



**Code of Conduct**

# Code of Conduct

A Code of Conduct provides a list of statements or guidelines that describe the professional conduct and practice required of a group of people.

Professional conduct refers to the manner in which a person behaves while acting in a professional capacity. It helps us work towards making a positive difference in the lives of the individuals and families we support and our colleagues. It requires us to maintain high levels of professionalism and accountability and ensures we are socially responsible and consistent in decision making.

This Code of Conduct has been designed to assist employees of Identitywa to make informed choices about their behaviour and integrate Identitywa's core values into their everyday working lives. This Code of Conduct applies to all employees, volunteers, Board Members and contractors of Identitywa. It is intended to underpin and complement, rather than replace, existing policies, procedures, guidelines and standards.

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## STATEMENT OF AGREEMENT

# MANDATE



(an agency of the Catholic Church)

I, the Roman Catholic Bishop of Perth, mandate Identitywa to assist the Archdiocese in fulfilling its responsibilities in furthering the Mission of the Church in the area of pastoral care for the inclusion and equality of people who have an intellectual or other disability and their families in accordance with the beliefs, values, traditions and social teaching of the Catholic Church.

## MISSION

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life. We support individuals to achieve their goals, whatever they may be. We offer families the support they need.

## VISION

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.

## VALUES

Above all else, we make a commitment to act. We will look for the opportunities rather than seeing the barriers. Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

## BOARD OF MANAGEMENT

The Board of Management is appointed by me and governed by my endorsement of the Statutes which provides its brief to operate Identitywa.

I mandate the Chairperson of the Board to act on my behalf with government funding bodies that require direct contact with the Chief Executive Officer of Identitywa, while I retain the overall responsibility for the organisation.

## CHIEF EXECUTIVE OFFICER

The Chief Executive Officer is appointed by me following a recommendation by the Board of Management. The Chief Executive Officer is appointed to manage the day to day affairs of Identitywa.

## TERM OF MANDATE

This Mandate is given for three years from the first day of June 2014.

  
Most Rev Timothy Costelloe SDB  
ARCHBISHOP OF PERTH



18<sup>th</sup> June 2014  
Date

# Identitywa's *Vision, Mission and Values*

Identitywa is committed to promoting our Catholic Heritage and enacting our core Values in pursuit of achieving our Vision and Mission. Our values guide our behaviour towards each other, people with disability, families, services and other agencies and form the basis of all business relationships, decisions and actions.



## Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



## Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals, whatever they may be. We offer families the support they need.



## Our Values

Above all else, we make a commitment to act.

We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.

# We act with honesty and integrity

The reputation of Identitywa is directly impacted by the actions of employees.

Acting with honesty and integrity will maintain respect and confidence in our services within the community.

We demonstrate honesty and integrity when:

- We treat all people with courtesy and sensitivity, and value their rights, aspirations and individuality.
- We do not tolerate dishonest behaviour, bullying, harassment, discrimination or other inappropriate behaviours by our colleagues or others.
- We conduct ourselves in an unprejudiced, objective, professional and efficient manner.
- We will consider matters on their merits without regard to outside influences or personal interests.
- We do not take advantage of our positions in order to obtain a benefit for ourselves or others.
- We ensure the protection of Identitywa's legitimate business interests, including corporate opportunities and confidential information.
- We understand and practice what constitutes proper and improper conduct as an employee of Identitywa.
- We act with care and diligence to ensure that personal activities do not conflict with our work duties or loyalty to the organisation.

# We value and maintain our professionalism

**Professionalism is conduct that fosters and preserves our reputation as individuals, builds the reputation of Identitywa and supports our duty of care.**

Professional and ethical conduct by employees is integral to the organisation.

Our professionalism is demonstrated when:

- We exercise duty of care, responsibility, accountability and professional and ethical judgment when carrying out our duties.
- We maintain and strive to improve our skills, knowledge and competencies through professional development leading to effective service delivery.
- We always maintain professional relationships with the people we support, their families, colleagues and related agencies.
- We work together as a team and treat each other with respect and dignity, striving for a safe, harmonious and efficient workplace.
- We ensure our sharing of information amongst services is relevant and does not violate another's privacy.
- We provide people with disability, their families and others with factual and objective information that we are competent and authorised to give.
- We do not carry out our duties under the influence of alcohol or any other drugs that may inhibit performance.

# We respect the law and act accordingly

**Compliance with the laws and statutes that govern individuals and Identitywa are an essential part of our operations.**

Violation of laws and regulations can have serious consequences for Identitywa and the individual concerned.

