



## What it means to work on behalf of Community Care Tasmania

### Code of Conduct for all Workers

#### BE POLITE

- ✓ Arrive and leave on time
- ✓ Knock before entering the home
- ✓ Start your visit with a warm hello
- ✓ Introduce yourself even on return visits) **BEFORE** commencing work
- ✓ Let the client know what you are going to do
- ✓ Ask how they like things done
- ✓ Respect the Client's privacy
- ✓ Show respect to the Client's carer or family
- ✓ End the visit with a friendly good bye
- ✗ **NO PERSONAL USE OF MOBILE PHONES WHEN ON DUTY**

#### MAKE A DIFFERENCE

- ✓ Be reliable, Do what you say you will do
- ✓ Put things back where you found them, within easy reach
- ✓ Tidy all work areas used
- ✓ Only apply substances to the Client's skin which are stated in their Support Plan (Other than cosmetics)
- ✓ Respect and safeguard the property of clients
- ✗ **DO NOT** make changes without asking the Community Care Coordinator

#### BE PROFESSIONAL

- ✓ Always wear clean, fresh and correct uniform
- ✓ Wear your name badge or hold an authentic form of identification
- ✓ Avoid strong smelling perfumes
- ✓ Always make sure your cleaning is meeting the clients requirements
- ✓ Follow task list supplied on Support Plan , familiarise yourself with this
- ✓ All Client enquires **MUST** be referred to CCT staff for action
- ✓ Advise CCT office if your start/finish time with a client are going to be different
- ✗ Do not use over familiar language or pet names such as "Sweetie"  
This can make the Client feel as if you have forgotten their name
- ✗ Do not make personal visits or do favours outside of work hours
- ✗ Do not take cash for shopping, banking, or paying bills without Care Coordinators instruction
- ✗ Do not tell the Client your personal problems or issues
- ✗ Do not discuss with the Client any problems or issues you may have at work
- ✗ Do not share personal information
- ✗ Advise the CCT office if you are finishing earlier or staying longer

## SHOW YOU CARE

- ✓ Treat everyone as an individual and consider how they feel
- ✓ Show genuine interest in them
- ✓ Give them your full attention when listening to them
- ✓ Be patient
- ✓ Report any behaviour that is becoming too challenging
- ✗ Never speak rudely or aggressively regardless of the Client's behaviour
- ✗ Do not ignore request even if you do not agree with them

## BE PART OF THE TEAM

- ✓ Always work under the direct or indirect supervision of a Care Co-Ordinator
- ✓ Follow the Support Plan to **work with the Client not for the Client**
- ✓ Complete required documentation in the Client's home , file each visit
- ✓ Encourage the Client to participate in the activities listed on the Support Plan as they are able to comfortably and confidently manage
- ✓ Communicate openly and share information with the Community Care Coordinator
- ✗ Do **NOT** change scheduled visit day or time without consulting Community Care Coordinator

## BE OBSERVANT

### Immediately report to the Care Coordinator:

- ✓ Any changes in the Client/Carers general condition or ability to manage
- ✓ Any changes in the Clients' ability to transfer or mobilise as specified
- ✓ Any changes in the Client's ability to complete exercises as specified
- ✓ Any injury to the Client or self that has occurred during visits,  
EG: skin tears, falls (even if there is no apparent injury).
- ✓ Any injury or accident to the Client that has occurred at other times
- ✓ Any actual or potential hazards
- ✓ Any broken or hazardous equipment

## COMPLAINTS ARE WONDERFUL

- ✓ Listen openly
- ✓ Understand the issue
- ✓ Let the client know that you will talk to the Care Coordinator and pass on their concerns
- ✓ Make sure that the person with the complaint is given feedback and information on what has been done
- ✗ Do not defend or argue
- ✗ Do not ignore any feedback or complaints



## **BE SAFE**

- ✓ Use universal; precautions (hand washing) and manual handling principles
- ✓ Follow safe work practices
- ✗ Do not release any refrigerants/hazardous gases
- ✗ Do not burn any open fires
- ✗ Do not discharge any liquids other than potable water to any storm drain or sewer
- ✗ Do not place or wash any solids into any storm drain or sewer
- ✗ Do not dispose of any liquids or solids (except domestic/human waste) in any toilet/urinal

**In accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern that the work would expose the worker to serious risk to their own health or safety.**

## **WHAT TO DO – FAQ**

### **CLIENT NO RESPONDING TO A SCHEDULED VISIT**

Workers who are unable to gain access to a Clients' home for the arranged visit are to immediately contact the Community Care Office.

