



"SUPPORTING THE COMMUNITY"

CODE OF CONDUCT FOR STAFF AND VOLUNTEERS

Mersey Community Care Association is committed to best practice in all aspects of service delivery. This Code of Conduct supports the people who work with us and empowers our consumers, in relation to their rights. This Code of Conduct outlines Mersey Community Care's expectations for the standards of behaviour and conduct expected from paid staff, contractors, volunteers or business partners, who are expected to be familiar with the Code and use it always. The Code of Conduct applies in all circumstances, whether when working or otherwise representing Mersey Community Care.

The Code of Conduct forms part of Mersey Community Care Association's Contract of Employment or contract for services. The Code of Conduct is owned by the Board of Directors.

In this Code of Conduct the term "employee" relates to paid staff and volunteers of Mersey Community Care Association.

Paid staff and volunteers of Mersey Community Care are, at all times, required to:

- Conduct themselves in a professional and courteous manner.
- Be honest and fair, in dealings with consumers, their families, carers, representatives, co-workers, management and the general public.
- Treat all people with dignity and respect, ensuring that their identity, culture and diversity is valued.
- Provide services that are culturally safe.
- Ensure that each consumer is supported to exercise choice and independence.
- Respect consumers right to make decisions about their services and care, including their right to take risks. Help the consumer understand that if a risk is possibly harmful to them, how it could be managed.
- Provide consumers with current, accurate and timely information.
- Not discriminate against people or exclude their access to services based on age, disability, cultural background, religion, gender, sexual orientation, marital status, family status, political affiliation, ability to pay or geographical location.
- Not behave in any way that might offend or embarrass another person.
- Not use any form of physical or verbal abuse in the workplace.
- Not use inappropriate or offensive language in the workplace.
- Respect Mersey Community Care's property including; the use of funds, equipment, technology, records and confidential information.
- Respect and keep confidential all stakeholder information whilst working for Mersey Community Care and into the future.
- Not upload, download, use or access materials that are deemed inappropriate and/or offensive. This may include, but not be limited to, content that is sexual or illegal, copyrighted or defamatory.
- Not perform work in circumstances where there is a risk to your health and safety, or which may compromise the health and safety of others.
- Work in a safe and competent manner, in accordance with the policies and procedures of Mersey Community Care.
- Report all workplace hazards, near misses and incidents as soon as possible.
- Wear suitable, clean clothing including footwear appropriate to your role.
- Ensure your appearance is neat and tidy.
- Telephone or text the appropriate manager or supervisor as soon as possible, if you are late or unable to report for work.
- Advise your manager or supervisor as soon as possible, if needing to leave the workplace for personal reasons.
- Not use work for personal gain. All personal activities including phone calls and meetings should be arranged outside of working hours, unless approved by a manager.
- Notify a manager of all conflicts of interest.
- Not be under the influence of illegal drugs or alcohol when on duty or on Mersey Community Care premises.
- Not accept gifts or purchase any items from consumers. Small gifts of home garden produce are acceptable.
- Not have sexual relationships with consumers, take them to your private residence or engage in a relationship, other than a professional one.

- Follow the grievance procedure to resolve conflicts with all those associated with Mersey Community Care.
- Not provide advice or diagnose a condition of a consumer's health. Refer them to their medical practitioner or hospital.
- Abide by the policies and procedures of the organisation, in order to complete your role safely and effectively.
- Be truthful in all declarations that you make and comply with all laws, policies, procedures, rules, regulations contracts and all lawful and reasonable directions from Mersey Community Care.
- Report to a manager, immediately, any violations of, law, ethical principles, policies or this Code of Conduct.

Employees who breach this Code of Conduct or break the law may be subject to disciplinary action, including termination of employment.

Volunteer name:

Signature:..... Date:

Volunteer Coordinator name:

Signature:..... Date: