

Staff Conduct

PURPOSE

The purpose of this Staff Conduct Policy is to provide staff with guidance on the standards of behaviour expected of them in performing their duties of employment and in their dealings with fellow workers, clients, Board members and members of the community.

- encourage staff to adopt values within the workplace aimed at achieving a high level of integrity, accountability, teamwork, respect and innovation
- outline appropriate standards of conduct for staff

SCOPE

- This policy applies to **all** staff including employees, casuals, relief workers, contractors, consultants and students on placement.

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POLICY STATEMENTS

Hope Street's strategy is to promote a spirit of co-operation, inclusiveness and quality service to young people who are homeless and to the broader community.

All staff have a responsibility at all times to:

- behave in a way that upholds the values, integrity and good reputation of Hope Street Youth and Family Services
- treat other staff, clients and community members with fairness, courtesy, respect and without discrimination or harassment
- act honestly and avoid situations which may give rise to a conflict of interest or the perception of such a conflict (*refer to Conflict of Interest Policy*)
- carry out their duties in a professional, responsible and diligent manner and not engage in any unlawful conduct or unsafe practices
- report immediately any unlawful behaviour of staff members to the CEO.

Where a staff member is in any doubt as to the propriety or appropriateness of any proposed action, they should seek advice and direction from their supervisor.

It is a condition of employment that all staff **read and sign** the Staff Conduct Policy.

STANDARDS OF CONDUCT

In line with the above policy statements Hope Street staff are expected to adhere to the following standards of conduct.

1. Embrace Hope Street Values

The values adopted by Hope Street are:

hope	empowerment	diversity	choices
interdependence	education	self-determination	equality
non-discrimination	respect	fairness	collaboration
social justice			

Staff will at all times ensure that their conduct is consistent with the values, philosophy and policies of Hope Street and be committed to its goals and reputation.

Where staff member's personal values or opinions conflict with those of Hope Street they will in the course of their work only present and implement the aims, policies and decisions of Hope Street.

Raising Ethical Differences and Opinions

Where staff have different personal views from those of Hope Street they are encouraged to discuss and present their views in appropriate internal forums, such as

- with their supervisor
- at team meetings.

Adhere to Policies and Procedures

Staff will familiarise themselves with Hope Street policies and procedures and adhere to them at all times.

2. Act in the Client's Best Interests

In line with Duty of Care requirements, staff have a responsibility to:

- engage the young person in meaningful ways to assist them to make their own informed decisions
- provide the necessary information and supports that will assist young people and young families maximise their human potential
- treat as confidential all client information and not disclose this information except with the written, informed consent of the young person, or where required by law
- treat complaints from clients and the community seriously and respond to constructive feedback as an opportunity for improvement
- not force their own beliefs and value judgements on clients
- maintain a professional relationship with clients at all times, this means:
 - not accepting gifts when clients seek to express their appreciation
 - not disclosing one's home phone numbers or addresses or have contact with clients outside working hours
 - not accepting meal invitations from clients outside work hours or from those with whom outreach work is undertaken
 - not being involved in home visits outside business hours
 - not physically, mentally, verbally or sexually abuse service-users; to do so would be considered gross misconduct and grounds for instant dismissal
 - not enter into any sexual or intimate relationships with clients; to do so would be considered gross misconduct and grounds for instant dismissal
 - not encourage or be involved in any illegal activities; this would also be considered grounds for instant dismissal
 - not using coercive measures with clients in making particular decisions or taking particular directions.

3. Commit to Excellence in Service Delivery

Hope Street is entrusted with public funds to develop and deliver services to the community on behalf of government and the community. Staff therefore have a responsibility to:

- deliver services fairly, respectfully and effectively to maximise self-worth of young people
- use resources efficiently and economically
- maintain the standards of knowledge, skills and learning appropriate to professional development
- request support when needed
- participate constructively in supervision and performance appraisal activities and coming to the meetings prepared
- maintain service delivery practices in line with industry standards (e.g. One DHS, QIC , Rainbow Tick).

