

Community Living Association Inc

POLICY AND PROCEDURE

CODE OF CONDUCT

It is expected that all members of Community Living Association will conduct themselves at all times in accordance with our Code of Conduct. Our Code of Conduct encapsulates the professional ethics and behaviours expected of both management and staff, including students and volunteers. The signing of the code to confirm acceptance of the responsibilities it entails is a pre-requisite of employment/volunteering and/or nomination to the Management Committee. The CLA Code of Conduct includes conduct requirements of Commonwealth and State funding entities.

Name: _____ Position: _____

I accept and agree to adhere to the following Code of Conduct.

In providing supports or services to people with disability or without a disability:

- a. CLA recognises and respects the human rights of all people and seeks to ensure individual human rights are not breached for staff and constituents. CLA endeavours to act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
 - Treat all children, young people and adults who are constituents of CLA at all times with dignity and respect (*See Addendum*).
 - Inclusion is an organisational practice and goal of CLA in which individuals are culturally and socially accepted, welcomed and treated equally, regardless of disability, origin, race, ethnicity, religion, gender, sexual orientation and gender identity or other difference.
 - Demonstrate through my behaviours and actions a deep commitment to each person's value.
 - Empower constituents in their choice and decision-making through provision of information and support which work towards enhancing their overall wellbeing.
 - Listen and show a genuine interest in what is important to each constituent and the significant others involved in their life.
 - Support constituents to exercise their legal and human rights.

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- Empower constituents to improve the social and economic conditions of their lives through working co-operatively and collaboratively with other community members in that endeavour when appropriate.
 - I commit myself to working with constituents, their family and significant others in order to plan together towards building the person's chosen future.
 - I will respect each constituent and young person's autonomy including their right to intimacy and sexual expression according to the laws of Queensland.
- b. Respect the privacy of people with disability and people without a disability no taking, reproduction or use of a person's image without permission.
- Treat constituent's information with respect.
- c. Provide supports and services in a safe, professional and competent manner, with care and skill.
- Undertake responsibilities with a central commitment to the wellbeing of constituents, which include adhering to health and safety requirements. These include having current yellow card/blue card, current driver's licence and appropriate car insurance, should any transport of constituents occur in a worker vehicle.
 - Demonstrate respect for constituents and others and contributing to a safe, supportive and welcoming environment.
 - Through my work and relationships, I will demonstrate a commitment to the enhancement of the social and economic life of constituents.
 - Always be aware of the vulnerability of constituents to social exclusion.
 - Apply the least restrictive alternative principle in the provision of services to constituents (please note least restrictive alternative principle does not mean waiting for less restrictive practice to fail before acting to safeguard a constituent).
 - I will appropriately challenge all expressions of discriminatory and/or bullying behaviours and harassment. I will report unacceptable behaviour in accordance with CLA policies.
 - I will continually develop skills in order to enhance and improve individual and organisational performance.
 - Contribute within my capacity to the organisation's continuous improvement, philosophy and practice.
 - Advise constituents that they have the right to include a person they trust in any of their planning with CLA and encourage them to do so (Please note this excludes CLA staff acting as formal advocates for constituents in relation to CLA).
 - Assist constituents to join community groups, develop community friendships, or develop supportive relationships through our Volunteer Program.
 - Support constituents to get along with their neighbours, find a flatmate or engage in other ways with the aim of making the

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- experience of living in their own place more comfortable, enjoyable and safe.
- Promote the principles of community participation and integration for constituents.
- d. Act with integrity, honesty and transparency.
- Refrain from soliciting gifts or gratuities from constituents and to only accept gifts which are of minor value or symbolic. Any gift of a value greater than \$10.00 is to be reported to the Co-ordinator of CLA.
 - Do nothing which will impair or harm existing positive relationships in constituents' lives.
- e. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability and without a disability.
- Welcome and encourage feedback both complaints and praise.
- f. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability and without a disability.
- Refrain from any practices which may be exploitative of constituent.
 - Report to my immediate superior any concerns that I have regarding actual or possible neglect, abuse or assault of constituent or any other issue that could have a negative consequence for constituents, other staff or the organisation.
 - Seek appropriate social and legal sanctions where they are necessary to protect vulnerable constituents.
 - Challenge exploitation of constituents.
- g. Take all reasonable steps to prevent and respond to sexual exploitation by any person.

