



7.3. Business Standards Policy

APPROVED BY:	SMT
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POLICY STATEMENT

This policy has been developed to assist Board and Management to ensure the affairs of Bayley House are conducted in a manner that not only complies with the law but meets high ethical standards as well.

SCOPE & PURPOSE

The policy applies to all Bayley House staff members, volunteers and students, employed or engaged with Bayley House. This means any person working for Bayley House in whatever capacity, including senior management (whether full time, part time or casual).

A Bayley House workplace is described as:

- any Bayley House work premises, including the Day Service, residential premises and any other place where Bayley House requires a staff member to work;
- attendance at work functions, conferences and training programs even if they are outside normal working hours or outside the location of the primary workplace.

This policy should be read in conjunction with the:

- Bayley House and AEU Collective Agreement; and
- Bayley House and HSU Disability Services Union Collective Agreement 2006 – 2009

DEFINITIONS (if required)

Legal compliance - The Board of Directors, Chief Executive Officer and staff are required to comply with all laws in force in Australia affecting the provision of health and community services.

SMT- Senior Management Team (operational) - this refers to the senior, staff management group (operational) of Bayley House – its members include the

- CEO
- General Manager Day Programs
- General Manager Accommodation Services
- Property Manager
- Finance and Operations Manager
- External Relations Manager
- Fundraising Manager
- Human Resources Manager
- Quality Manager



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Line manager/manager- a staff's immediate superior, who oversees and has responsibility for the staff's work, as per the Organisational Chart

RESPONSIBILITIES

The CEO is responsible for ensuring the implementation of these procedures

The **relevant Senior Management Team managers** are responsible for the implementation of these procedures within their sphere of control

Line Managers/managers are responsible for ensuring the employees within their area adhere to these procedures.

PROCEDURES

7.3.1 Dress Code

Staff dress needs to be neat, clean, in good condition and appropriate. Remember that how you look affects how people perceive you, the clients and Bayley House when you are out in the community. Neat, casual clothes are acceptable in most situations and always remember that safety is paramount. This means that shoes and clothing need to be practical and appropriate for the program you are running.

To assist staff, the following is a list of inappropriate attire at Bayley House:

- Excessively tight, revealing, non-professional in appearance, length, and fit of clothing, such as:
 - Casual beach or athletic wear (such as sweat pants, stretch pants/warm up pants, and tights or leggings worn as pants)
 - Backless dresses or tops
 - Mini-skirts or skirts with high slits
 - Pants shorter than mid-calf
 - Shirts with revealing neckline, bare midriff tops, and shirts with printed messages, offensive messages, or with an offensive image printed on it
 - Spaghetti strap blouses, unless worn with a covering shirt or jacket
 - Jeans that drop below the waist line and reveal underwear
- Other items may scratch clients or may be used by a client against you causing you injury, so use common sense in what you choose to wear. Examples of dangerous items of clothing are:
 - Jewellery items such as hoop or dangling earrings which may scratch or be pulled
 - Scarves and long necklaces or anything that can be pulled around the neck

7.3.2 Protective clothing

When working with hazardous or dirty materials staff and volunteers are required to wear protective garments such as gloves, shoe covers and aprons, as provided.



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7.3.3 Interactions with the police

Outlines how staff and volunteers are to deal with police should they arrive on the Bayley House premises at any time. Where it is required, Bayley House aims to engage with the police in an effective and constructive manner.

Staff and volunteers are to direct any queries from the police about client's or fellow staff members/volunteers to their senior manager (as per the Organisational Chart) or the CEO. No individual staff member or volunteer is to represent themselves as speaking on behalf of Bayley House, without authorisation from the CEO.

7.3.4 Children in the workplace

Many staff, volunteers and students combine parenting or educational responsibilities and work and this means that there are situations in which children will be at Bayley House.

This section outlines Bayley House's approach to ensuring that staff, volunteers and students are not unfairly disadvantaged or discriminated against because of their parental responsibilities, while also ensuring that reasonable steps are taken to protect the work environment of others at Bayley House. The policy also takes into account health and safety issues associated with children being on/at Bayley House premises.

