

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

STATEMENT

It is the policy of Able Australia to establish standards of behavior expected of all workers and provide a guide to solving problems that may arise in the course of employment.

Able Australia is committed to being honest, behaving with integrity and giving excellent service. We can only achieve this through our people. For us to do this, obligations must fall equally on the organisation and each of its workers.

The Code of Ethics and Conduct provides a clear standard for appropriate workplace behavior. This code requires every worker, whatever their job, to observe the conduct requirements and to show commitment to Able Australia in return for its commitment to them.

SCOPE

This policy applies to all workers. It also applies to the provision of services to Able Australia's clients/residents and customers. At Able Australia we expect our workers to behave in a manner which is consistent with this policy. At no time in providing our services should anyone be subjected to unacceptable behavior by one of our workers, and we will take appropriate action if the standards of behavior set out in this policy are breached.

DEFINITION

"Workers" as used under the National Model Work Health & Safety Legislation, includes employees, board members, contractors, volunteers, consultants, agency staff, visitors and students.

POLICY DETAILS

This document provides workers with important information about the duties and responsibilities of their role, and to affirm each workers commitment to faithfully carry out his or her individual duties as a worker of Able Australia in accordance with this Code of Ethics and Conduct.

All workers of Able Australia are expected to behave in a professional manner in all their work practices and work related events, including company and client functions, industry events and conferences.

We are likely to be faced with situations that are not specifically addressed in this Code. When dealing with these, we can ask ourselves the following questions to assist us in determining an appropriate course of action:

- Would I be proud of what I have done?
- Is it legal?
- Is it consistent with Able Australia's values and policies?
- Do I think it is the right thing to do?
- What will the consequences be for my colleagues, Able Australia, other parties and me?
- Are my actions transparent? Is there anyone else who I should make aware of my actions?
- What would be the reaction of my family and friends if they were to find out?
- Do my actions put anyone's health and safety at risk?

The Code of Ethics and Conduct is a public statement of how we conduct our business and how we treat our clients and colleagues. It supports the objectives of Able Australia by providing guidance on the general standards of work performance and ethical conduct expected of all Able Australia workers. The objectives of the code are to:

- (i) promote among the organisation's workers a spirit of service to the community;

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

- (ii) emphasise the principles of merit, responsible management, management competence and efficiency within the organization; and
- (iii) maintain appropriate standards of integrity and conduct of workers in Able Australia.

Able Australia's Staff Code of Ethics and Conduct is a set of rules that workers will use in performing their daily work with the organisation. Breach of this code may be discussed at any time during the employment period and could bring immediate disciplinary action against the worker.

The Code will be reviewed regularly and updated accordingly to reflect changes both within and outside the organisation.

Commitment to Able Australia

To demonstrate our commitment to Able Australia, we:

- act with integrity and objectivity enhancing the reputation and performance of Able Australia;
- ensure our actions do not bring Able Australia into disrepute;
- disclose and resolve any conflicts of interest;
- refrain from canvassing for private business during work hours;
- do not disclose confidential information, or use information to our own gain or to disadvantage another;
- refuse any inappropriate gifts and benefits from clients or suppliers however appropriate gifts and benefits may be accepted with the approval of the CEO or National Managers;
- only transact and approve expenditure for which we are authorised;
- do not abuse or deface or willfully damage any property;
- acquaint ourselves with the mission, principles, values and policies of Able Australia and behave accordingly;
- co-operate with management, colleagues and other agencies to promote and deliver quality services to our clients.

Respect for Others

In dealing with clients, suppliers and other workers we:

- treat members of the public, clients and workers with empathy and respect;
- do not use language or behaviour that offends, harasses or unfairly discriminates;
- observe Able Australia's smoke free workplace policy;
- do not work when affected by alcohol or recreational drugs;
- abide by all safety rules and procedures operating within Able Australia and also comply with all relevant federal and state laws in order to provide a safe and healthy workplace for ourselves, fellow workers and visitors to the organisation.

Client Service

When dealing with internal and external clients we:

- are honest, courteous and helpful;
- treat clients, the public and fellow workers with honesty, courtesy and respect;
- actively consult with and listen to the client;
- provide prompt attention, accurate information and meet commitments;
- ensure our appearance is neat, clean and appropriate to the job.

Team Work

We work together towards our goals by:

- being punctual, fulfilling our role and tasks to the best of our ability and where changes/exceptions apply, seeking approval by the appropriate manager.