### **Contracted duties are not to be undertaken without the client being home.**

If the Client is not there or not responding when the worker arrives at the prearranged time and place, the worker will make reasonable efforts to clarify that the client is safe by looking in the windows (If safe to do so from the ground level) and checking the house for "signs of life" or disturbance. If the Client appears to be unconscious or injured or if there are signs of forced entry, the support worker will call the ambulance and then phone the Community Care Coordinator who will phone the Police and Client's preferred contact

Where it is safe to do so, the worker is to remain at the Client's home and comply with the advice and instructions from Community Care Coordinator.

If the Client does not appear to be home at the arranged time, please leave your "sorry I missed you card" and contact the Community Care office before leaving the premises.

Community Care Staff will follow up the reason for the Client's absence.

### **THE CLIENT ASKS FOR YOUR PHONE NUMBER**

Politely inform the client that it is against your company's policy to give out the personal number of workers.

Remind them that they can always call their Community Care Coordinator.

### **YOU WANT TO REPORT AN INCIDENT OR CONCERN AND IT IS AFTER BUSINESS HOURS**

Call CCTs after-hours service.

The after-hours service staff will assess the requirement to forward the report to Community Care during business or after hours.



## **THE CLIENT TELLS YOU THEY WANT TO CHANGE A SCHEDULED VISIT**

Politely remind the Client that You may offer to assist them in calling the Community Care office as any services changes must be arranged with their Community Care Coordinator.

## **YOU RUN OUT OF TIME TO COMPLETE THE TASKS**

Workers are only to provide services within the time allocated for the task. Please contact Community Care Coordinator if the service is unable to be completed in the time allocated.

## **THE CLIENT WANTS TO GIVE YOU A PRESENT**

A small token of thanks may seem harmless, but it is Community Cares policy that we do not receive gifts from Client's as it creates a conflict of interest (see hand book).

If you are offered gifts immediately inform your coordinator.

Politely let the Client know that it is not company policy to accept gifts; however, you can suggest the Client might like to show their appreciation by calling you coordinator to register a compliment. You can always respond with "Your thanks are enough – this is my job".

## **EMERGENCY PRODEDURES**

It is not possible t predict and write emergency procedures for every type of safety issue or incident that may arise while workers are off site; however, all emergency procedures have the same basis life preservation and personal safety principles that workers should be mindful of at all times and follow (if safe to do so)-

- Move away from the danger (If in doubt, get out)
- Exit the area through the closest and safest exit
- Call for assistance and report the safety issue or incident (emergency services or contact person)
- Follow Community Cares emergency procedure



## CODE OF CONDUCT

In accordance with the service agreement between yourself and Community Care Tasmania.  
You **WILL NOT**:

- Consume or be under the influence of alcohol , or illicit drugs when undertaking duties contracted by Community Care Tasmania
- Have sexual or intimate relationships with service Client's or their Carers
- Take Client's or their Carers to your home
- Abuse clients physically, financially and or verbally
- Alienate Client's from their family
- Remove a Client's property or accept gifts from clients property
- Abuse, deface or wilfully damage property
- Smoke at or in a Client's home or on their property while undertaking tasks for Community Care Tasmania
- Carry any form of weapon, explosive or flammable substance
- Request or accept a gift or bribe in connection with the services provided on Community Care Tasmania's behalf , and or a payment or other benefit from someone other than Community Care Tasmania or the service provider for the services of any other work

In accordance with the service agreement between yourself and Community Care Tasmania.

## A WORKER MUST:

- Maintain confidentiality regarding any information gained through their work and not divulge the personal information, addresses and phone numbers of employees, Client's , and board of management members
- In the event of an emergency follow standing instructions or as directed by a program manager
- Report all incidents or potential hazards to the Community Care Coordinator as soon as practical from the time of the incident or potential hazard identification

## THANK YOU

Workers play an important role in the lives of many frail older people in the community.

The services you deliver allow our clients to live independently in their homes longer.

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Please sign and return this via email or in person to employment at Community Care Tasmania.

I have read and understood this Code of Conduct and agree to be bound by the terms and conditions contained therein.

PRINT FULL NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

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