This commitment is seen when:

- We respect and abide by all laws, regulations, policies, standards and documents that direct our operations.
- We only act within our authority.
- We comply with all lawful and reasonable directions from authorised persons.
- We undertake our duties lawfully and in doing so, our signature indicates our understanding and authorisation for our own and others' actions.

# We avoid conflicts of interest

**A conflict of interest occurs when the private interests of an employee interfere, or appear to interfere, with their official duties, and an independent observer might reasonably question whether the actions or decisions of that person are influenced by their own interests.**

A conflict of interest may arise whilst performing official duties including: decision-making, interacting with families, applying policy and procedures, reporting incidents or supervising employees.

A real or apparent conflict of interest can jeopardise confidence in Identitywa. Therefore, we do not participate in activities that could put us in such a position.

Conflicts of interest will be avoided when:

- We do not put ourselves in a position where it could appear that our private interests or activities are judgement.
- We do not solicit, accept or offer money, favours, entertainment or gifts that might influence our judgment.
- We do not, without prior consent of Identitywa, undertake employment elsewhere or that conflicts with Identitywa business interest.
- We notify our direct supervisor of any possible or potential conflict of interest which may result from other activities, and shall commence such other activities only after written approval of Identitywa.
- We disclose any situation that directly, or may directly, or be perceived to directly conflict with the best interest of Identitywa.

# We respect privacy and do not misuse information

Respect for the privacy and confidentiality of the people we support, their families, colleagues and all other agencies is central to Identitywa's credibility.

At all times, we comply with the laws and policies governing the disclosure of information, and we treat the privacy of the people we support, their families, colleagues, all other agencies and Identitywa as a high priority.

To ensure confidentiality is maintained:

- We only access confidential information for authorised work related tasks.
- We do not encourage or pressure others to disclose confidential, sensitive or privileged information.
- We do not disclose confidential information we acquire either as a result of our employment or by chance.
- We do not take improper advantage of any information or documentation we have access to for our own or any other's benefit.
- We ensure the secure collection, storage and disposal of confidential information regardless of its medium.
- We do not share confidential information acquired either verbally or in writing or in any other medium (including social media), outside of work related duties.
- We exchange information in a respectful manner and in a place that is appropriate.

# We strive to be good citizens and achieve community respect

Identitywa is committed to service excellence and aims to maintain public confidence and respect.

This can only be achieved if we are aware of our responsibilities and accountable for our actions.

This commitment is supported when:

- We are committed to equality and diversity.
- We strive to make a positive contribution to Identitywa, the community we serve and the people we support.
- We consider the broader impact of our decisions on the people we support, colleagues, the families we support and Identitywa.
- We do not waste, improperly use, be negligent nor be extravagant with the resources of Identitywa.
- We strive to conserve natural resources and conduct our duties in the best interests of the environment at all times.
- We present a positive image to the community through our appearance, attitude and interactions.
- We support individuals to present a positive image to the community through their personal presentation and our interaction with them.

# National Standards for Disability Services

## Standard 1 | Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

## Standard 2 | Participation and Inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

## Standard 3 | Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

## Standard 4 | Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

## Standard 5 | Service Access

The service manages the access, commencement and leaving of a service in a transparent, fair, equal and responsive way.

## Standard 6 | Service Management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

# Community Care Common Standards for HACC Services

## Standard 1 | Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

- 1.1 Corporate Governance
- 1.2 Regulatory Compliance
- 1.3 Information Management Systems
- 1.4 Community Understanding and Engagement
- 1.5 Continuous Improvement
- 1.6 Risk Management
- 1.7 Human Resource Management
- 1.8 Physical Resources

## Standard 2 | Appropriate Access and Service Delivery

Each Service User (and prospective Service User) has access to services and Service Users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

- 2.1 Service Access
- 2.2 Assessment
- 2.3 Care Plan Development and Delivery
- 2.4 Service User Reassessment
- 2.5 Service User Referral

# Community Care Common Standards for HACC Services cont...

## Standard 3 | Service User Rights and Responsibilities

Each Service User, (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service Users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

- 3.1 Information Provision
- 3.2 Privacy and Confidentiality
- 3.3 Complaints and Service User Feedback
- 3.4 Advocacy
- 3.5 Independence

## STATEMENT OF AGREEMENT

I have received and read my copy of the Identitywa Code of Conduct and have had the opportunity to clarify any issues with my Team Leader/Manager.

I agree to abide by the Code of Conduct of Identitywa.

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I certify that I have explained the content and the intentions of the Code of Conduct to the above named employee.

Team Leader/Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**A Catholic outreach supporting people  
with disability and their families.**

**Contact Us**

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