Date: _____ Signature: _____

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CLA's Code of Conduct Addendum for Interacting with Children and Young People under the age of 18

This code of conduct will outline the expectations of all staff, volunteers, students within CLA when interacting with children and young people within the service context.

This code of conduct is to be read in conjunction with the following policies -

1. CLA Code of Conduct
2. Statement of Commitment to the Safety and Wellbeing of Children (see attachment)
3. 1.11 - Workplace Health and Safety
4. 2.1 - Challenging Behaviors
5. 3.2 - Working with Constituents of CLA who are Parents and Working with their Children 4.1 - Safety, Wellbeing and Rights
6. 4.1 - Safety, Wellbeing and rights
7. 4.7 - Dignity, Respect, Privacy and Confidentiality
8. 6.9 - Criminal History Screening
9. 6.1 - Sexual Harassment
10. 6.29 – Professional Boundaries

CLA workers and associates will always endeavour to support the parents, official carer, chosen advocate or guardian of a constituent, child or young person to continue taking an active key role within the constituents/child or young person's life. Where a worker identifies a skill they can share, they will be upfront in gaining permission from the parent, official carer or guardian when necessary, to share the skill and support the parent/official carer or guardian to use that skill with the child or young person. As the child or young person matures and grows, CLA practice will actively take into consideration the child/young person's ability to make Informed Consent (refer to "Gillick Competence" in Australia law see Secretary Department of Health and Community Services v JMB and SMB (1992) 175 CCL 218 ("Marion's Case")) and permission seeking from the parent/guardian/carer will be adjusted accordingly. This acknowledges there is no set minimum age for competency, rather assessment of when the child/young person "reaches a sufficient understanding and intelligence to be capable of making up their own mind on the matter requiring a decision" and the natural decline in a parents rights as the child develops into independence.

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The age of a child clearly impacts on the operation of this policy, while legally a child until 18, young people depending on their age and competence will be more able to care for themselves. However the expectation on staff is always that they do nothing to jeopardise the wellbeing of that young person.

| Conduct | Expectation | Please Refer to the Following Policies |
|----------|--|---|
| Language | <ul style="list-style-type: none"> • CLA staff and associates will use language to model positive interactions with children and young people where they are listened to and valued. • CLA staff will use language that is non-discriminatory, does not offend, demean, discriminate, humiliate or intimidate. • CLA staff will remain considerate toward the needs of a child and their capacity to understand and interpret language. They will place the wellbeing of the child at the forefront of a decision in relation to whether the child is exposed to that information. An example of this would be a worker moving a meeting with a parent, official carer or guardian to a time when a child does not have to attend if it is not appropriate for the child to be present. | <ul style="list-style-type: none"> • <i>6.1 Code of Conduct</i> • <i>3.2 Working with Constituents of CLA who are Parents and Working with their Children</i> |

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| Conduct | Expectation | Please Refer to the Following Policies |
|---|---|--|
| Supervision of Children | <ul style="list-style-type: none"> • While a child is on CLA premises with a parent, official carer or guardian, their parent, official carer or guardian will take sole responsibility for the supervision of their child unless another arrangement is agreed on between a worker and the parent, official carer or guardian. • CLA staff may be required to undertake supervision of a child where exploring on other safe alternatives has not found an alternative option. Upon the request of a parent, official carer or guardian, CLA staff will provide clear details and expectations to the nature of this supervision. These details will include 'when', 'where', 'who', together with a plan for the collection of the child. Any decision in relation to supervision of children will place at the forefront the wellbeing of the child. | <ul style="list-style-type: none"> • <i>3.2 Working with Constituents of CLA who are Parents and Working with their Children</i> • <i>6.9 Criminal History Screening</i> |
| Physical Contact One-on-one contact Change rooms and toilets Managing Injuries and | <ul style="list-style-type: none"> • CLA staff may be required to have physical contact with a child or young person. An example of this would be to tend to an injury or support a parent/official carer or guardian. Where possible CLA workers will work alongside a parent/official carer or guardian to manage each situation. • Where a child is of an age that they need support or supervision with toileting or using change rooms, CLA workers will aim to provide age-appropriate support in accordance with parent/official carer or guardian approval or presence. • Inappropriate physical contact with a child or young person includes violent or aggressive behavior such as hitting, kicking, slapping or | <ul style="list-style-type: none"> • <i>1.11 Workplace Health and Safety</i> • <i>6.29 Professional Boundaries</i> |