This procedure does not apply to organised activities such as open days, work experience, community service, vacation activities, regular school programs, and/or supervised visits.

For the purpose of this section, the term "children" means a person under the age of 18. The term "parent(s)" includes carers or other persons responsible for supervising children at Bayley House.

Due to flexible workplace arrangements and carers leave it is unlikely that staff would find themselves in a situation where their children would need to accompany them to work. Further for OH&S reasons it is inappropriate for staff, volunteers or students to bring children to work when they are on duty.

If a child for whom a staff member, volunteer or student has carers responsibilities is in need of care during working hours it is expected that:

- staff members will apply for carers leave in accordance with the Bayley House Leave Policy and Procedures
- volunteers and students will not attend Bayley House and will notify their manager as soon as possible

However, there are times when children are here for short periods of time, for example first thing in the morning or after school hours. Prior permission should be obtained from the relevant senior manager. Approval will generally be provided as long as the visit does not hinder the staffs/volunteers work and the child's safety can be guaranteed.

7.3.5 Management of Information

All staff agree on the signing of their Contracts of Employment to assign to Bayley House any processes, programs, designs, methods, concepts or applications that may be capable of registered design, copyright, patent or provisional specification for a patent that the staff, either individually or



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collectively with other persons associated with Bayley House, has developed, created or designed during the course of their employment with Bayley House.

Staff will not make or use information gained through their employment at Bayley House to obtain a personal gain.

7.3.6 Conflicts of interest

A conflict of interest refers to situations where a conflict arises between public duty and private interest which could influence the performance of official duties and responsibilities. A conflict of interest may arise in the discharge of a staff member's official functions or duties, including: decision-making, handling complaints, applying policy, procedures, or codes, reporting or supervising staff, clients and/or volunteers or dealing with families or the public.

Conflicts of interest generally involve opposing principles or incompatible wishes or needs. Conflicts of interest can be actual, perceived or potential. Conflicts of interest can be financial or personal and involve the interests of the member of staff or members of the staff member's family. A conflict of interest can also arise from avoiding personal losses as well as gaining personal advantage, financial or otherwise.

Members of staff must not take into account personal interests or any other irrelevant considerations as they perform and discharge their official duties.

A lack of impartiality may arise as a result of a family relationship, close friendship or enmity, whether or not financial loss or gain is involved. Members of staff should avoid situations in which private interests impact upon or may impact upon the discharge of duties as a staff of Bayley House.

Staff of Bayley House should not hold property or engage in any activities that would involve a conflict of interest.

In relation to a consultant to Bayley House or a contractor for any other services to Bayley House, a member of staff who is a decision-maker, providing a recommendation or report on any matter to a Bayley House decision-maker, administering a Bayley House account or in receipt of Bayley House funds under any form of agreement with Bayley House must disclose any financial interest that the person or a close member of the person's family has or may have in the matter.

A member of staff must:

- perform the duties impartially;
- avoid situations in which private interest, whether financial or otherwise, conflicts or might reasonably be thought to conflict with the public duty;
- disclose any potential or actual conflict of interest of a member of the immediate family;
- not solicit or accept from any person any remuneration or benefit for the discharge of duties to gain directly or indirectly a financial advantage for himself or any other person over and above the official remuneration, nor accept any gift, hospitality or concessional travel other than permitted by Bayley House;
- disclose any potential or actual conflict of interest immediately to their manager and seek direction as to what if any future involvement there should be in the matter;



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- declare any relationship when participating in decisions affecting another person with whom we have a personal relationship; and
- in cases where a conflict of interest exists or might reasonably appear to exist obtain the written authorisation of their manager to continue to discharge the duties in question or cease the duties in question until the manager has examined the matter and directed the staff member in writing about further action and duties.

Where a disclosure is made to a manager, the manager may:

- authorise in writing continuation of the involvement of the member of staff in the matter;
- require the staff to cease acting in any or all aspects of the matter;
- direct the member of staff to cease supporting or have involvement with a third party to the matter;
- direct the member of staff to cease supporting or involvement with a third party to the matter; or
- issue any other directive required to avoid the conflict of interest.

