

Family and Visitors Code of Conduct

STATEMENT

Our Able sites are not just client homes or day support centers but are also our employee's workplace. Our clients and employees are entitled to feel safe at our sites. We are committed to ensuring the safety, security and wellbeing of employees, clients and visitors at all Able sites. It is a condition of entry to all Able sites, and a condition of the way in which you communicate with Able employees, that family and visitors comply with the Family and Visitor Code of Conduct.

1. Treat Able Employees respectfully at all times:

- (a) Ensure that Able Employees work in an environment which is free from harassment or intimidation by:
 - (i) Communicating with employees in a courteous and respectful manner at all times – this includes phone calls and emails;
 - (ii) Allowing employees to do their jobs without obstruction or interference; and
 - (iii) Understanding that employees may at time have to manage competing demands of Able Clients
- (b) Ensure Able employees are not prevented from providing the best care and support to all Able Clients

2. Act in a manner appropriate to the Able support community as a whole:

- (a) Be respectful of the diverse range of cultural and linguistic backgrounds which make up the Able Support community.
- (b) Respect the individual interests, customs and beliefs of Able clients and employees.
- (c) Be respectful and tolerant of other visitors at the Able sites.
- (d) Respect the privacy and dignity of all clients and employees. (Note: Do not take photographic or video footage of clients or employees without first obtaining their consent to do so.)
- (e) Do not unduly raise your voice and keep noise levels low.
- (f) Do not sure swear words or offensive language. (Note: the use of abusive or derogatory language or any form of aggressive behavior towards Able employees or clients will not be tolerated.

3. Ensure that you comply with all safety requirements and act in a way that respects and preserves the safety of all clients, employees and other visitors.

- (a) It is condition of entry that all visitors complete and sign the sign- in sheet, located at the entrance of the site. This is a legal and safety requirement.
- (b) No smoking (which includes vaping) is permitted at or on the Able site grounds. This includes the car park. If you wish to smoke, please do so outside of the boundary of Ables' Property.
- (c) Do not enter the site under the influence of drugs or alcohol.
- (d) Do not bring alcohol or drugs into the site. (Note: Any visitor adversely affected by alcohol or drugs will immediately be asked leave.

- (e) If you are, or have recently been unwell please contact the site before visiting to ensure that you are not risking the health of your loved one or other clients by visiting the site.
- (f) Children must be supervised by the adult who has brought the child at all times.

4. Treat the Able site respectfully at all times:

- (a) Be careful with Able site property
- (b) Ensure you act in a way which does not damage the site property in any way. (Note: willful property damage and theft will not be tolerated).

5. Consequences of breaching Ables family and visitor Code of Conduct

- (a) Able sites are regarded as safe places for our clients
- (b) Please be aware that visitors who breach the Able family and visitor Code of Conduct may:
 - (i) Be asked to immediately leave the site or be assisted to leave the site by police if required:
 - (ii) If required at Able's discretion, be reported to the police; and/or
 - (iii) At Ables discretion, have restrictions imposed on any future visitation at the site including limitations visiting the site

CONTINUOUS IMPROVEMENT

Improvements to this policy can be made by completing an Internal Feedback Form via Tickit.

Document Control *Documents are controlled for version, traceability and security within SharePoint.*