

Gateway into the Community Code of Conduct

As Staff, Volunteers and Trustees (Workers) of Gateway into the Community you must

- 1 Protect the rights and promote the interests of members;
- 2 Strive to establish and maintain the trust and confidence of members;
- 3 Promote the independence of members while protecting them as far as possible from danger or harm;
- 4 Respect the rights of members whilst seeking to ensure that their behaviour does not harm themselves or other people;
- 5 Uphold public trust and confidence in our services; and
- 6 Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

- 1 As a Gateway into the Community Worker, you must protect the rights and promote the interests of members and carers.

This includes:

- 1.1 Treating each person as an individual;
- 1.2 Respecting and, where appropriate, promoting the individual views and wishes of members;
- 1.3 Supporting members' rights to control their lives and make informed choices about the services they receive;
- 1.4 Respecting and maintaining the dignity and privacy of members;
- 1.5 Promoting equal opportunities for members; and
- 1.6 Respecting diversity and different cultures and values.

- 2 As a Gateway into the Community Worker, you must strive to establish and maintain the trust and confidence of members.

This includes:

- 2.1 Being honest and trustworthy;

- 2.2 Communicating in an appropriate, open, accurate and straightforward way;
- 2.3 Respecting confidential information and clearly explaining our policies about confidentiality to members;
- 2.4 Being reliable and dependable;
- 2.5 Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to members;
- 2.6 Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice; and
- 2.7 Adhering to policies and procedures about accepting gifts and money from members and their carers.

3 As a Gateway into the Community worker, you must promote the independence of members while protecting them as far as possible from danger or harm.

This includes:

- 3.1 Promoting the independence of members and assisting them to understand and exercise their rights;
- 3.2 Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice;
- 3.3 Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work;
- 3.4 Bringing to the attention of your employer or the appropriate authority resource or operational difficulties that might get in the way of the delivery of safe care;
- 3.5 Informing your employer or an appropriate authority where the practice of colleagues may be unsafe or adversely affecting standards of care;
- 3.6 Complying with employers' health and safety policies, including those relating to substance abuse;
- 3.7 Helping members to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person; and
- 3.8 Recognising and using responsibly the power that comes from your work with members.

4 As a Gateway into the Community Worker, you must respect the rights of members while seeking to ensure that their behaviour does not harm themselves or other people.

This includes:

- 4.1 Recognising that members have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others;
- 4.2 Following risk assessment policies and procedures to assess whether the behaviour of members presents a risk of harm to themselves or others;
- 4.3 Taking necessary steps to minimise the risks of members doing actual or potential harm to themselves or other people; and
- 4.4 Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

5 As a Gateway into the Community worker, you must uphold public trust and confidence in our services.

In particular you must not:

- 5.1 Abuse, neglect or harm members, their carers or colleagues;
- 5.2 Exploit members, their carers or colleagues in any way;
- 5.3 Abuse the trust of members and their carers or the access you have to personal information about them or to their property, home or workplace;
- 5.4 Form inappropriate personal relationships with members;
- 5.5 Discriminate unlawfully or unjustifiably against members, their carers or colleagues;
- 5.6 Condone any unlawful or unjustifiable discrimination by members, their carers or colleagues;
- 5.7 Put yourself or other people at unnecessary risk; or
- 5.8 Behave in a way, in work or outside work, which would call into question your suitability to work in our services.

6 As a Gateway into the Community worker, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- 6.1 Meeting relevant standards of practice and working in a lawful, safe and effective way;
- 6.2 Maintaining clear and accurate records as required by procedures established for your work;
- 6.3 Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely;
- 6.4 Seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter;
- 6.5 Working openly and co-operatively with colleagues and treating them with respect;
- 6.6 Recognising that you remain responsible for the work that you have delegated to other workers;
- 6.7 Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them; and
- 6.8 Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.

December 2020