



1 Purpose and scope

- (a) This Code of Conduct sets out the standard of conduct and expectations of all C Care people in connection with their roles with C Care, including staff, volunteers, directors, and those partners, suppliers, contractors, and consultants that work with C Care to help achieve our purpose (our **People**).
- (b) This policy applies to all C Care People in connection with their roles with C Care.
- (c) The Code of Conduct applies whether you are at C Care premises or volunteering on our behalf, and applies both inside and outside of work hours.

2 Our values

- (a) **RESPECT** – for people and the law
- (b) **INTEGRITY** – all actions are honest and ethical
- (c) **ACCOUNTABILITY** – decisions and actions in all areas of service delivery are transparent, fair and legal
- (d) **DILIGENCE** – carry out duties to the best of your ability.
- (e) **COLLABORATION** – work together effectively, fostering a sense of community and shared purpose
- (f) **EMPATHY** – strive to understand and share the feelings of others, particularly those we help.

3 Code

We expect our People to always act in accordance with our values, and act professionally, ethically and honestly with everyone. Common sense plays a big part, but there are rules to follow as well.

When working with C Care, you must:

- (a) provide care, supports and services in a safe and competent manner
- (b) act in accordance with C Care's values
- (c) treat people with dignity and respect
- (d) treat people equally regardless of race, colour, sex, language, disability, religion, political or other opinion, national, ethnic or social origin, birth or other status
- (e) respect cultural differences and diversity
- (f) provide a welcoming, inclusive and safe environment for all
- (g) respect the confidentiality and privacy of information entrusted in you

- (h) maintain a co-operative and collaborative approach
- (i) conduct yourself in a way that ensures not only your own safety but the safety of others
- (j) take all reasonable steps to prevent and respond to, and provide services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct or harassment of any kind
- (k) comply with all legal requirements and C Care applicable policies
- (l) never conduct services on behalf of C Care under the influence of illicit drugs or alcohol

4 Working with Children

When working with children you are expected to comply with C Care's Child Safety Code of Conduct.

5 Speak up

- (a) Anyone with information about potential misconduct under this Code of Conduct is encouraged to report that information. If in doubt, Speak Up.
- (b) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.

6 Breaches of the Code of Conduct

- (a) Breaches or suspected breaches of the Code of Conduct should be reported to the CEO.
- (b) Breaches of the Code of Conduct will not be tolerated, and may result in disciplinary action or termination of your role at C Care including volunteer engagement.

7 Where to get support

If you'd like more information, are unsure about something covered in this document get in touch with us.