



CODE OF CONDUCT

*What we do touches many people's lives – participants and workers alike. Forging strong relationships with our participants, our staff, our regulators, our stakeholders and the communities around us is critical to our success and the strongest relationships are built on **TRUST**.*

HIGH HOPES SERVICES REQUIRES ALL MEMBERS OF THE COMPANY THEIR DIRECTORS, OFFICERS AND EMPLOYEES TO OBSERVE HIGH STANDARDS OF **INTEGRITY** AND **HONESTY**, AND TO ACT WITH **CARE**, **DILIGENCE** AND **FAIRNESS** IN ALL OUR ACTIVITIES. ALL OUR INTERACTIONS WITH PARTICIPANTS, COLLEAGUES, STAKEHOLDERS AND WIDER SOCIETY SHOULD BE CONDUCTED IN AN **ETHICAL** AND **PROPER** MANNER.

TO THAT END, ALL OF US MUST COMPLY WITH THIS CODE AND ALL SUPPORTING POLICIES, THE LAWS AND REGULATIONS OF OUR COMMONWEALTH, STATE AND TERRITORIES IN WHICH WE OPERATE, AND WITH ALL APPLICABLE INDUSTRY CODES.

INTRODUCTION

WE WANT HIGH HOPES SERVICES TO BE VALUED FOR THE SUPPORT SERVICES WE PROVIDE AND TRUSTED FOR THE WAY IN WHICH WE WORK TO DELIVER ACTUAL BENEFIT FOR OUR PARTICIPANTS, OUR BUSINESS AND SOCIETY.

Our mission is to make a meaningful difference to the lives of person's with disability. Delivering our services to our participants in uniquely innovative ways, with a focus on compassionate and person centered methodologies, and with strict adherence to all of our policies, procedures and relevant rules and regulations in the pursuit of our participant's goals. We consider this to be at the core of our responsibility.

We are committed to making sure that we deliver success in the right way to bring benefit through both what we do and how we do it. The trust and confidence of our participants, their families, and wider society are of paramount importance to us.

Earning and maintaining this trust starts with making sure that we always act with integrity, consistently, wherever High Hopes Services has a presence or an impact.

Acting with integrity underpins all the requirements of this Code of Conduct, which sets out the high ethical standards expected of everyone at High Hopes Services. These are our baseline rules for working with others as we drive our business forward, and compliance is mandatory.

We must all live up to the standards set out in our Code and its supporting policies to ensure that High Hopes Services continues to be a company that is valued and trusted by our participants, their families and society, and for which we are all proud to work.

**ACT WITH RESPECT FOR INDIVIDUAL RIGHTS TO FREEDOM OF EXPRESSION
SELF-DETERMINATION AND DECISION MAKING RESPECT THE PRIVACY OF
PEOPLE WITH DISABILITY PROVIDE SUPPORTS AND SERVICES IN A SAFE AND
COMPETENT MANNER WITH CARE AND SKILL ACT WITH INEGRITY, HONESTY
AND TRANSPARENCY PREVENT AND RESPOND TO ALL FORMS OF
VIOLENCE NEGLECT, SEXUAL MISCONDUCT AND ABUSE
PROTECT COMPANY RESOURCES AND PROPERTY AVOID CONFLICTS OF
INTEREST**

STANDARDS OF WORK

All individuals will perform their duties as well they can and at the highest level of professional conduct. They will be accountable for their work and their interactions with others.

ACCOUNTABILITY:

- ✓ Work within the goals and objectives of the organization.
- ✓ Follow the rules, policies and procedures of the organization.
- ✓ Act within the law.
- ✓ Undertake all duties in a diligent manner.
- ✓ Not act in a way that brings them or the organisation into disrepute.

PERSONAL BEHAVIOURS:

- ✓ Work cooperatively as a member of the team.
- ✓ Support colleagues and treat everyone with respect and courtesy.
- ✓ Discuss ethical concerns with colleagues and managers.
- ✓ Project a positive image of the organization.
- ✓ Not be absent from duties without an appropriate reason.
- ✓ Maintain confidentiality.

CONFLICT OF INTEREST

All individuals have an obligation to identify and declare any and all conflicts of interest so that High Hopes Services can ensure that they do not affect the services we provide, the decisions we make or the activities we do. This is also addressed in our 'Conflicts of Interest Policy'.

THIS CONFLICT OF INTEREST POLICY REQUIRES THAT ALL STAFF:

- ✓ Act impartially and without prejudice.
- ✓ Declare any potential or actual conflict of interest.
- ✓ Do not accept gifts or benefits that would influence a decision.
- ✓ Any gifts, services, or benefits over the value of \$100 are to be registered on the gift register.

CONFIDENTIALITY AND PRIVACY

All individuals must respect and keep confidential internal matters of the organisation, and respect the privacy of others at all times. These principles are further detailed in our 'Privacy and Confidentiality Policy'

USE OF RESOURCES

All individuals must respect and protect the resources including physical, financial, technological, and intellectual property of High Hopes Services.

HIGH HOPES PERSONNEL MUST:

- ✓ Recognise the resources that belong to the organization.
- ✓ Use all work resources efficiently and only for appropriate purposes.
- ✓ Respect and safeguard the resources.

HARRASSMENT AND BULLYING

High Hopes Services has a **zero tolerance** policy for all forms of harassment and bullying. Harassment in the workplace can present itself in many forms. It can be subtle or obvious, direct or indirect.

EXAMPLES OF BEHAVIOURS NOT TOLERATED INCLUDE:

- ✓ Sexual or suggestive remarks or gestures.
- ✓ Displaying or circulating sexually suggestive, offensive or degrading/insulting material (e.g. on walls, computer screen savers, email).
- ✓ Making fun of someone, spreading rumours, and unwelcome practical jokes.
- ✓ Obscene or unsolicited telephone calls, letters, faxes or email messages.
- ✓ Invasion of personal space, unnecessary physical contact.
- ✓ Continually ignoring or dismissing someone's contribution.
- ✓ Pushing, shoving or jostling or assault.
- ✓ Threats, insults, name calling, inappropriate language.
- ✓ Creating a hostile feeling or environment, even when there are no direct attacks being made on a person.

REPORTING UNETHICAL BEHAVIOUR

If a person believes that the behaviour of any staff member, volunteer or Board/Management Committee member is unethical they must report it to High Hopes Services.

UNETHICAL BEHAVIOUR IS DEFINED AS:

- ✓ Workplace behaviour that is contrary to High Hopes Services Codes of Ethics and Conduct, or other workplace policies.
- ✓ Workplace behaviour that violates any law, or is corrupt conduct or misconduct.
- ✓ Mismanagement of resources or fraudulent behavior.
- ✓ Behaviour that creates a danger to public health or safety or the environment.

By signing below, I acknowledge that I have completely read, fully understood and agree to the contents of the High Hopes Services Code of Conduct:
