

Conflict of Interest

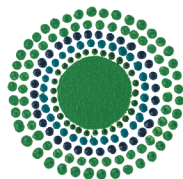
NCNS promotes services and supports those that are in the best interest of clients and maximizes their choices. Staff should take care to avoid situations where they may directly or indirectly benefit from using their influence or position. An example of the above would be referring a client to a Psychologist who also happens to be your partner or friend. Staff must immediately discuss any actual or suspected conflict of interest with their immediate supervisor. Employees failing to comply with this directive will be subject to the NCNS disciplinary procedure.

Volunteers

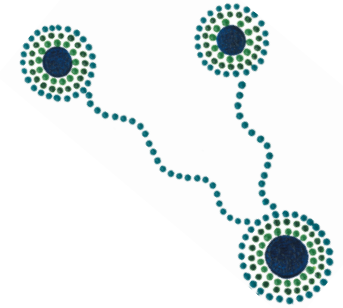
Volunteers working in any NCNS program are expected to maintain these standards. All staff and volunteers are expected to report any cases of inappropriate conduct immediately to their Manager/Team Leader. All volunteers must sign a Working with Children Check



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Artwork by Tracie Harris
(Wirradjuri)



Code of Conduct

This code of conduct has been developed to provide staff and volunteers of Nepean Community & Neighbourhood Services (NCNS) with clear guidelines regarding acceptable standards of behaviour whenever they act as representatives of the organisation. It also gives NCNS' clients clear expectations of the service they will receive from NCNS personnel.

It is to be read in conjunction with the NCNS Vision and Values Statement, Code of Ethics and all NCNS policies and procedures, which can be viewed on our website (www.nepeancommunity.org.au).

Your Rights to Quality Service

NCNS welcomes feedback on the services and activities it provides whether it be a compliment, a complaint or any other comment. In situations where you are dissatisfied with a service or decision of NCNS you have the right to make a formal complaint and for this to be heard in a fair and just manner.

Please request a copy of our Complaints Resolution Policy from a member of staff or representative from the Board of Management.

You can call the Manager or the Company Secretary on (02) 4721 8520, or Written feedback should be marked "Confidential" and addressed to
The Manager, Nepean Community & Neighbourhood Services
PO Box 7599, South Penrith NSW 2750.

Confidentiality

NCNS employees are required to keep details about their professional involvement with clients strictly confidential. Please refer to the Privacy & Confidentiality Policy for further information.

Social Relationships with Clients

NCNS values maintaining clear boundaries between social and professional relationships. Staff and volunteers must discuss any social contact with past and present clients with their immediate supervisor. Caseworkers must observe a period of two years from when a case managed client has exited their program, before a friendship between that ex-client and caseworker will not be regarded as a conflict of interest or a breach of the Code of Conduct and Ethics.

Personal Presentation

Personal appearance and dress, while being a matter of common sense and personal taste, must be to the standard required at your locality of work. Important guidelines in determining the appropriateness of dress and appearance are:

- Safety;

- The work you do;

- The people with who you are dealing; and

- General standards of neatness, cleanliness and modesty.

Footwear should be appropriate to the activity undertaken (thongs and bare feet are not acceptable at NCNS).

Discrimination

NCNS promotes access and equity. Staff discriminating against any person or organisation will be subject to NCNS disciplinary procedure.

Sexual Harassment

NCNS will not accept offensive or inappropriate actions or words of a sexual nature or other sexualized behaviour. Staff, Volunteers and clients have the right to access our Complaints or Dispute Procedure in relation to inappropriate or offensive behaviour. Persons found in breach of this section of the code will be subject to disciplinary procedure.

Sexual Contact with Clients

NCNS staff and volunteers are not permitted to engage in any kind of contact with clients. Breaches to this element of the Code will result in immediate dismissal and possible legal action.

Theft

Any NCNS employee caught stealing will immediately be subject to the NCNS Disciplinary procedure and referred to the NSW Police for Prosecution.

Physical and/or Verbal Abuse

All people associated with NCNS have the right to be treated with respect and dignity. Any actions or words, viewed as being physically or verbally abusive will not be tolerated. Staff, volunteers and clients have the right to access the NCNS Complaints or Disputes policy in relation to threatening or abusive behaviour.

Alcohol & Illegal Drugs

NCNS promotes positive lifestyles free from the destructiveness of addictive behaviours. Being under the influence, possession or consumption of, or promoting illegal drugs while representing NCNS is not permitted. It is not acceptable to be under the influence of, consume or promote alcohol while representing NCNS. Persons found in breach of this section of code will be subject to the NCNS Disciplinary procedure and possible legal action and prosecution.

Smoking

NCNS is a smoke free environment and as such smoking is not permitted in NCNS premises or vehicles, except in designated smoking areas. Employees who choose to smoke are not permitted to engage in such behaviour with children or young people under the age of 18.

Criminal Charges Relating to Child & Family Work

NCNS employees are required to disclose any criminal charges relevant to Child & Family work relating to themselves or any staff, volunteer or contract worker who frequent or use the premises.

Gifts & Money

NCNS employees should avoid all situations where it may appear that the giving of gifts or money, has secured inappropriate influence, benefits or favours. Donations to NCNS programs are welcome. All monetary gifts are to be receipted. Non-monetary gifts may be accepted by a staff member on behalf of the program or organisation and are to be reported to their Manager/Team Leader.