

CODE OF BEHAVIOUR FOR QUESTCARE STAFF

As a Support Worker of QuestCare I agree to:

- Act in a manner that at all times protects the human, legal and privacy rights of all clients, carers, families and guardians
- Abide by the mission and philosophy of QuestCare
- Always represent QuestCare in a positive way
- Observe all the rules of QuestCare
- Reliably attend shifts and to give at least two hours notice if needing to cancel a shift
- Always behave honestly and fairly towards clients and other QuestCare staff
- Adhere to all the accounting procedures of QuestCare, especially by using EasyEmployer
- Work in a safe and competent manner in accordance with the policies and procedures of QuestCare Community Care
- Respect the dignity and culture, values and beliefs of all individuals
- Wear suitable clothing including closed in shoes, clean and discrete shirt and trousers (or shorts)
- Not discuss confidential issues of QuestCare with people outside the organisation, regard all information provided to them by a service user as confidential and never disclose personal information to a service user
- Not take illegal drugs or consume alcohol when on duty or on the premises and not provide illegal drugs or alcohol to clients
- Not accept gifts or purchase any items from service users (except home garden produce)
- Not have sexual relationships with service users or take them to their (staff) homes or engage in a relationship with service users outside of a professional relationship. This also includes all forms of social media
- Follow any grievance procedures to try to resolve any conflicts with other staff or members of QuestCare
- Promptly alert QuestCare of any matters that may impact the quality of care provided to clients
- Not harass, discriminate or exploit in any form service users or other QuestCare staff
- Not abuse, physically, sexually or verbally, service users or other staff of QuestCare
- Not give advice to service users or diagnose the condition of a service user's health. If requested by the family as to your thoughts regarding the condition of a service user – refer them to their GP or hospital
- Not alienate service users from their family and/or other identified support people
- Treat service users with courtesy, respect and consideration, act on complaints and provide services to the best of your ability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of people with a disability

Failure to abide by the above rules may lead to dismissal from QuestCare

Signed:

..... (Employee) (Date)

..... (QuestCare Manager) (Date)