

Employee Code of Conduct

Introduction

Beanies Family Support, based in the Huon Valley, Tasmania, is dedicated to providing exceptional services to children, young people, and their families. Our diverse range of services includes child and young person advocacy, NDIS application support, NDIS support coordination, youth coaching, early intervention support, early childhood service consulting, counselling, and community event support. This Employee Code of Conduct outlines the standards and expectations for all staff, volunteers, and contractors to ensure consistent, high-quality service delivery.

Purpose

The purpose of this code of conduct is to:

- Define the ethical and professional standards expected of Beanies Family Support employees.
- Ensure consistency and quality in service delivery.
- Promote a positive and respectful working environment.
- Protect the rights and well-being of clients, staff, and the community.

Scope

This code of conduct applies to all Beanies Family Support staff, volunteers, and contractors involved in the delivery of services.

Standards of Conduct

1. Professionalism

- **Quality Service:** Provide high-quality, client-centred services that meet the needs and expectations of clients.
- **Continuous Improvement:** Engage in continuous professional development to enhance skills and knowledge.
- **Accountability:** Take responsibility for actions and decisions, and adhere to organisational policies and procedures.

2. Ethical Practice

- Integrity: Act with honesty, integrity, and transparency in all interactions.
- Conflict of Interest: Avoid conflicts of interest and disclose any potential conflicts to management.
- Compliance: Comply with all relevant laws, regulations, and organisational policies.

3. Respect and Dignity

- Client Respect: Treat all clients with respect, dignity, and empathy, recognizing their individual needs and preferences.
- Colleague Respect: Treat colleagues with respect and collaborate effectively to foster a positive working environment.
- Cultural Sensitivity: Respect the cultural identities and practices of clients and colleagues.

4. Confidentiality and Privacy

- Client Confidentiality: Maintain strict confidentiality of all client information, in accordance with privacy laws and organisational policies.
- Data Protection: Ensure that all client records and personal information are stored securely and only accessible to authorised personnel.
- Informed Consent: Obtain informed consent from clients before sharing their information with third parties.

5. Safety and Well-being

- Safe Environment: Ensure a safe and supportive environment for clients, staff, and the community.
- Duty of Care: Exercise a duty of care to prevent harm and respond promptly to any safety concerns.
- Health and Safety Compliance: Comply with health and safety regulations and organisational policies to maintain a safe workplace.

6. Client Engagement

- Empowerment: Empower clients by involving them in decision-making processes and respecting their choices and autonomy.
- Feedback and Complaints: Encourage and respond to client feedback and complaints in a constructive and timely manner.
- Service Accessibility: Ensure that services are accessible to all eligible clients, regardless of their background, abilities, or circumstances.

Specific Guidelines for Service Areas

1. Child and Young Person Advocacy

- Best Interests: Advocate for the rights and best interests of children and young people.
- Voice of the Child: Ensure the voices of children and young people are heard and considered in decision-making processes.

2. NDIS Application Support

- Guidance and Support: Provide comprehensive support and guidance to clients navigating the NDIS application process.
- Accurate Information: Ensure that all information provided to clients is accurate, clear, and up-to-date.

3. NDIS Support Coordination

- Personalised Plans: Develop and coordinate personalised support plans that meet the unique needs of clients.
- Resource Utilisation: Effectively utilise available resources to support clients in achieving their goals.

4. Youth Coaching

- Positive Development: Support the personal and professional development of young people, fostering resilience and self-confidence.
- Goal Setting: Assist young people in setting and achieving realistic goals.

5. Early Intervention Support

- Developmental Support: Provide early intervention services to address developmental and behavioural challenges in young children.
- Family Collaboration: Collaborate with families to create supportive environments for early development.

6. Early Childhood Service Consulting

- Expert Advice: Offer expert consulting services to early childhood service providers to enhance their programs and practices.
- Innovative Approaches: Promote best practices and innovative approaches in early childhood education and care.

7. Counselling

- Therapeutic Approach: Provide professional counselling services using evidence-based therapeutic approaches tailored to individual needs.
- Client Well-being: Prioritise the mental health and well-being of clients in all counselling sessions.

8. Community Event Support

- Inclusive Events: Support the planning and execution of community events that promote social inclusion and community well-being.
- Community Engagement: Foster community engagement and participation through event support.

Monitoring and Enforcement

- Performance Review: Conduct regular performance reviews to ensure compliance with the code of conduct.
- Reporting Concerns: Encourage staff to report any concerns or breaches of the code of conduct to management.
- Disciplinary Action: Implement appropriate disciplinary actions for breaches of the code of conduct, in accordance with organisational policies.

Conclusion

Beanies Family Support is committed to maintaining the highest standards of ethical and professional conduct. By adhering to this Employee Code of Conduct, we aim to provide consistent, high-quality services that meet the needs of our clients and support the well-being of our community.