



EMPLOYEE CODE OF CONDUCT

AN OUTREACH OF  QUEENSLAND BAPTISTS

Our Code of Conduct

Carinity staff and volunteers are united by the organisation's guiding purpose, mission, vision and values. The Code of Conduct is one of the elements that brings us together.

It states who we are and how we conduct ourselves in our work on behalf of Carinity and in situations where we are recognised as a spokesperson or representative of Carinity. It represents the organisational culture we strive to have and provides a shared understanding and expectation of the way we behave as individuals towards each other, our service users, stakeholders and members of the public.

The Code supplements our legal obligations in areas such as Workplace, Health and Safety, anti-discrimination, equal opportunity and privacy. It applies to all Carinity staff and volunteers – every person, every day. Our Code of Conduct is based on our values, which are: Compassion, Respect, Excellence, Accountability, Team Work and Engaging Positively.

The Code does not intend to cover every possible scenario. Therefore in adhering to the Code, Carinity is committed to upholding the intent and spirit of our Guiding Purpose, Mission, Vision and Values.

Compassion

We reflect God's love by caring for others with kindness, patience and empathy.

- We are passionate about caring for people
- We listen to, understand, and meet our service user's needs
- We willingly make an extra effort to meet the needs of others

I demonstrate compassion by:

- Upholding the dignity of every person using our service at all times through protecting the life and health of others and by promoting mutual understanding, friendship and cooperation
- Ensuring my actions are guided by the needs of service users and by not discriminating on the basis of nationality, race, culture, gender, sexual orientation, religious beliefs, social background, disability, family status, marital status, age or political opinions
- Listening and responding to the individual needs of others

Respect

We value relationships, treating others the way we want to be treated.

- We engage in honest and courteous two way communication
- We value the uniqueness of the individual and their contribution
- We embrace cultural diversity

I demonstrate respect by:

- Valuing and acknowledging the opinions and contributions of everyone
- Treating everyone fairly, courteously and with respect
- Contributing to dialogue and discussion in a honest and constructive manner
- Ensuring that the way I work promotes trust
- Using language which is respectful
- Abstaining from and not tolerating any form of unacceptable or unlawful behaviour including but not limited to discrimination, harassment, bullying and victimisation

Excellence

We strive to provide outstanding person centred care and services.

- We achieve continuous improvement by doing our best and trying new ideas
- We aim for best practice and engage in ongoing learning to enhance our performance
- We seek to be efficient and effective in achieving the best outcomes for our service users

I demonstrate excellence by:

- Conducting myself honestly, reliably and without favouritism
- Providing constructive feedback to others and accepting feedback from others graciously
- Ensuring my actions and decisions are in the best interest of Carinity
- Refraining from in any way exploiting service users and promptly acting on any reasonable suspicion that exploitation is occurring
- Accurately recording and reporting Carinity information as required

- Actively supporting the safety, health and wellbeing of all people we interact with at Carinity
- Protecting Carinity's privacy and confidentiality
- Actively supporting, encouraging and promoting diversity in the workplace
- Accepting that many of our policies and procedures provide guidance on the way we treat each other, including complaints and grievances, fitness for work etc.
- Working within other Carinity behavioural frameworks, including models of service

Accountability

We take responsibility for our decisions, behaviours and actions.

- We honour our commitments and complete tasks
- We hold each other accountable to meet organisational standards
- We operate ethically
- We face reality, making decisions that ensure the organisation is the best it can be

I demonstrate accountability by:

- Acknowledging that I am personally responsible for behaving in accordance with the Carinity values, policies and procedures, industrial instruments and relevant legislation
- Only making a commitment that I know I can reasonably fulfil and follow through on
- Not engaging in fraudulent or criminal behaviour, or other unlawful conduct
- Being transparent in decision making
- Appropriately disclosing or mitigating a real or potential conflict of interest
- Taking responsibility for my work and performance
- Raising a perceived breach of the Code in good faith
- Not victimising anyone for raising a breach of the Code in good faith
- Ensuring my expectations of others are reasonable, clear and communicated in a way that can be understood

- Recognising good performance and addressing performance shortfalls quickly, directly, fairly and openly
- Respecting and protecting the physical and intellectual property of Carinity
- Ensuring appropriate use of resources with consideration for greatest need and reducing waste
- Ensuring the correct usage of the Carinity logo

Team Work

We work together to achieve the best outcomes for our service users.

- We acknowledge the different skills, attributes and abilities of each person
- We cooperate and willingly share information, where appropriate, to ensure best outcomes are achieved
- We support our colleagues and share the load
- I demonstrate team work by
- Working collaboratively with others
- Sharing information and acting in good faith
- Maintaining, developing and using my own skills and capabilities and those of others
- Providing support to my team members to help achieve common goals
- Generating and supporting innovative ideas to improve our work
- Recognising the importance of enjoyment and positivity in the workplace

Engaging Positively

We each contribute to the creation of a caring, welcoming and inclusive workplace culture.

- We work in ways that uphold organisational values
- We are positive, solutions focused and embrace change
- We are confident raising issues of concern and seeking help when needed

I demonstrate engaging positively by:

- Being mindful at all times (including outside work activity) that my actions can impact on the reputation of Carinity and others

- Listening and responding to issues and concerns raised by staff, volunteers, service users and others.
- Acting in a way that does not harm Carinity's reputation
- Only making comments in the media on behalf of Carinity when authorised
- Accepting gifts when I am confident they are of token value, are genuinely offered in the spirit of goodwill and when the giver is not seeking favoured treatment
- Dressing in an appropriate manner when conducting Carinity work

Recognising and Acknowledging Appropriate and Excellent Conduct

A simple thank you, either publicly or privately is often underestimated. We believe that if someone has displayed excellent conduct, we should acknowledge this directly with them. We also suggest that the employee's manager is notified, letting them know that their team member has demonstrated valuable conduct and behaviour.

Breach of the Code

Carinity treats breaches of the Code seriously. All staff and volunteers have a responsibility to act consistently with the behaviours of this code. Failure to comply with the expectations set out in this Code may lead to disciplinary action.

Reporting a Breach of the Code

There are informal and formal ways of raising a breach. If an employee believes a breach of the Code has occurred in Carinity, they are encouraged to raise their concerns informally in the first instance with the person concerned. The Grievance Procedure can be used as a guide for raising a breach formally.

If an employee is uncertain about whether their actions or the actions of others are in accordance with this Code, they are encouraged to seek guidance from the manager or the Human Resources Department.