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| Conduct | Expectation | Please Refer to the Following Policies |
|---------------------|---|---|
| illness | pushing. Other inappropriate contact includes kissing, or touching of a sexual nature. | |
| Relationships | <ul style="list-style-type: none"> • CLA workers will develop appropriate relationships with children and young people, workers will set clear boundaries at all times acknowledging their role and the limits of this role. | <ul style="list-style-type: none"> • <i>4.7 Dignity, Respect, Privacy and Confidentiality</i> • <i>6.29 Professional Boundaries</i> |
| Behavior management | <ul style="list-style-type: none"> • CLA workers will endeavor to support parents/official carers or guardians in their behavior management strategies and will support them develop goals that address issues of behaviour. • CLA workers will address challenging behavior using the CLA Challenging Behavior policy. • Where a CLA worker is present in a situation that the child or young person’s behaviour could cause imminent harm to themselves or another, a worker would act to protect the child or young person and all others in the situation. Workers should not put themselves at risk. Rather they should include seeking appropriate help. | <ul style="list-style-type: none"> • <i>2.1 Challenging Behaviors</i> |

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| Conduct | Expectation | Please Refer to the Following Policies |
|--|---|--|
| Transport of children and young people | <ul style="list-style-type: none"> • CLA workers will gain permission from a parent/official carer or guardian before transporting a child or young person, unless in exceptional circumstances. Where possible, this should be discussed with the relevant Team Leader or Co-ordinator. • CLA workers will support and enable a parent/official carer or guardian to take responsibility for inspecting and installing a child’s car restraint. • Where a CLA worker is driving a child with or without their parent/official carer or guardian, they will take full responsibility for ensuring the restraint is secure and the child is safely seated in the restraint. | |

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| Conduct | Expectation | Please Refer to the Following Policies |
|---|---|---|
| Photography | <ul style="list-style-type: none"> • CLA workers will not take pictures of a child or young person without a consenting parent/official carer or guardian present. • An image of a child may be used in a presentation or publication only with permission from a parent/official carer or guardian. As a general rule CLA will utilise stock pictures of children in publications and presentations. | <ul style="list-style-type: none"> • Use of Personal Images in CLA Presentation Permission Form |
| Use of technology and social media | Refer to CLA policy | <ul style="list-style-type: none"> • 1.10 Acceptable use of computers, internet, email, mobile phones and other electronic devices • 6.29 Professional Boundaries |
| Smoking, alcohol consumption and the use of medications and drugs | Refer to CLA policy | <ul style="list-style-type: none"> • 6.1 Code of Conduct |

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| Conduct | Expectation | Please Refer to the Following Policies |
|--------------------------|---|--|
| Organisational standards | Refer to CLA policy | <ul style="list-style-type: none"> • 6.12 Sexual Harassment • 4.1 Safety, Wellbeing and rights • 4.7 Dignity, Respect, Privacy and Confidentiality • 6.1 Code of Conduct |
| General safety | <ul style="list-style-type: none"> • CLA staff will support parent, official carer or guardian in administering medicines and managing allergies. • CLA staff will follow the general principle of supporting the parent rather than taking on the responsibility themselves. However there are instances where CLA workers may need to take on greater responsibility if parent is unable to fulfill parental role. • CLA staff will support parent, official carer or guardian to understand the risks associated with inappropriate sun exposure and how they can manage sun safety. • CLA worker will gain parent, official carer or guardian’s permission to administer medicine, manage allergies and enact appropriate sun safety procedures where direct work with a child takes place. | <ul style="list-style-type: none"> • 4.1 Safety, Wellbeing and Rights |

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| Conduct | Expectation | Please Refer to the Following Policies |
|--------------------------------|---|---|
| Confidentiality of information | <ul style="list-style-type: none">• Refer to CLA policy | <ul style="list-style-type: none">• 6.1 Confidentiality Agreement• 4.7 Dignity, Respect, Privacy and Confidentiality |

Signed:.....

Date:.....