



CODE OF CONDUCT

WORKFORCE MANAGEMENT AND DEVELOPMENT

INTRODUCTION

This document is OC Connections Code of Conduct (our Code), which is underpinned by our core values and provides a shared understanding of how we work together to achieve our purpose, vision and goals.

Our Code is intended to guide ethical decision making and sets out the standards of conduct and behaviour expected of all OC Connections Board members and workers. The term worker includes permanent and casual employees, contract workers, temporary agency workers, students, and volunteers. The terms 'Board members and workers' and 'our people' are used interchangeably throughout this document.

Our Code guides our people when in their dealings with all OC Connections stakeholders including but not limited to participants and their families and carers, colleagues, government organisations, other providers and businesses, and the community.

This Code does not replace any relevant professional codes, for example the NDIS Code of Conduct which all NDIS providers and workers are bound by.

ABOUT US

OUR PURPOSE

To optimise life opportunities and choice for people living with disability through leadership, innovation, and co-creation.

OUR VISION

To make a major positive difference to the lives of people with disability and our community.

Together with OCC participants, families, staff, volunteers, our community and all stakeholders, we will work to bring our purpose to life, optimising opportunities and choice so existing and new people with disability can lead the best possible life they choose.

OUR CORE VALUES

To provide participants with choices they value, we must create meaningful opportunities that bring direction and purpose to their lives and enable individuals to achieve lifelong goals and dreams.

Choice

The ability to choose how to live is central to everyday life. People feel valued when given the chance to make choices and decisions about what matters most in their life.

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Opportunity

Our inclusive services focus on the person and their individual needs. We create and provide opportunities for people to develop and grow, pursue goals and live as independently as possible.

Respect

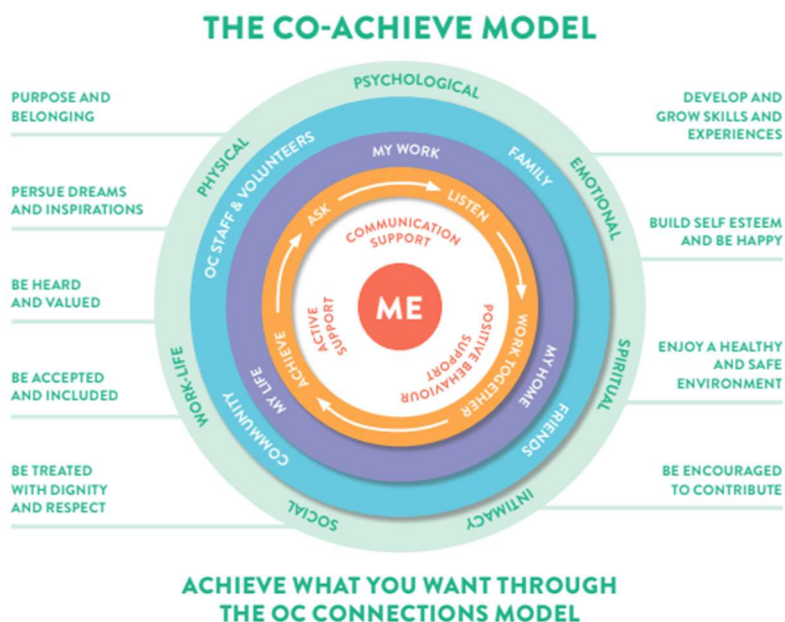
We respect every person's right to make choices, and to be heard. We empower people to live life to the fullest and develop a sense of belonging, which encourages them to be active participants within their community.

Equality

We advocate for the disadvantaged, acknowledge a person's right to live life with dignity and equality and celebrate the joy of diversity.

CO-ACHIEVE MODEL

Our NDIS friendly co-achieve model is our approach to supporting individuals to achieve their greatest level of independence and inclusion in the community. It is a person centred approach combining the active support, positive behaviour support and communication support, which combined provide the best possible environment for participants to achieve their personal goals and outcomes.





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CORE PRINCIPLES OF OUR CODE

- We are honest, accountable and transparent.
- We respect individual choice, rights and freedoms.
- We conduct our business responsibly, ethically and sustainably.
- We listen and support each other and continuously improve.
- We comply with our Code and all relevant laws and regulations.
- We respect privacy and dignity of choice.
- We deliver services in a safe and competent manner.
- We are responsive and act quickly to concerns regarding quality and safety.
- We do not tolerate any form of violence, exploitation, neglect or abuse, including sexual misconduct.

