

CODE OF CONDUCT

Purpose & Scope

Benevida is committed to providing high-quality services guided by our core values: Respect, Empowerment, Inclusion, Integrity, and Compassion. This Code of Conduct outlines the standards of professional and ethical behaviour expected of all Benevida employees and contractors. It serves as a guide to ensure a safe, respectful, and inclusive environment for the individuals we care for, our colleagues, and the community.

This Code applies to all people working on behalf of Benevida, including employees, independent contractors, volunteers, and subcontractors. Everyone is expected to uphold these standards while performing their duties, whether in the workplace, in the community, or online.

Professional Behaviour

- **Act professionally at all times**, representing Benevida with integrity and responsibility. Be courteous, punctual, and reliable in performing your duties.
- **Treat all clients, their families, colleagues**, and community members with dignity, respect, and compassion. Value diversity and create an inclusive environment free from discrimination, bullying or harassment.
- **Maintain clear professional boundaries**. Do not exploit relationships for personal gain. Never engage in any form of sexual or inappropriate relationship with clients or their family members.
- **Follow all relevant laws, regulations**, and Benevida policies in your work. If you hold any professional accreditation or licence, uphold the standards of your profession as well.

Communication

- **Communicate in a clear, honest, and respectful manner** at all times. Listen actively to others' perspectives and respond with empathy and courtesy.
- **Use plain language and adapt your communication style** to meet the needs of each individual (for example, considering cultural background, language preferences, or communication aids).
- **Ensure your verbal, non-verbal, and written communications** uphold each person's dignity. Avoid slang, jargon, or comments that could be offensive or misunderstood.
- **Maintain professionalism in all communication channels**, including emails, messages, and social media. Do not share confidential information inappropriately or make disparaging remarks about clients, colleagues, or the organisation.

Privacy & Confidentiality

- **Respect and protect the privacy** of clients, their families, and colleagues. Handle personal information with care and keep it confidential, in accordance with privacy laws and Benevida's policies.
- **Only collect, use, or share personal information** as needed for legitimate work purposes and with proper consent. Never disclose confidential information to unauthorised persons.

- **Store and dispose of records securely.** Follow Benevida's guidelines for protecting data (including digital records and passwords) to prevent unauthorised access or loss.
- **Respect personal privacy during service delivery.** For example, seek permission before entering a client's private space or involving others in their care.

Safety

- **Prioritise the health, safety, and well-being** of clients, yourself, and others. Follow all safety procedures and guidelines to maintain a safe work environment.
- **Identify and report any hazards, incidents, or risks** promptly to a supervisor. Take action to prevent accidents or injuries whenever possible.
- **Provide supports and services in a safe and competent manner.** Only perform tasks you are trained and authorised to do, and seek guidance or training when unsure.
- **Never tolerate or engage in any form of abuse, neglect, exploitation, or violence.** If you suspect a client is at risk or has been harmed, report the matter immediately to the relevant authority or manager.
- **Do not work while under the influence** of alcohol or illegal drugs. Comply with Benevida's policies on drugs and alcohol to ensure a safe environment for all.

Accountability

- **Take responsibility for your actions and decisions.** If you make a mistake, acknowledge it and work to correct it promptly.
- **Fulfil your duties reliably and to a high standard.** Be punctual and meet your commitments to clients and the team, or provide advance notice if you are unable to do so.
- **Use Benevida's resources responsibly,** including time, funds, vehicles, and equipment. Use these resources only for approved work purposes.
- **Keep accurate records and documentation** as required. Never falsify, omit, or misrepresent information in reports or forms.
- **Raise any concerns, issues, or conflicts of interest** with management. If you observe misconduct or a potential breach of this Code, report it promptly to a supervisor or through the proper channels.
- **Cooperate with any investigations, audits, or reviews.** Be honest and forthcoming with information to help resolve issues and improve our services.
- **Social Media & Public Representation**
Do not share confidential or work-related content on personal social media accounts. Only authorised individuals may speak publicly or to the media on behalf of Benevida.
- **Cultural Safety & Inclusion**
Respect cultural identity, language, values, and preferences.

Support culturally safe practices for Aboriginal and Torres Strait Islander peoples, CALD communities, and LGBTQIA+ participants.

Boundaries and Ethical Practice

- **Professional boundaries:** Maintain appropriate professional boundaries at all times. Do not accept or give personal gifts, share personal contact details, or develop relationships that extend beyond the scope of your role. If a situation feels unclear, speak with your supervisor.
- **Always act in the best interests of the people we support,** respecting their rights and empowering them to make choices about their own lives and care.
- **Uphold Benevida's core values in all situations.** Demonstrate integrity, honesty, fairness, and kindness in your conduct.
- **Maintain professional integrity by avoiding conflicts of interest.** Do not solicit or accept gifts, benefits, or favours that could influence your judgement or duties.
- **Protect the reputation of Benevida.** Ensure that your behaviour, both at work and in the community, reflects positively on the organisation and the people we support.

Compliance & Reporting

- **All associated with Benevida are required to follow this Code of Conduct.** Management will address any conduct that falls short of these standards, and serious or repeated violations may result in disciplinary action up to and including termination of employment or contract.
- **If you are ever unsure about any aspect of this Code** or witness behaviour that may breach it, speak up and seek guidance from a supervisor or manager. We all share responsibility for upholding Benevida's values and maintaining an ethical, inclusive culture.