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

- reporting and accounting for any absences;
- following lawful and reasonable instructions;
- providing guidance and feedback to one another;
- actively learning from one another and seeking assistance when required;
- sharing relevant information;
- observing safe working practices and reporting hazards, accidents, injuries and unsafe practices;
- following procedures and instructions during the case of emergency;
- acting as part of one company and one team. We have common objectives and support each other by sharing ideas and initiatives. We are successful because we trust and respect each other and not because we exercise authority and control.

Results

To ensure the quality of our work we:

- observe the spirit and letter of the law and company policies governing our work;
- work to the best of our ability giving proper attention and care to the job;
- use materials equipment and other resources wisely, and prevent their misuse;
- respect and safeguard the property of clients, the Company and fellow workers;
- perform our duties as best we can, taking into account our skills, experience, qualifications and position.

Code of Conduct for Disability Service Workers

The Code of conduct for disability service workers applies an obligation of zero tolerance of abuse of people with a disability and prescribes the behaviour expected of you as a disability service worker and the requirements of disability service provider organisations.

The purpose of this code of conduct is to promote adherence to a zero tolerance of abuse of people with a disability. The code of conduct:

- contains five obligations that all disability service workers must abide by
- explains each obligation and provides example behaviours that demonstrate what each obligation looks like in practice, and what it may look like if the obligation has been violated
- does not cover every possible situation but summarises the minimum standards of behaviour required by disability service workers to ensure a zero tolerance of abuse
- does not include all responsibilities of a disability service worker
- does not replace other codes of conduct, policies and guidelines that may apply in disability service provider organisations.

Zero tolerance of abuse obliges a worker to uphold the human rights of people with a disability. A worker must not commit any form of abuse, harassment, exploitation or neglect. A worker must also actively report cases of abuse or neglect and speak up if they suspect that abuse is occurring.

Privacy and Confidentiality

We understand that as Able Australia workers we are placed in a position of trust and are regularly privy to sensitive information. We strive to operate in accordance with relevant privacy legislation.

On a daily basis you may have access to a large amount of sensitive and personal information that our clients, workers and other individuals entrust to Able Australia.

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

You must only collect sensitive and personal information ethically, lawfully, in a fair manner and in a way that is not unreasonably intrusive. If you have a legitimate business need to access sensitive or personal information you must take precautions to ensure that it is appropriately stored and that it is not subject to inappropriate or unauthorised use or disclosure.

We will under no circumstances discuss or disclose any confidential organisational information. If we are unsure of whether or not a particular piece of information is confidential we will check with our direct report.

Your obligation to maintain the confidentiality of Able Australia's confidential information continues after your employment with Able Australia ends.

Equal Opportunity and Diversity

Able Australia's commitment to equal opportunity and diversity means that it is committed to providing a workplace free of all forms of unlawful discrimination and harassment. We will not tolerate verbal, physical or visual harassment or other behaviour where the purpose and effect, even if unintended, is to create an offensive, hostile or intimidating work environment or which disrupts another person's ability to work.

This includes sexual, sexist, racial or ethnic comments, offensive jokes or gestures, sexual advances or comments and bullying. Pornographic material in any form is not permitted in Able Australia workplaces – even where you regard the material as being securely stored and not on public display.

Able Australia is an Equal Opportunity Employer and opposes discrimination on the grounds of race, colour, age, sex, sexual orientation, transgender, religious belief, political opinions, physical or mental disability, pregnancy, breastfeeding, marital status and membership or non-membership of a trade union.

If you believe you have been or are experiencing discrimination, harassment or bullying, you are encouraged to make a complaint to your direct report or Human Resources. A worker who lodges a complaint with their direct report or Human Resources should have no fear of retribution. All cases will be handled confidentially and professionally.

Conflict of Interest

Workers should be particularly aware of actively preventing actual or perceived conflicts of interest if working with persons, with whom they have, or form, close personal relationships such as relatives, close friends or personal associates or involvement in sporting, social or cultural activities. They include any tendency toward favour or prejudice resulting from friendship, animosity or other personal involvement with another person or group.

Accordingly, workers must not participate without a specific agreement from the National Manager to manage such a situation, in processes related to career progression, assessment, recruitment, selection, promotion, performance appraisal, termination or transfer of any person with whom they have, or have had, a close personal relationship or serious conflict.

In some cases only the individual worker will be aware of the actual or perceived conflict of interest.

