

Code of Conduct

Easy M Care Services respects and supports the fundamental right of participants to continue living independently in their own homes and communities with dignity and respect, along with choice and inclusion in relation to their support needs and being free to engage an advocate and/or representative of their choice.

The Easy M Care Services Code of Conduct sets out, in principle, the behaviours and standards of conduct expected of members of our organisation who is providing support services to a person and to uphold the rights of all participants.

By offering services to participants Easy M Care Services staff always agree to:

RESPECT

1. Treat members of the Easy M Care Services community, including participants, family members and representatives, with respect and dignity at all times.
2. Recognise that each participant is an individual, with individual needs, inclusive of those with complex, or more specialised needs.
3. Respect peoples personal, cultural, linguistic and religious preferences and background.
4. Provide care with empathy and sensitivity, without exploitation, abuse, discrimination or harassment.
5. Respect the participants right to choose the care they want and from whom they want it, free from victimisation

PROFESSIONALISM

1. Act at all times professionally, ethically and honestly, and in the best interests and wellbeing of the Easy M Care Services community.
2. Deliver reliable, high quality and personalised care, acting at all times in accordance with the instructions, care plan and/or care goals of the participant.
3. Be aware of the appropriate professional boundaries in providing care services to participants, and act at all times to protect the boundaries of the professional relationship. Example; The staff/management team member cannot be a beneficiary of a participant's will, nor engage in any physical relationship with a participant, nor take unfair advantage of, or exploit any relationship with, the participants in any way.
4. Immediately report any form of abuse or neglect of a child, an elder or a person with a disability to the relevant state authority.
5. Immediately report any accident or incident to the appropriate emergency service (e.g. Police, Fire, Ambulance) and/or regulatory body (e.g. NDIS Commission or Ombudsman), that occurs during the provision of service. This includes and is not limited to the staff, participant and or any person present during service.
6. Immediately report any episode or incident that raises concerns about the standards of care provided by another agency or support person.



7. Document all details of any accident/incident (via appropriate forms or progress note) that occur during service delivery.
8. Not act in a vulgar manner, nor expose participants or any member of participants' households to sexually explicit or otherwise inappropriate material.
9. Not be under the influence of alcohol or drugs at any time while providing care services to the participant.
10. Understand the importance of effective communication and communicate openly, honestly and with participants, and their family members or representatives.
11. Maintain and keep up to date all qualifications, police checks, licenses and registrations, required to provide the care services requested by the participant.
12. Adhere to the NDIS Code of Conduct

PRIVACY

1. Keep confidential all personal information and records of the participants. This includes but is not limited to; the safe storage of information required to carry out the appropriate care as requested by the participant.
2. Not take advantage of any personal information or sensitive information (including health and financial information) of the participant obtained during the course of providing care services.

HEALTH AND SAFETY

1. Always act with due diligence in regard to the health, safety and wellbeing of the participant and the staff/management team member's own health and safety.
2. Execute support services safely, and in accordance with the appropriate standards and relevant legislation relating to health care service provision.
3. Only provide support services for which he or she is capable and qualified to provide, and which are safe to provide.
4. Report any concerns regarding the health and safety of the participant immediately to the participants elected contact and/or representative and Easy M Care Services management. In an emergency, to immediately call 000. In the event of an accident/incident, to document all details relating to the event in a progress note.

FINANCIAL MATTERS AND CONFLICTS

1. Avoid situations that may give rise to pecuniary or other conflicts of interest.



2. In general, staff/management team members must not deal with the finances of participants (if a situation arises where this is necessary, he or she does so ensuring the best interests of participants are of
3. upheld, and that any actions, advice or decision of the staff/management team member are not influenced by self-interest or of personal gain, or other improper motives). Staff members undertake to record details (via a progress note) of any occasion where financial transactions are required and where possible advise the participant's chosen representative.
4. Staff members are not to accept gifts from participants, which are, or could be reasonably interpreted as, inappropriate given the nature of the relationship between the staff member and participants. In situations where a gift has been received, the staff/management team member undertakes to advise the family and/or the participant's chosen representative and record a progress note including details of the gift received.

ETHICS

1. Act at all times, honestly, truthfully, and in accordance with the principles outlined in the Easy M Care Services Service Charter.
2. Ensure all representations made, and information provided by Easy M Care Services to participants is honest, accurate, and up to date.
3. Accurately record and report to Easy M Care Services the amount of hours during which the support services are legitimately provided to participants.
4. Act in good faith to Easy M Care Services, and not act in a manner that is contrary to the interests of Easy M Care Services.
5. Not offer to provide or provide services to participants on terms, other than those disclosed to Easy M Care Services. If a
6. participant approaches the staff/management team member to provide care services on terms other than those disclosed to

participants and stakeholders, the staff member must immediately notify Easy M Care Services of the request.

7. Not request or receive cash payments or other forms of compensation from participants directly, in respect of services that are provided, which should properly be billed and paid via Easy M Care Services.