RESPONSIBILITIES

All Board members and workers have the responsibility to:

- Model our Code and demonstrate our values through words and actions.
- Abide by the [NDIS Code of Conduct](#) and any other relevant professional code.
- Review our Code regularly and use it in their work to make ethical decisions.
- Always use good judgement and comply with the law, our Code and our policies and procedures.
- Seek guidance from their supervisor or manager if they have questions or need advice.
- Speak up! This means taking action and reporting actual or suspected violations of the law, our Code or our policies and procedures.

In addition to the responsibilities above, supervisors and managers must:

- Role model our Code, culture and values.
- Ensure their teams to understand their responsibilities.
- Listen and offer advice when people have questions or concerns.
- Support workers who speak up and report a concern or violation of the law, our Code, or our policies and procedures.

ETHICAL DECISION FRAMEWORK

If you are unsure of what choice to make, ask yourself the following questions:

- Does your decision comply with the law, our Code, our values and our policies?
- Is your decision in the best interests of our participants, their families and carers, OC Connections and the community?
- Would you be willing to be held accountable for your actions?
- If your decision were made public, would you still feel OK about it?



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If you are not sure or answered 'no' to any of these questions, stop, consider alternatives and seek help.

GUIDELINES FOR BEHAVIOUR

PRIVACY AND CONFIDENTIALITY

Information about individuals

OC Connections is committed to protecting and upholding people's right to privacy, dignity and confidentiality. Through our work, we generate and share information that is personal and sometimes sensitive. This may include information about our participants, staff and our stakeholders. All Board members and workers must manage information collected about individuals in accordance with the Privacy Act (1988) and our *Privacy & Confidentiality Policy*.

Information about OC Connections

While involved with OC Connections, you may have access to confidential business information. Some examples of this type of information include marketing plans, internal financial reports or other unpublished reports, and intellectual property. All Board members and workers must not share any confidential information gained during your involvement with OC Connections.

More information and support

If you are looking for more information or are unsure about managing information about individuals or OC Connections, you can:

- speak with your manager or a member of the Quality and Risk team.
- read our Privacy & Confidentiality Policy.
- consult our privacy page on the [OC Connections intranet](#).

QUALITY AND SAFEGUARDING

We are committed to providing a healthy and safe environment for all workers, participants and other stakeholders involved in our business activities.

All Board members and workers must:

- take reasonable precautions to maintain a safe and healthy working environment for our participants, colleagues and the community.
- ensure you are not putting ourselves or others at risk by your actions.
- ensure that you know what to do if an emergency or incident occurs whilst at work.
- report all accidents, incidents, hazards and near misses, however minor, to your manager.
- be accountable when things go wrong and use these situations to improve in the future.

Learn more about quality and safety at OC Connections and your responsibilities by visiting our [Quality and Risk intranet page](#).



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DIVERSITY AND INCLUSION

We work hard to foster a culture that recognises and respects what each individual brings to OC Connections. We are an inclusive, equal opportunity employer and are committed to building a workplace that is respectful, diverse, inclusive, and healthy.

We expect that our people support, promote and champion this culture and commitment.

Learn about diversity, inclusion and wellbeing and understand your responsibilities by:

- visiting our [Diversity, Inclusion and Wellbeing Committee intranet page](#).
- reading our *Diversity Policy and Procedure*.

HARASSMENT AND DISCRIMINATION

We do not tolerate any form of harassment, bullying or discrimination based on a personal characteristic, including but not limited to age, gender, disability, ethnicity or religion.

Our people must:

- support and promote our commitment to a workplace free from all bullying and harassment.
- be courteous and respectful. This means treating our colleagues and stakeholders in a way we would like them to treat us.

If you see, suspect or experience harassment or discrimination (including from your manager or a person in a senior position), report it to your manager or a member of the People, Learning and Culture (PLC) team.

Find out more, including your responsibilities, by reading our *Disability Discrimination Policy and Procedure* and *Anti-Discrimination Policy*.

ABUSE, VIOLENCE, EXPLOITATION AND NEGLECT

OC Connections respects the right of all people to live a life in safety, free from abuse and neglect. As such we have adopted a zero tolerance approach to any form of abuse, violence, exploitation and neglect. This applies to our participants, workers and all other stakeholders.

All Board members and workers must understand and comply with this zero tolerance commitment. If you see, suspect or experience any form of abuse, violence, exploitation or neglect (including from your manager or a person in a senior position), report it to your manager or a member of the Quality and Risk team.

Find out more information by visiting our [Zero Tolerance intranet page](#).



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USE OF COMPANY ASSETS INCLUDING INTELLECTUAL PROPERTY

Our assets are the tools and information we use to do our work and achieve our goals. This includes physical assets (e.g. furniture, buildings, computers and other office supplies) and non-physical assets (e.g. data, information systems and passwords). We expect that our Board members and workers:

- protect our assets from loss waste and misuse.
- only use our assets for legitimate business uses and when authorised.
- keep our confidential business information secure.
- report any actual or suspected misuse of our assets.

