

# Macarthur Companion Services

## Code of Conduct

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*(Your logo will appear in header/footer upon export)*

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## Code of Conduct

### 1. Cover Page

#### Macarthur Companion Services

#### Code of Conduct

Professional Behaviour • Ethics • Client Respect

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### 2. Purpose

The purpose of this Code of Conduct is to outline the expected standards of behaviour for all staff, volunteers, and contractors of Macarthur Companion Services (MCS). This ensures all clients receive safe, respectful, and high-quality support.

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### 3. Policy Statement

All staff must maintain the highest standard of professionalism when representing MCS. Staff must always: - Act with honesty, integrity, and transparency - Respect the dignity, rights, and independence of all clients - Maintain professional boundaries - Protect the privacy and confidentiality of client information - Follow organisational policies and procedures - Put client wellbeing and safety first

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### 4. Scope

This Code applies to: - Employees - Support workers - Contractors - Volunteers - Students on placement

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## **5. Professional Behaviour Requirements**

### **Respect & Dignity**

Staff must: - Treat all clients equally and without discrimination - Listen actively and communicate respectfully - Honour cultural, religious, and personal preferences

### **Integrity & Honesty**

Staff must: - Be truthful in all interactions - Refrain from any form of misconduct or fraud - Report unethical behaviour immediately

### **Professional Boundaries**

Staff must not: - Share personal contact or social media details with clients - Form romantic or inappropriate relationships - Accept significant gifts or money - Provide services outside agreed duties

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## **6. Safety & Duty of Care**

Staff are required to: - Prioritise client safety at all times - Follow safe work procedures - Report hazards, risks, and incidents promptly - Not attend work under the influence of drugs or alcohol - Maintain current certifications (e.g., First Aid)

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## **7. Communication Standards**

Staff must: - Communicate clearly, professionally, and respectfully - Avoid slang, swearing, or inappropriate language - Ensure clients understand all information provided

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## **8. Confidentiality Obligations**

Staff must: - Protect client information - Discuss client matters only with authorised personnel - Adhere to the Privacy & Confidentiality Policy at all times

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## **9. Conflicts of Interest**

Staff must: - Disclose any actual, perceived, or potential conflict - Avoid personal relationships that compromise professionalism - Never use their position for personal gain

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## 10. Use of Organisation Property & Resources

Staff must: - Use equipment and resources responsibly - Protect organisational information and assets - Refrain from unauthorised copying or sharing of documents

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## 11. Breach of the Code of Conduct

Breaches may result in: - Additional training - Formal warnings - Suspension or termination - Mandatory reporting where legally required

All breaches are documented and investigated fairly.

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## 12. Staff Acknowledgement

All staff must read, understand, and sign this Code of Conduct before commencing employment.

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## 13. Header & Footer Instructions (For PDF Export)

**Header:**

*Macarthur Companion Services – Code of Conduct*  
(Logo aligned right)

**Footer:**

*Macarthur Companion Services © All Rights Reserved — Page {{page}} of {{total\_pages}}*

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Please confirm and I will continue with the next policy: **Incident Reporting Procedure.**