Where a manager is or may be involved in the matter and where potential or actual conflict of interest involves or may involve the manager directly or indirectly, the manager will take no action other than to immediately refer the matter to the CEO.

All managers should record in writing all reports of conflicts of interest and all directions given about handling each matter.

7.3.7 Improper payments

No staff will accept any payment from a third party, such as an agent or a consultant, in connection with the provision of goods and services to Bayley House. Examples of improper payments include, but are not limited to:

- Awarding outsourced activities for a personal advantage (eg cash “kickback” or unauthorised preferential treatment);
- Unauthorised distribution of confidential information in the possession of Bayley House for personal gain;
- Collusive tendering, that is, conspiring unfairly with others to win tender;
- Payment or receipt of secret commissions, which may be paid in money or some other form of value to the receiver and generally relate to a decision to be made by the receiver; and
- Serious conflict of interest involving a member of the board or senior executive of an entity such as; failure to disclose to the board an interest in a transaction Bayley House is about to enter.

7.3.8 Gifts and gratuities

The receipt of gifts by a staff may be construed:

- as being likely to improperly influence the conduct of the staff;
- as a means of directly or indirectly compromising the staff in their official capacity; or



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- to have occurred due to an act of undue influence on the part of the staff (especially in relation to gifts received from a client).

Consequently, for the protection of staff, clients and client's families, staff:

- may not receive monetary or other gifts, personal favours or gratuities from clients, client's families, volunteers or other people or organisations associated with the business of Bayley House:
- may not accept gifts of money in any circumstances;
- may accept unsolicited (unasked for) gifts or benefits of a nominal value if the following requirements are met:
 - the gift is less than \$50 (as a guide)
 - the gift is attached to social and cultural events (e.g. Christmas), promotional activities or visits; and
 - the acceptance poses no compromise.
 - gifts above nominal value will be gifts to Bayley House and will be recorded in the Bayley House Gifts Register.

If a staff member has any doubt in relation to a gift, direction should be sought from their manager or the CEO.

7.3.9 Revealing hazardous situations

If it is revealed, in the course of a private interaction between staff and a client that there has been, or potentially could be, harassment of, neglect, breach of duty of care towards, injury or danger to the client, staff member, third party or property, the staff member legally must inform the senior manager responsible for the relevant service that a possible hazardous situation has arisen.

7.3.10 Security of the Bayley House property and personnel.

Staff are expected to be conscious of security issues so windows and doors etc are to be locked once an activity is finished.

It is staff's responsibility to safeguard their personal belongings. Each staff member is responsible for their personal belongings. The manager or Senior manager in each department should determine an appropriate place to leave bags and belongings and advise their staff members and volunteers. It is the staff member's responsibility to ensure that any valuables are stored securely although it is preferable that any valuable items are not brought into Bayley House in the first place.

Bayley House vehicles are to be locked at all times when unattended and stored appropriately after hours.

7.3.11 Publicity and release of Bayley House information

Bayley House's aim is to engage with the media in an effective and constructive manner in order to build the Organisation's reputation and to contribute to public debate.

Information about Bayley House or its activities is not to be made available to the media in writing or verbally by any staff other than the Board or the CEO or an authorised delegate.



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No individual is to represent themselves as speaking on behalf of Bayley House without authorisation.

7.3.12 Confidentiality & Privacy

Please refer to Privacy policy

REFERENCES

	Forms:	F&O-801=Gifts Register
	References and Work Instructions:	REF-021=Bayley House Disability Services (Part 1) Collective Agreement 2008 ("AEU Agreement") (Clause 9); http://www.fwa.gov.au/documents/agreements/wpa/CAUN085059405.pdf REF-022=Bayley House and HSU Disability Services Union Collective Agreement 2006 – 2009 (HSU Agreement) (Clause 7). http://www.fwa.gov.au/documents/agreements/wpa/CAUN085021510.pdf REF-015= Organisational Chart
	Relevant policies:	This section Code of Conduct Leave Policies and Procedures Personnel Records Policy Section 3 Privacy Policy Section 8 Fraud & Corruption Policies Bayley House Code of Conduct
	Relevant Standards	QIP Governance & Management Standard 1.3
	Contact person	CEO 9982 1500 HR Manager 9982 1535