Visit our [IT security intranet page](#) for more information.

DRUGS AND ALCOHOL

Working under the influence of alcohol and/or drugs (including prescription medication) can adversely affect your judgement and create an unsafe environment. That is why we have a zero tolerance policy on the misuse of alcohol and drugs in the workplace.

All Board members and workers must understand and comply with our *Drug and Alcohol Policy and Procedure*.

CRIMINAL OFFENCES

All Board members and workers must inform their manager if they are charged with an offence (e.g. driving or criminal).

PERFORMANCE MANAGEMENT

We value our workforce as our greatest resource and want our people to succeed and develop their capabilities. Managers are responsible for working collaboratively with each individual member of their team to assess their work performance, give and receive constructive feedback, identify their development and training needs and establish achievable work goals.

Where work performance is unacceptable or does not meet the required standards, OC Connections will carry out necessary disciplinary processes in a fair and consistent manner, in accordance with applicable laws and regulations.

All Board members and workers are expected to:

- understand the duties of their role.
- perform these duties to a high standard.
- communicate any concerns regarding their performance with their manager or a member of the PLC team.



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MEDIA AND PUBLIC STATEMENTS

Our reputation depends on the behaviour of each and every one of us. It is important to be conscious of how we use social media and how our communication with others can reflect the organisation.

We expect our Board members and workers to adhere to the following guidelines when communicating about or on behalf of OC Connections:

- Always act with OC Connections best interest at heart.
- Protect the privacy of others when communicating online or in person.
- Avoid giving your opinion on colleagues and the workplace on social media. If you do express an opinion, make sure you state it is your own.
- Always keep in mind that nothing is 'private' on the internet.
- Ensure that any communication (digital or other) on behalf of the organisation has been appropriately authorised.
- Never use OC Connections brand/name (including email, social media, letter) to express personal opinions or for personal use.
- If you see anything inappropriate or unlawful that relates back to OC Connections, report it immediately to your manager or a member of the PLC team.

For more information and to understand your responsibilities, read our *Social Media Policy*.

CONFLICT OF INTERESTS AND ACCEPTING GIFTS

We recognise that actual, perceived and potential conflicts of interest may arise from time to time, and do not necessarily present a problem if they are openly and effectively managed.

OC Connections has conflict of interest policies that help us to effectively identify, disclose, and manage conflicts of interest, to safeguard our participants, protect the integrity of the organisation, and manage risk.

All Board members and workers must comply with our conflict of interest policies and procedures.

PROFESSIONAL CONDUCT

RESPONSIBLE BUSINESS

We are committed to conducting our business in a responsible and sustainable manner. We strive to act in a way that preserves our planet and helps societies grow and develop sustainably and inclusively. We expect our people to act in a manner consistent with this commitment.



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SPEAKING UP

If you see something that makes you feel uncomfortable or goes against the law, our Code, policies or values, you must speak up. You can report using the method you feel most comfortable with, including:

- your manager or a member of OC Connections management team.
- a member of the PLC team or Quality and Risk team.
- making a protected disclosure through our *Whistleblower Protection Policy*.
- directly to the [NDIS Commission](#) (note this mechanism is for complaints about issues affecting NDIS participants and where possible should first be raised internally).

We will take all reported concerns seriously and do not tolerate retaliation against anyone who participates in an investigation or who raises a complaint in good faith. We expect all people involved in a misconduct or complaint investigation to cooperate fully.

USING OUR POLICIES AND PROCEDURES

Our people must comply with our policies and procedures. All of our current policies and procedures are available on the [OC Connections intranet](#). To ensure you are using the most recent version, access policies and procedures through the intranet and do not store in individual folders.

BREACH OF OUR CODE

Any breach of the law, our Code or policies and procedures will be managed in accordance with our *Management of Underperformance and Misconduct Policy*.

DECLARATION

By signing this declaration, I confirm I have read, understand and agree to work in accordance with the requirements of the Code of Conduct.

Role	Name	Signature	Date
Board Member or Worker			
Witness			

Please return a signed copy of this document to the relevant manager and keep the original for your records. The signed copy will be filed in your personnel file. If you need a replacement copy of this document, please contact a member of the PLC team.

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VERSION CONTROL

Version	Issue Date	Author	Document Owner	Approval	Scheduled Review Date	Details of Amendments
1	Dec 2015					
2	Nov 2017					
3	May 2018					
4	Aug 2022	G.Lee, Project Manager	GM PLC	Board	Aug 2023	Update and re-write