

Code of Conduct

To ensure the best possible care to client, the public and to provide a positive work environment, National expects employees to comply with *the Code of Conduct*. National *Code of Conduct* articulates the following:

Respect for Ourselves and Others

- *Treating others with respect and dignity*
- *Embracing diversity and respecting the dignity, culture, ethnicity, values and beliefs of the patients we care for and the colleagues we work with.*
- *Working respectfully, cooperatively and collaboratively with colleagues to best meet patient needs.*
- *Not acting in a way which is intended to bully; harass or intimidate our colleagues or others.*

Respect for the Law and Lawful Instructions

- *Maintaining current registration with the Australian Health Practitioner Regulation Agency where applicable.*
- *Complying with Professional Codes of Conduct and Ethics*
- *Complying with any laws relating to work undertaken by National.*
- *Complying with National policies and procedures.*
- *Complying with reasonable and lawful instructions of a Manager.*
- *Complying with workplace health and safety regulations.*

Integrity

- *Maintaining trust by providing safe and competent care.*
- *Maintaining currency of professional knowledge and skills.*
- *Recognising and practicing within our scope of practice.*
- *Declaring any real or perceived conflict of interest.*
- *Operating in full transparency*

Diligence

- *Exercising due care, diligence, responsibility and sound judgment when carrying out our roles and responsibilities.*
- *Providing care based on best available evidence and best practice.*
- *Correctly reporting work hours, being punctual and reliable.*
- *Not carrying out our duties if we are under the influence of alcohol or any other drug that inhibits performance.*
- *Maintaining the privacy, confidentiality and security of patient information.*
- *promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided*
- *take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of clients*
- *take all reasonable steps to prevent and respond to sexual misconduct.*

Care Recipients are required to treat all staff with respect, integrity and diligence. Care recipients are to adhere to the house rules of their SIL property, in relation to fostering a welcoming and positive environment for themselves, others, visitors, families, care employees and health professionals.