When using Araluen property for authorised private purposes, the following applies:

- The equipment must be kept secure, properly cared for and maintained.
- It must be used in the employee's own time with the employee concerned providing all consumables used.
- Vehicle use must comply with current policy.
- Email and Internet service use is restricted to business purposes and must comply with current policy.
- Credit card use must comply with current policy and must never be used for personal transactions.
- Araluen property must not be used for personal gain.

Confidentiality of information

All information relating to Araluen business must be considered confidential and not used for any purpose other than official duties unless the organisation has made the information public.

Information about the organisation, its clients, their families or suppliers, which has the potential to provide a competitive or financial advantage or relates to a client's or family's business, must not be disclosed to an outside or third party.

CODE OF ETHICS

Confidentiality of information (cont)

The *Privacy Act 1988* and the *Health Act Release of Information policy and Aaluen policies/procedures* govern the release of personal information by Araluen and its employees.

Where Araluen has possession or control of personal records, its employees must not disclose the information to any person or entity (other than the individual concerned) unless:

- The individual concerned understood at the time of disclosing personal information to Araluen that the information would normally be passed to another person or entity.
- The individual has consented to the disclosure (Written details need to be recorded by Araluen)
- Araluen believes that the disclosure is necessary to prevent or to lessen serious or imminent threat to life or health of the individual concerned or of another person.
- The disclosure of the information is required or authorised by law.

After ceasing employment with Araluen or any other official involvement with Araluen, we have a continuing obligation to safeguard confidential information and must return to Araluen all documents, records and other property in our possession.

Public comment and release of Araluen information

Employees will not make public comments or disclose Araluen information on behalf of Araluen unless these comments have been authorised through the CEO or, if applicable, the Board.

Public comment includes speaking engagements, interviews and views expressed to the media or in publications.

Behaviour in breach of the Code of Ethics is damaging to the organisation and to public and work relationships.

Action or omission that contravenes this code constitutes misconduct and will be subject to counselling and/or disciplinary action appropriate to the circumstances and seriousness of the behaviour.

Disciplinary action may include dismissal.

If the conduct involves non-compliance with relevant laws, it will normally also be referred to the relevant manager, or to the appropriate law enforcement authorities.

If the Code is breached

What to do if you have a concern

If you have a concern or suspect a breach of the Code of Ethics involving an Araluen employee, you should inform your line manager or a higher level manager as appropriate and according to the Complaints Handling Policy.

Protection when reporting a breach

A person who is named or implicated in a disclosure of a suspected breach of the Code of Ethics will not be permitted to victimise anybody making the disclosure. All reasonable steps will be taken to provide any person who has reported a suspected breach of the Code of Ethics with protection against discrimination or retaliation.





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