

# Ò Community Care and Support

At **Community Care and Support (CC&S)** we aim to provide compassionate and comprehensive community services and healthcare, empowering individuals and promoting their physical, mental, and social well-being.

We strive to make a positive impact by delivering person-centered care, fostering inclusivity, and collaborating with stakeholders to enhance the overall health and quality of life within our community.

## Code of Practice

This Code of Practice outlines the standards and expectations for all employees and stakeholders of CC&S. It serves as a guide to ensure the provision of high-quality services while adhering to legal and ethical principles.

Compliance with this code is essential to maintain the organisation's reputation and fulfill our mission of delivering exceptional care and support to all our clients while ensuring the safety of our staff.

### Professional Conduct and Behavior

- Treat all individuals (clients, staff and stakeholders) with respect, dignity, and fairness, regardless of their background, beliefs, or characteristics.
- Maintain professional boundaries and avoid conflicts of interest that could compromise the quality of care or services provided.

### Confidentiality and Privacy

- Safeguard the privacy and confidentiality of personal information, ensuring compliance with applicable privacy laws and regulations.
- Obtain informed consent before disclosing any personal information to third parties, except in cases where disclosure is required by law or poses a risk to individual safety.

### Duty of Care and Safety

- Prioritise the safety and well-being of all individuals (clients, staff and stakeholders), taking reasonable measures to prevent injury, harm or neglect.
- Report any concerns or incidents related to safety, abuse, or neglect immediately and in accordance with the organisation's Incident Reporting Procedure.

### Communication and Collaboration

- Maintain open and effective communication with clients, colleagues, and stakeholders, promoting transparency and active listening.
- Collaborate with other professionals and organisations to provide coordinated and holistic care, ensuring continuity and best outcomes for clients.

### Continuous Professional Development

- Engage in ongoing learning and professional development to enhance knowledge, skills, and competencies.
- Stay updated on industry trends, best practices, and relevant laws and regulations that impact our work.

## Incident Reporting Procedure

Where a breach in our legal and/or ethical principles occur, staff are required to report incidents to their supervisor or direct manager in order for it to be assessed and follow up actions to be determined.

## Reporting Process

- Any employee who becomes aware of a potential breach of the Code of Practice, including any legal or ethical obligations of our staff and/or clients, should immediately report the incident to their supervisor or designated reporting authority.
- Reports should include:
  - Date and time
  - Location
  - Individuals involved by name, role and contact details (where known).
    - i.e. Ms Smith – Client – 0411 111 111, Mr F Jones – Care Worker – 0411 222 333
  - Witnesses to the incident (if any) as above.
  - An account of the incident.
  - Actions taken.

## Confidentiality and Protection

- All reports and related information will be treated confidentially, respecting the privacy of all individuals involved, to the extent permitted by law.
- Retaliation against individuals making reports in good faith is strictly prohibited and will be subject to disciplinary action.

## Investigation and Resolution

- The designated authority will initiate a thorough investigation of reported incidents to gather relevant information and evidence.
- The investigation will be conducted objectively, impartially, and in accordance with applicable laws, regulations, and organisational policies.
- Appropriate actions will be taken based on the investigation findings, which may include corrective measures, disciplinary actions, training, or other interventions.

## Reporting to Authorities

- If the reported incident involves a potential violation of legal requirements, the designated authority will consult with legal advisors to determine if reporting to relevant authorities or regulatory bodies is necessary.
- Compliance with reporting obligations will be ensured, as required by law or organisational policies.

## **Review and Improvement**

- This Code of Practice and the Incident Reporting Procedure will be periodically reviewed to ensure their effectiveness and relevance.
- Feedback from employees, clients, and stakeholders will be considered for continuous improvement.

By adhering to this Code of Practice, we uphold the values and principles of CC&S, promoting the highest standards of service delivery, professionalism, and ethical conduct.

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