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

Relatives or workers who are or become involved in an intimate relationship with each other should not work within the same area or in a direct reporting relationship. One party should actively seek alternative employment within or external to Able Australia.

Intellectual Property (IP)

Intellectual Property is a collection of intangible legal rights that allow the IP owner to do certain things to the exclusion of others. Intellectual Property rights include confidential information, business and domain names.

Able Australia owns the Intellectual Property rights to anything you create or develop during the course of your employment with Able Australia (e.g. a report, advertising, website, software, service, process or concept etc.). Able Australia is entitled to the exclusive benefit of the works created by you, and may request that you waive your rights to those works.

Working with Difficult People

You are expected to work to the Code of Ethics and Conduct; however you are not expected to be put at risk of physical, emotional or verbal abuse while completing your duties. If you are threatened by physical, emotional or verbal abuse during your duties you should remove yourself from the situation in the most courteous way possible. You should inform the person you are dealing with that you are ceasing your contact and provide the reason for this. You must then inform your direct line manager immediately of the incident and complete an Incident Report as soon as practicable. Your line manager will then work with you to resolve the issue.

At Able Australia we respect the working environment and the community we live in. We value diversity in views and perceptions and we are committed to promote a fair and equal work environment.

Where there are personal interests that might give rise to conflict with our duties as employees, we must disclose the nature of the interest to management.

We are polite, honest and courteous towards the clients and fellow team members.

Breach of the Code of Ethics and Conduct

Able Australia takes its commitment to Able Australia's values and this Code very seriously. You should understand that any breach of this Code may lead to you being disciplined in accordance with Able Australia's disciplinary process, which may mean dismissal. In addition, if you break the law you may also be personally liable for your actions.

As someone working with Able Australia, you are required to comply with this code and report any conduct that may be a breach of the law, this code or any breaches of Able Australia's policies and procedures.

Any reports of a breach of the code will be taken seriously and investigated appropriately. It is important that all reports are based on truth and fact. If you make a report in good faith, you will not be disadvantaged personally or in your employment, even if the conduct that is reported is later found not to be a breach of the Code. At the same time, if you make an intentionally false or malicious report, you may find yourself in breach of the Code, and potentially dealing with disciplinary action.

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

In most cases, you should raise breaches of the Code, the law or policies and procedures with your direct report or the human resources department.

REMEMBER: No matter what your role is, or which location you work in, you are expected to:

- demonstrate the behaviors of honesty, integrity, quality and trust at all times
- set an example for others and recognise those around you who also demonstrate these behaviors
- speak out when you feel that these behaviors are threatened or compromised

REFERENCE DOCUMENTS

- Able Australia Drug & Alcohol Policy
- Able Australia Exit & Termination Policy & Procedure
- Able Australia Learning & Development Policy & Procedure
- Able Australia Recruitment & Selection Policy & Procedure
- Able Australia Student Placement Policy
- Able Australia Smoke Free Policy
- Able Australia Children in the Workplace Policy
- Able Australia Inclusion & Diversity Policy
- Able Australia Equal Opportunity Policy
- Able Australia Workplace Health & Safety Policy
- Able Australia Internet, Email & Computer Use Policy
- Able Australia Grievance & Conflict Resolution Policy & Procedure
- Able Australia Conflict of Interest Policy
- Able Australia Time off in Lieu Policy
- Able Australia Whistleblower Policy & Procedure
- Able Australia EAP Policy & Procedure
- Able Australia Dress Code Policy
- The Fair Work Act 2009 and National Employment Standards (NES)
- Code of Conduct for Disability Service Workers

CONTINUOUS IMPROVEMENT

Improvements to this policy can be made by completing an Improvement Opportunity Form, attaching any suggested amendments and forwarding to the Quality and Compliance Manager for review.

Code of Ethics and Conduct Policy acknowledgement

I, _____

Acknowledge that I have received a copy of the Code of Ethics & Conduct from Able Australia.

HR: ABLE AUSTRALIA CODE OF ETHICS & CONDUCT POLICY

I have read and understood the Code of Ethics & Conduct.

I understand that Able Australia regards observance of the Code of Ethics & Conduct as being essential to good business ethics and practice.

I understand I am required to comply with the Code of Ethics & Conduct and to promptly report any concerns about potential violations of the Code of Ethics & Conduct.

I understand that I may be subject to discipline (including termination of contract) for breach of the Code of Ethics & Conduct.

Signature

Name

Area of Work

Date

Please return this form promptly to Human Resources.