



Code of Ethics Policy for Life Choices - Support Services

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:	TEAM LEADER DIRECT SUPPORT				
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PREVIOUS VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	REVIEW / SIGN OFF:
4	24 June 2021	14.06/21	Update to new policy format. Document the following legislative Standards: The Aged Care Quality and Safety Commission Aged Care Quality Standards. The National Disability Insurance Scheme (NDIS) Quality and Safeguard Commission Practice Standards.	Manager of Community Services	Council
3	24/05/2018	10.05/18		Team Leader Direct Support	Council
2	23/04/2015	17.04/15			
1	26/04/2012	16.04/12			



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General Manager



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Date

PURPOSE

The purpose of this policy is to:

- To work within an ethical framework;
- To perform professional roles, with honor, respect and accountability;
- To treat all people with respect, dignity and courtesy.

APPLICABILITY

This policy applies to:

- Programs directly or indirectly provided by Glen Innes Severn Council through Life Choices - Support Services (LC-SS).
- All staff and volunteers who work for Glen Innes Severn Council, LC-SS.

OUTCOMES

The delivery of LC-SS relies on interdependent relationships and collaboration between all parties. Each professional has an obligation to respect the rights and human values of **all people** and to work within the following framework when delivering consumer/participant services.

ROLES AND RESPONSIBILITIES

In relation to consumers/participants (including carers) and /or their nominated representative, staff will:

- Act in the best interests of the consumer/participant;
 - Treat each consumer/participant with respect, dignity and courtesy;
 - Maintain confidentiality and respect the rights of each individual to privacy;
 - Recognise each consumer/participant as an active and independent community member;
 - Respect the rights and individuality of each consumer/participant and their unique family and / or social relationships;
 - Accept without judgment, the way someone is or the way in which they live their life;
 - Respect each individual's religious and cultural identity provided that it is lawful;
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- Encourage each consumer/participant to explore opportunities that maximise their health and well-being;
- Give each consumer/participant the right to make informed choices about their service delivery;
- Encourage each consumer/participant to be responsible for their decisions and actions;
- Encourage each consumer/participant to be comfortable to provide feedback, as they are entitled to do;
- Acknowledge and respect the uniqueness and potential of all individuals;
- Abide by the relevant sector standards and legislation;
- Perform my professional role, with honour, respect and accountability.

In relation to colleagues, staff will:

- Treat each colleague with respect, dignity and courtesy;
- Contribute towards cohesive and collaborative relationships for sharing knowledge and skills in a collegial team;
- Acknowledge and respect the personal skills, strengths, professional experience and uniqueness in each colleague;
- Respect each colleague's religious and cultural identity;
- Use professional, constructive strategies to achieve 'better practice' outcomes;
- Always communicate effectively and listen to others;
- Be honest, fair, consistent and accountable;
- Maintain confidentiality and respect the right of each staff member to privacy.

In relation to service providers/external customers', staff will:

- Respond to enquiries or requests as soon as practicable and always within five (5) working days;
 - Adhere to the Contract arrangement in place;
 - Maintain a 'continuous improvement' focus that supports identification, discussion, and resolution of discrepancies in a positive way;
 - Respect each individual's religious and cultural identity;
 - Treat each person with respect, dignity and courtesy.
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In relation to the community, staff will:

- Seek feedback in relation to services and ways for improving service delivery to meet the needs of the community;
- Act professionally in portraying LC-SS and Glen Innes Severn Council at all times;
- Promote an environment that engenders mutual respect;
- Treat each community member with respect, dignity, and courtesy.
- Promote an environment that respects individuals religious and cultural identity;
- Maintain confidentiality and respect the right of each community member to privacy.

POLICY STATEMENT

Glen Innes Severn Council is committed to providing services through LC-SS that meet the support needs of all consumers/participants in an ethical manner.

LEGISLATION AND SUPPORTING DOCUMENTS**Relevant Legislation, Regulations and Industry Standards include:**

- The Aged Care Quality and Safety Commission Aged Care Quality Standards;
- The National Disability Insurance Scheme (NDIS) Quality and Safeguard Commission Practice Standards.

Relevant Council Policies and Procedures include:

- Life Choices - Support Services Procedure Manual;
- Service Delivery Policy Statement Register - People with a Disability;
- Service Delivery Policy Statement Register - People who are Older;
- Code of Conduct for Council staff.

VARIATION AND REVIEW

The Code of Ethics Policy for Life Choices - Support Services shall be reviewed every three (3) years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but shall continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.
