



Enabling Families

Code of Conduct Agreement – Employees and Volunteers



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Code of Conduct Agreement – Employees and Volunteers

The Code of Conduct is a guide for the expected standards of behaviour and practice required of employees and volunteers engaged by Xavier Children’s Support Network Inc. The Code of Conduct also applies outside work hours when the employee or volunteer can be readily identified as a representative of Xavier or the Catholic Archdiocese of Brisbane (e.g. in nominated community leadership roles and/or communication mediums - refer to Xavier Social Media Policy).

1. Perform any duties associated with your position for Xavier and / or the Roman Catholic Archdiocese of Brisbane and

- Commit to justice and equity.
- Uphold the dignity of all people and their right to respect.
- Commit to safe and supportive relationships.
- Respond with integrity to those who are poor, alienated or marginalised.
- Strive for excellence in all your work.

2. Perform any duties associated with your position in a conscientious, competent and honest manner, consistent with the Xavier Values.

- Each child with a disability is treated with the dignity and as a valued member of their community.
- Children with a disability have the right to and are best placed within a nurturing family environment.
- Each child with a disability has the right to reach their individual potential and an appropriate level of independence
- Children with a disability have the right to participate in inclusive community activities available to all children.
- Each child with a disability and their family has the right and is empowered to make decision concerning the services they receive.

3. Aspire to uphold Xavier’s values in your day to day practice with your colleagues, clients, families and stakeholders.

To adopt Xavier's values you will demonstrate these behaviours:



Xavier's values



Compassionate

- Participate and promote Xavier's vision of an inclusive environment and society
- Prevent and respond to unlawful discrimination against other employees, volunteers, clients and stakeholders.
- Within your scope of practice, consistently put clients and families first.
- Treat all others with respect and courtesy, having regard for their culture, dignity and rights.
- Undertake your practice activities for Xavier understanding each individuals and family journey.



Approachable

- Listen, ask questions and wait for responses.
- Seek client feedback about their goals and outcomes.
- Assist clients, families and the public to raise issues with Xavier
- Proactively raise improvement ideas with others
- Be self-aware of personal capacity and limitations, values, prejudices and conflicts of interests and ensure that these do not influence or impact service.



Trustworthy

- Report conduct by other employees, governing body members or volunteers which contravenes any law, Xavier Policy and Procedures, the Xavier Code of Conduct the Archdiocese of Brisbane Safe Conduct Standards and / or the NDIA Code of Conduct.
- Never accept gifts, benefits or favours that may influence or be reasonably seen to influence decision making.
- Declare and/or manage any potential, actual or apparent conflicts of interests.
- Prevent and respond to nepotism and unfair treatment.
- Openly discuss what may or has gone wrong and participate in solutions.

Xavier's values (cont.)



- Act fairly and equitably, respecting diversity in the environment which we all work within.
- Maintain Xavier and personal records in accordance with legislative and organisational policy requirements
- Understand the scope of practice in all your daily tasks, stay within the boundaries of your role.
- Within your scope of practice exercise appropriate discretion and autonomy.
- Perform duties in a safe and competent manner in accordance with organisational workplace health and safety policies and procedures, and relevant workplace health and safety legislation.
- Work to exceed colleagues and client expectations.



- Enthusiasm everyday
- Understand and perform any duties in a conscientious manner, consistent with client expectations and Xavier Values.
- Actively work with clients, families, team members including supervisors to identify skills and knowledge gaps to improve Xavier performance.
- Consult clients in service provision, ensuring service meet their needs, preferences, values and beliefs.



- Actively share learnings with others and provide peer support where it is applicable and suitable to do so.
- Participate in the Xavier culture of Innovation by creating ideas for continuous improvement.
- Actively engage in proactive skill and knowledge development
- Attend and actively participate in in-house training to broaden your capabilities to assist clients and families
- Identify situations for collaboration, to better support clients' needs

Xavier's values (cont.)



- Seek clarification where needed including details of this Code of Conduct.
- Understand own scope of healthcare and personal practice
- Escalate when assistance is required
- Understand clinical deterioration and follow the escalation process.
- Be responsible to identify and respond to the indicators of abuse, neglect and exploitation.
- Be responsible for reviewing personal practice, evaluating performance and effectiveness in meeting client and family outcomes.
- Be open to learning and share knowledge.



- Use equipment and facilities to their fullest extent for the intended Xavier purposes of achieving client expectations of goals and outcomes.
- Take action in preventing, identifying and responding to workplace health and safety risks.
- Ensure Zero Harm to clients, families, and colleagues by assessing and mitigating risks. Escalate actual or potential risks and exercise decision making, with the knowledge of the complete circumstance and situation of the client and family.
- Raise concerns, provide open and honest feedback and offer suggestions and ideas for improvement.
- Be open to new ways to do old things.



- Adopt a professional approach at all times including dress standards and in all communication with others.
- Perform any duties in an honest and consistent manner.
- Develop relationships with clients which enable them to have better control over choice and decision making

Xavier's values (cont.)



- Ask if you don't know how.
- Be collaborative with clients and families and ensure their needs and preferences are consistently prioritised.
- Use equipment and facilities within your ability and skill and seek support and advice when required from supervisors
- Obtain and maintain the appropriate professional accreditations and qualifications required for roles.
- Celebrate every success in service as an achievement of the client and family and learn from the times when things have not worked out.

DO NOT

- Use of social media does not compromise Xavier's reputation and does not include derogatory, shaming or other personal attacks towards or about staff, the Roman Catholic Archdiocese of Brisbane, volunteers, client or other stakeholders.
- Use confidential information obtained about a client or Xavier for any purpose other than for the purposes of carrying out duties, and not for financial or other benefit, or to take advantage of another person or organisation.
- engage in unsafe practices, inappropriate behaviours or the misuse of alcohol or drugs.
- engage in bullying, violence, harassment or any other forms of victimisation or discrimination.

I have read and understand the Xavier Code of Conduct. I commit to the required standards of behaviour and practice as outlined in the Code of Conduct and I commit to the obligations of the Archdiocese of Brisbane Safe Conduct Standards for Children and Vulnerable Adults and the NDIA Code of Conduct.

Signed:

Date:



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