



Coastal Care Code of Conduct

Respect for individuals

- All individuals should be treated with respect and dignity, regardless of their age, ability or background
- Act with respect for the individual's rights to freedom of expression, self-determinations and decision making in accordance with applicable conventions and laws.
- Respect the privacy of all individuals

Confidentiality

- The privacy and confidentiality of individuals must be respected at all times.
- Any personal information obtained must be kept confidential, except when disclosure is required by law.

Professionalism

- All staff must maintain a high standard of professionalism in their work, including integrity, honesty, reliability, and accountability.
- Appropriate boundaries should be maintained with clients and their family or other stakeholders.

Non-discrimination

- Age and disability services should not discriminate against anyone based on their age, disability, gender, sexual orientation, race, religion or any other personal characteristic.

Safety

- Staff should take all reasonable steps to ensure the safety of clients and colleagues and should follow all relevant safety protocols.
- Coastal Care employees are to report all hazards and risks as per the WHS Act 2011

Person-centred care

- Services should be tailored to meet the individual needs and preferences of clients and should be delivered in a respectful and compassionate manner.



Continuous improvement

- Coastal Care employees should strive to continuously improve the quality of care provided to clients, through ongoing training, education and feedback mechanisms.

Compliance with laws and regulations

- All staff should comply with all relevant laws and regulations relating to age and disability services, including those relating to privacy, safety, mandatory reporting, and discrimination.
- These include but are not limited to;
 - The Aged Care Act 1997
 - Age Care Quality Standards
 - Age Discrimination Act 2004
 - The NDIS Services Act 2013
 - Disability Discrimination Act 1992
 - National Standards for Disability Services
 - NDIS Practice Standards
 - Workplace Health and Safety Act 2011
 - Privacy Act 1988
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984

Collaboration

- Coastal Care employees should work collaboratively with clients, families, carers, and other service providers to ensure the best possible outcomes for clients.

Reporting of concerns

- Staff should report any concerns or incidents of abuse, neglect, or mistreatment of clients to their supervisor or the relevant authorities.
- Staff should report any breaches of the code of conduct or unethical conduct to Coastal Care management.

By adhering to this code of conduct, staff for Coastal Care can ensure that they provide the highest quality of care to their clients, while maintaining the highest standards of professionalism and ethical conduct.