4. Demonstrate a High Standard of Workplace Behaviour and Personal Conduct

Staff have a responsibility to always conduct and present ourselves in a professional manner, and demonstrate respect for all persons. Accordingly they will:

- treat co-workers, clients, Board members and members of the public with courtesy and respect, be appropriate in their relationships with them, and recognise that others have the right to hold views which may differ from one's own
- respect and uphold the right to privacy and confidentiality of fellow staff
- ensure their conduct reflects a commitment to a workplace that is inclusive and free from bullying, harassment and discrimination
- avoid acts or omissions, which one can reasonably foresee, would be likely to injure someone

- ensure their own fitness for duty, and maintain the safety, health and welfare of themselves and others in the workplace, whether fellow workers or clients
- be punctual for meetings and appointments, giving due notice if unable to attend
- inform their supervisor as soon as possible if unable to attend work
- promptly comply with all reasonable and lawful directions that may be given by their line supervisor or any person having authority to give the direction.

5. Act Always in the Interests of Hope Street

This requires all staff to:

- be committed to the goals and reputation of Hope Street, and engage in continuous quality improvement activities
- never engage in any activity that may leave Hope Street open to criticism
- be honest in their use of Hope Street facilities, funds, staff and equipment and shall not permit their misuse by any other person or body
- not use Hope Street resources for private purposes (other than when supplied as part of a contract of employment), unless legally and properly authorised to do so.
- not carry on a private business from Hope Street premises
- take due care with Hope Street property and resources and promptly report any damage or malfunction.
- not provide comment to the media on behalf of Hope Street without authorisation from the CEO
- provide a friendly, respectful and courteous service at all times; this includes contact over the telephone, by letter, on-line networking and email, etc.
- be ethical and responsible when using computers, Internet and electronic communications or when accessing Hopes Street's Shared Drive or the SHIP database (*Refer to ICT Appropriate Use and Protection Policy and Procedures.*)

6. Dress Code

To assist in the presentation of Hope Street as a professional organisation, it is the responsibility of all staff to be tidy in their appearance and wear clothing, footwear and apparel that is neat, clean, practical and appropriate to their work.

The responsible supervisor, in consultation with the CEO, will determine the extent to which clothing is considered appropriate.

7. Behaviour at Hope Street Social or Sporting Functions

Staff attending a Hope Street organised social, sport or other function, or any function held on Hope Street premises, must be mindful that they are still representatives of Hope Street and need to ensure their behaviour is in line with Hope Street values and policies.

Please note:

- drug use is not permitted at any Hope Street functions
- alcohol consumption is **not** permitted at any Hope Street premises.

Any irresponsible, inappropriate, negligent or unlawful behavior at these functions is subject to Hope Street's Disciplinary Policy.

BREACHES TO STAFF CONDUCT POLICY

Breaches to this Staff Conduct Policy will be dealt with in accordance with Hope Street's Disciplinary Policy.

MONITORING AND REVIEW

Individual staff member's adherence to this Conduct Policy will be monitored by the person's on-line supervisor through supervision and formal performance appraisal processes.

The policy will be reviewed at least every three years by the CEO.

RELATED POLICY, PROCEDURES AND OTHER KEY DOCUMENTS

- Vision, Mission, Philosophy, Values ... Statements
- Access, Equity and Inclusion Policy and Procedures
- Conflict of Interest Policy and Procedures
- Duty of Care Policy and Procedures
- Disciplinary Policy and Procedures
- Grievance Policy and Procedures
- Probationary Policy and Procedure
- Fraud Risk Management Policy and Procedures
- ICT Appropriate Use and Protection Policy and Procedures
- iPhone Policy
- Prevention of Discrimination Harassment, Sexual Harassment, Bullying policy and Procedures
- Privacy and Confidentiality Policy and Procedures
- Vehicle and Travel Policy and Procedures
- Data Storage Policy and Procedure
- Whistleblower Policy and Procedures
- Fair Work Act 2009