

Upcare Pty Ltd

Code of Conduct

This Code of Conduct applies to all parties who perform work for Upcare Pty Ltd and for its clients. It outlines the behaviour and conduct expected of all parties.

Throughout this Code of Conduct ‘care and support workers’ refers to individuals providing aged care and disability support services.

Code of Conduct for Care and Support Workers

Respect and dignity

* Treat care seekers with respect and dignity. This extends to the family members and representatives of care seekers.
* Provide care and support in a way that is sensitive to the culture, religion and background of the care seeker and their family members or representatives.
* Provide care and support in a safe and ethical manner, free from discrimination, harassment, abuse and exploitation.
* Ensure that consent for the care and support you are providing aligns with the NDIS Code Of Conduct and Upcare Pty Ltd’s Code Of Conduct.

Professionalism

* Act professionally and in the best interests of the Upcare Client at all times.
* Report, to the relevant authority, any concerns you may have about another care or support worker placing a client at serious risk of harm.
* Maintain any written records or notes in an accurate, timely and legible manner.
* If an adverse event occurs, take appropriate and timely action, to minimise harm to the client and any other individual involved. This may include having appropriate first aid available, contacting emergency services and reporting the event to the relevant authority.
* Maintain and update relevant competencies including police checks, qualifications, registrations.

Ethics

* Act ethically and honestly at all times when providing care and support or engaging with an Upcare client.
* Do not misinform or misrepresent regarding the services they can provide, qualifications, training or professional affiliations to any Upcare client or Upcare Pty Ltd.
* Do not provide care or support while under the influence of alcohol or unlawful substances.
* Act in a Professional and Ethical manner at all times when providing care to Upcare Clients.

Conflicts of interest and financial exploitation

* Do not financially exploit an Upcare Client. This includes accepting gifts as part of care or support arrangement, or asking any clients to give, lend or bequeath money or gifts to benefit (directly or indirectly) the care or support worker.
* Do not engage in behaviour of a sexual nature with a client.
* Do not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a client.

Health and Safety

* Provide care and support in a safe manner and with regard to any relevant standards and legislation.
* Act with due diligence with regard to all parties involved, including clients and care and support workers.

Privacy

* Keep confidential any personal and health related information of the client.
* Comply with any relevant privacy legislation around health records including the Privacy Act 1988 and any relevant state or territory legislation.

Code of Conduct for Clients

Respect and dignity

* Treat care workers with respect and dignity.
* Be sensitive to the care worker’s culture, religion and background.
* Receive care and support without discrimination, harassment, abuse and exploitation.

Ethics

* Act ethically and honestly at all times receiving care and support or engaging with Upcare staff or care workers.
* Do not receive care or support while under the influence of alcohol or unlawful substances.
* Act in accordance with the Code Of Conduct of Upcare Pty Ltd.

Conflicts of interest and financial exploitation

* Do not financially exploit the care worker. This includes offering gifts as part of care or support arrangement or asking the care worker to lend or give you money.
* Do not engage in behaviour of a sexual nature with a care worker.
* Do not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a care worker.

Health and Safety

* Act with due diligence with regard to all parties involved, including care workers. Do not ask the care worker to perform tasks that puts the health and safety of any party at risk, including the care worker and client.
* Provide the care and support workers with accurate information so that they can provide appropriate and safe care and support.
* Act with due diligence with regard to all parties involved, including care workers. Do not ask the care worker to perform tasks that puts the health and safety of any party at risk, including the care worker and client.
* Provide the care and support workers with accurate information so that they can provide appropriate and safe care and support.

Anti Poaching Clause

A contractor employee performing support work services for Upcare Ptd Ltd must not during the term of this agreement and for a further 12 months following the expiry of any agreement entice, canvass, solicit, induce or encourage an Upcare Client whether directly or indirectly to cease an Upcare clients Support Care agreement with Upcare or interfere in any way with the contractual relationship between Upcare and an Upcare client.

The Contractor acknowledges that a breach of this clause entitles Upcare Pty Ltd to a minimum of $10,000 in liquidated damages from the Contractor representing Upcare's reasonable costs in the loss of an Upcare client.

The parties acknowledge that this restraint is reasonable given the nature of Upcare's business and that Upcare may seek further injunctive relief in the event of a breach of this clause and include a claim for Loss of Income under the Australian Consumer Law and Fair Trading Act 2012.

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