

*MEALS ON WHEELS CENTRAL COAST LIMITED*

<b>S1-EM-EC</b>	<b>CODE OF ETHICS AND CONDUCT</b>
-----------------	-----------------------------------

Applies to: All staff, Board members and Volunteers	Version: 1.3
Date of Issue: 26/11/2013	Date approved: 19/08/2018
	Next review date: 19/08/2019

<b>Policy context:</b> This policy relates to the Community Care Common Standards and Effective Management	
Standards or other external requirements	Age Care Quality Standards – Standard 8 Organisational Governance Standard 1 Effective Management NDIS Practice Standards Core Module Standard 1 – Rights and Responsibilities Standard 2 – Provider Governance and Operational Management
Legislation or other requirements	<ul style="list-style-type: none"> <li>▪ Anti-Discrimination Act 1977 (NSW) (including ‘Carers Responsibilities’ Amendment, March 2001)</li> <li>▪ Disability Services Act 1993</li> <li>▪ Commonwealth: Racial Discrimination Act 1975, Sex Discrimination Act 1984, Human Rights and Equal Opportunity Commission Act 1987, Disability Discrimination Act 1992 and Age Discrimination Act 2004, Equal Opportunity for Women in the Workplace Act 1999, Australian Human Rights Commission Act 1986</li> <li>▪ The Protected Disclosures Act 1994</li> <li>▪ Home &amp; Community Care Act 1985</li> <li>▪ Disability Services Act 1993</li> <li>▪ Equal Employment Opportunity Act 1987</li> <li>▪ Corporations Act 2001</li> <li>▪ Corporations(Change of Incorporation) Regulation 2002</li> <li>▪ Freedom of Information Act 1982</li> <li>▪ Privacy Act 1988</li> <li>▪ Work Health and Safety Act 2011</li> <li>▪ Work Health and Safety Regulation 2011</li> </ul>
Contractual obligations	Department of Health National Disability Insurance Agency

**POLICY STATEMENT**

Meals on Wheels Central Coast is committed to ensuring that all staff, volunteers and Board Members act ethically, responsibly and in the best interests of the organisation.

*MEALS ON WHEELS CENTRAL COAST LIMITED*

---

The organisation is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

All Board Members, staff, volunteers and contractors are required to notify the organisation when other interests and/or commitments conflict with the best interests of the organisation. Declaration and management of conflicts of interest are specifically required for Board Members and all staff.

## **PROCEDURES**

All staff, volunteers and Board Members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation.

The Code of Ethics and Conduct requires Meals on Wheels Central Coast Limited personnel to commit to:

### **Meals on Wheels Central Coast Values**

- Integrity, Transparency and Accountability:
  - act honestly at all times
  - be transparent when making decisions or giving advice
  - ensure all actions can withstand scrutiny
  
- Respect, co-operation and commitment
  - act fairly and equitably
  - respect others, their values and their rights
  - respect privacy and confidentiality
  - create an environment that is free of discrimination, harassment or victimisation
  - work towards common goals
  - enhance our clients' lives
  
- Caring, achievement and community focused
  - caring for each other and the community
  - focused on improving service delivery

### **Standards of work**

All individuals will perform their duties as best they can and at the highest level of professional conduct. They will be accountable for their work and their interactions with others.

- Accountability:
  - work within the goals and objectives of the organisation
  - follow the rules, policies and procedures of the organisation
  - act within the law
  - undertake all duties in a diligent manner
  - not act in a way that brings them or the organisation into disrespect

- Personal behaviours:
  - work cooperatively as a member of the team
  - support colleagues and treat everyone with respect and courtesy
  - discuss ethical concerns with colleagues and CEO
  - project a positive image of the organisation
  - not be absent from duties without an appropriate reason
  - maintain confidentiality

### **Conflict of interest**

Meals on Wheels Central Coast Limited is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation. This is addressed in the Meals on Wheels Central Coast Limited Conflict of Interest Policy.

This policy requires that all staff, volunteers and Board Members:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision

### **Confidentiality and privacy**

All staff, volunteers and Board Members must respect and keep confidential internal matters of the organisation, and respect the privacy of others.

Detailed guidance on these issues is in the Meals on Wheels Central Coast Limited Confidentiality and Privacy Policy.

### **Use of resources**

Resources include physical, financial and technological resources as well as intellectual property. Meals on Wheels Central Coast Limited personnel must:

- Recognise the resources that belong to the organisation
- Use all work resources efficiently and only for appropriate purposes
- Respect and safeguard the resources

### **Harassment, discrimination and bullying**

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethnicity, religious background, age, pregnancy, marital status, disability, transgender (transsexuality) or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- Sexual or suggestive remarks or gestures
- Displaying or circulating sexually suggestive, offensive or degrading/insulting material on walls, computer screen savers, E-mail,

*MEALS ON WHEELS CENTRAL COAST LIMITED*

---

- Making fun of someone, imitating someone’s accent, spreading rumours, unwelcome practical jokes
- Obscene or unsolicited telephone calls, letters, faxes or E-mail messages
- Invasion of personal space, unnecessary physical contact
- Continually ignoring or dismissing someone’s contribution
- Pushing, shoving, jostling or assault
- Threats, insults, name calling, inappropriate language
- Using legally, or illegally obtained information knowing that it may be true or untrue to defame, undermine, or discredit staff members
- Creating a hostile feeling or environment without any direct attacks being made on a person

Complaints concerning harassment, discrimination or bullying should be actioned according to the Meals on Wheels Central Coast Limited Grievance Procedure.

**Reporting unethical behaviour**

If a person believes that the behaviour of any staff member, volunteer or Board Member is unethical they must report it. Any breaches of Board Members should be directed to the Chairperson and in the case of staff and volunteers to the CEO.

Unethical behaviour is defined as:

- Workplace behaviour that is contrary to these procedures
- Workplace behaviour that violates any law, or is corrupt conduct or misconduct
- Mismanagement of resources or fraudulent behaviour
- Behaviour that creates a danger to public health, safety or the environment.

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	MOWCC Policy Manual
Forms, record keeping or other organisational documents	Organisational Structure Grievance Procedure Information and Referral Board Conflict of Interest Register Incident Report Form Disciplinary Reports

<b>Reviewing and approving this policy</b>	
Review of policy	Annually

<b>Policy review and version tracking</b>			
<b>Review</b>	<b>Date Approved</b>	<b>Approved by</b>	<b>Next Review Due</b>
1	26/11/2013	Management Committee	26/11/2014
2	19/06/2016	MOWCC Board of Directors	19/06/2017
3	19/08/2018	MOWCC Board of Governance	19/08/2019