

Title:	Code of Conduct	
Department	People Services	POLICY & PRACTICE STANDARD
Endorsed by	Helen Baker General Manager People Services	

Policy Statement & Objectives

As part of the Uniting Church in Australia, Uniting AgeWell seeks to give practical expression to the values of the Christian faith. This *Code of Conduct* has been developed to reflect UA organisational values and to provide guidelines for all staff members on appropriate ways to interact with residents, clients, colleagues, volunteers, visitors, and members of the general public. By adhering to these guidelines we will help to build and support respectful and hospitable workplaces; and communities and services with clients experiencing a life enhancing approach to growing older and supportive care when needed.

It is a UA policy to ensure workplace culture where relationships and behaviour are based on respect, partnership, wisdom, fairness and good stewardship.

Scope

This policy applies to all staff members and volunteers of Uniting AgeWell; and as a guide to visitors and guests to our facilities.

Definitions

N/A

Practice Standards

The Code – Application

Respect

We acknowledge that each person is an individual whose physical, spiritual, emotional and social needs must be recognised and that each of our colleagues has different gifts and skills. We value the individuality of each colleague, client and volunteer and we will:

- treat others with dignity and respect;
- behave courteously and without prejudice at all times;
- respect the right of others to confidentiality;
- value colleagues, their gifts and contributions;
- communicate courteously, openly and honestly;
- listen with understanding;
- respond promptly and proficiently to the needs of our residents and clients;
- refrain from communicating in a discourteous, abusive, intimidating, sarcastic or patronising manner; and
- treat residents and clients in a way that preserves their dignity and independence.

Partnership

UA is committed to facilitating the involvement of individuals, families and communities to address identified needs and issues which impact upon older people. Acknowledging that we are all part of the UA team, we will work in partnership to achieve mutually satisfying outcomes and we will:

- seek and promote opportunities for individual, family and community participation and collaboration;
- promote workplace participation and collaboration with our UA colleagues through sharing knowledge and responsibility, being realistic in our expectations of others and acknowledging individual and group achievements; and
- promote co-operation between UA agencies.

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Wisdom

UA is committed to the provision of high quality services and programs which are responsive to individual and community needs; to learning from the best available wisdom and professional practice; achieving our organisational potential and helping residents and clients in their physical, spiritual, intellectual and emotional well-being.

Acknowledging that responsiveness, professionalism and excellence in our work increases job satisfaction and facilitates UA achievements, we will:

- embrace skill development opportunities in order to heighten our capacity to respond to needs and enhance our service delivery;
- seek advice from others; and
- respond positively to constructive feedback.

Fairness

Acknowledging that justice and equity are fundamental to our mission, we will:

- care for and support the disadvantaged;
- deliver services to the best of our ability without discrimination;
- ensure that physical contact with residents and clients at all times is guided by the professional nature of the relationship between staff and client; and
- neither give nor receive remuneration from residents and clients or enter into any contractual or other relationship with a client from which we will personally benefit.

Stewardship

We acknowledge that we are entrusted with the responsibility of UA resources. We will:

- exercise wise and careful stewardship of UA resources at all times;
- maintain confidentiality where we have access to personal or sensitive information;
- refrain from behaviour which may bring the organisation into disrepute.

Monitoring & Improvement

This Code of Conduct will be reviewed as required but at least every two years.

Related Documents

- Policy: Bullying, Harassment and Sexual Harassment
- Policy: Equal Opportunity

Key Legislation, Acts & Standards

- *Equal Opportunity Act 1995 (Vic)*
- *Human Rights and Equal Opportunity Commission Act, 1986 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*

References

- Uniting AgeWell Vision and Values

Prompt Doc No: UAW0000184 v1.0		
First Issued: 20/04/2018	Page 2 of 3	Last Reviewed:
Version Changed: 20/04/2018	UNCONTROLLED WHEN DOWNLOADED	Review By: 20/04/2020

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