



Code of Conduct – Paid and Volunteer Staff

Alcohol, drugs and smoking

Paid and volunteer staff must not arrive for work under the influence of alcohol or illegal drugs. While on duty alcohol and illegal drugs must not be consumed by paid or volunteer staff.

Paid and volunteer staff who are taking prescribed drugs, which may affect their performance or driving ability must inform the Transport Coordinator. This is to ensure workplace and consumer safety.

Smoking is not permitted in Bridges vehicles, Bridges buildings, consumers' homes or in a volunteer's vehicle when transporting a consumer.

Attendance

Paid and volunteer staff are expected to be punctual and regular in their work and when picking up consumers. When a paid or volunteer staff member is unavoidably absent from work due to sickness or any other reason, he/she should notify the Transport Coordinator promptly (preferably before their normal starting time) and indicate their likely date of return to work.

Bullying and harassment

Bridges will not tolerate bullying and harassment. Bullying or harassment complaints/issues should be referred to the CEO for investigation and resolution.

Complaints procedure

Bridges has a CCC form (Complaints, Comments, Compliments) which we encourage staff, volunteers and clients to use if they are experiencing problems. Complaints can also be made verbally and directed to the appropriate coordinator.

Compliance with lawful directions

Paid and volunteer staff shall comply with any lawful instruction given to them by any person who has the authority to do so.

Confidentiality of personal information

Paid and volunteer staff must meet privacy and confidentiality requirements as set out in relevant legislation and the CHSP Program Manual and Victorian HACC Program Manual. Paid and volunteer staff are entrusted with a great deal of personal information about consumers, staff and other volunteers. The consumer's right to privacy and confidentiality is paramount in the operation of the service and must be respected at all times.

Conflict of interest

Paid and volunteer staff are obliged to notify their manager of any gift, reward or benefit they are offered by consumers or carers.

Continuous improvement

Bridges is committed to operating efficiently and effectively in order to meet the needs of staff, volunteers and clients and recognises that continuous improvement is a vital component of continued success. We encourage you to provide feedback and contribute to shaping our services.

Bridges Ltd. Code of Conduct – Paid and Volunteer Staff (cont'd)

Customer Service

Paid staff and volunteer staff are expected to deliver a high level of service to consumers at all times. All service provision will be in accordance with the Aged Care Quality Standards, the CHSP Program Manual and the Victorian HACCC Program Manual.

Paid and volunteer staff must maintain ethical and professional boundaries with consumers at all times and behave in a professional manner in all dealings with consumers, their families and other employees.

Discrimination

Discrimination occurs when an individual is treated less favourably than others because of personal characteristics protected by the law. Bridges will not tolerate discriminatory behaviour and appropriate action will be taken whenever it occurs. Discrimination complaints/issues should be referred to the CEO for investigation and resolution.

Dress and Appearance

Paid and volunteer staff are to ensure that their appearance is neat, clean and appropriate for their role. A high standard of personal hygiene is expected at all times. It is recommended that all Volunteer Drivers wear a Bridges ID badge when transporting clients, so that they can be easily identified. Bridges ID badges are available from the Administration Officer.

Economical and efficient use of resources

Bridges resources including buses and cars are to be used effectively and economically.

Inclusion

Bridges welcomes people with diverse characteristics and life experiences. We expect our paid and volunteer staff to be welcoming of everyone.

Occupational health and safety

Bridges is committed to providing and maintaining a safe and healthy workplace for paid and volunteer staff, and consumers. Paid and volunteer staff have a duty of care to:

- Observe safe working practices.
- Accept responsibility for the protection of their own health and safety and that of their consumers.
- Cooperate and participate with management in achieving a safe and healthy workplace.

Personal conduct

Personal conduct is to be consistent with the Code of Conduct, in accordance with requirements of the law and other Bridges policies and procedures. Paid and volunteer staff are expected to commit to Bridges' vision and values.

Paid and volunteer staff are required to undertake their duties in a professional, responsible, conscientious and ethical manner and to act in the best interests of Bridges. They are expected to act honestly in all of their duties. When dealing with consumers and other employees, paid and volunteer staff are expected to be courteous, respectful and patient.

Bridges Ltd. Code of Conduct – Paid and Volunteer Staff (cont'd)

Representing Bridges

Bridges is a neutral, secular and impartial organisation that does not represent any specific agenda. As a volunteer you are a representative of Bridges which means you must keep your views private when volunteering with us.

All paid and volunteer staff are ambassadors of Bridges, and therefore we must be respectful at all times. For example as a driver please do not speed or drive in an aggressive manner on the roads.

Telephone use

Bridges telephones and mobile phones are for the purpose of service delivery. Paid and volunteer staff with a mobile phone must adhere to Bridges' Administration Policy. Personal use of office phone must be kept to a minimum.

I acknowledge that I have received, read and understood the following documents:

- Volunteers' Privacy and Confidentiality Policy Summary
- Discrimination and Harassment Policy Summary
- Alcohol and Drug Management Policy Summary
- Code of Conduct

Volunteer Signature Date

Print Name.....

Witnessed by Position Date