

Southern Community Care Development Inc (SCCD)

POLICY 2.3 - CODE OF BEHAVIOUR FOR EMPLOYEES

SCCD RECOGNISES THE IMPORTANCE OF HAVING A SET OF RULES OUTLINING STANDARDS OF ACCEPTABLE BEHAVIOUR AT WORK & PROCEDURES TO ENSURE ALL STAFF ARE TREATED FAIRLY & DISPUTES ARE DEALT WITH EFFECTIVELY.

A copy of the Code of Behaviour is provided to all staff members on recruitment through their orientation. Failure to observe the Code of Behaviour could result in disciplinary action.

SCCD employees agree to:

- Abide by the philosophy of SCCD;
- Observe all the rules of SCCD specified in the *Constitution* (attached) and any others determined by the Management Committee or the membership of the organisation;
- Adhere to all the accounting procedures of SCCD;
- Represent SCCD in a positive way;
- Not discuss confidential issues of SCCD and its staff with people outside the organisation;
- Not take illegal drugs or consume alcohol when on duty or on the premises;
- Not accept inappropriate gifts from clients;
- Not enter into sexual relationships with clients or take them to staff homes;
- Follow any grievance procedures set down by the Management Committee to try to resolve any conflicts with other staff or members of SCCD;
- Not harass in any form clients, other staff or members of SCCD;
- Not abuse, physically or verbally, clients, other staff or members of SCCD;
- Not give advice to clients outside their professional skills and the requirements of their job description;
- Not alienate clients from their family;
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability; and
- Adhere to confidentiality of information relating to clients.

Code of Dress

Staff must wear neat clothes appropriate to the type of work carried out, in order to present a professional image and not offend clients.

Staff Grievance Procedure

In the event of conflict in the workplace or if SCCD staff have a grievance about the conduct or actions of other staff, their employment conditions, their supervisor or the Management Committee of SCCD, or for any other reason, the appropriate line of authority must be followed. The employee's direct supervisor is approached first, and the following procedure followed:

Step 1

The employee approaches the HACC Development Officer for discussion and advice on the issue. The discussion is confidential. If the employee is not comfortable or feels this to be inappropriate, s/he may approach the SCCD Chairperson.

Step 2

If the problem is not resolved in Step 1 the employee may put the issue in writing to the HACC Development Officer and request that the issue be raised with the Management Committee at the next committee meeting.

The Management Committee will make a decision on the issue and advise the employee within seven (7) days of hearing the grievance.

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Step 3

If the problem is not resolved in Step 2 the employee may attend a meeting of the Management Committee and address that meeting. The employee may be accompanied by a representative of their choice.

The employee may request that the staff member with whom they are in conflict not be present while they address the meeting.

The Management Committee will make a decision on the issue and advise the employee of their decision within seven (7) days.

Step 4

If the matter is still not resolved to the satisfaction of the aggrieved employee, then an external mediator is engaged to mediate a mutual resolution between the parties.

It is the purpose of this procedure that normal work continues while the above is being followed. No party will be prejudiced as to the final settlement by the continuance of work in accordance with the disputes procedure.

Key Documents: *Staff Orientation Checklist, Constitution*

MANAGEMENT COMMITTEE APPROVAL: 10/2/10