



Code of Conduct

Including Employee Grievance Handling Procedure

First Call Home Services Pty Ltd

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AUTHORISATION & APPROVAL

Managing Director
First Call Home Services Pty Ltd

INTRODUCTION

This Code of Conduct covers all employees of First Call Home Services Pty Ltd (“First Call”, “The Company”).

All contractors, sub-contractors and other third parties undertaking work on behalf of First Call are also expected to abide by this Code.

The objective of this Code of Conduct is to foster better working relationships and a better working environment between all employees, contractors, customers and the Company.

POLICY

Individuals covered by this Code of Conduct are expected to observe the highest standard of ethics, integrity and behaviour whilst working for First Call.

First Call takes its obligations seriously to comply with all federal, state and local government laws and regulations that apply to its business, as well as its common law obligations, and requires the same of all employees and contractors.

The following standards and examples are to be used as a guide.

Be professional in your conduct, for example by:

- Treat all people with courtesy and respect, including our customers and their homes; and fellow employees.
- Being honest and equitable in your dealings with other employees, customers and other parties.
- Engaging with customers in an appropriate and professional manner.
- Ensuring the highest standard of quality in your work.
- Not causing, through negligence or malice, a reputation for First Call of poor quality, hostility, dishonesty or incompetence.
- Not disclosing First Call’s or customer’s confidential information and acting in accordance with our Privacy & Confidentiality requirements.

Maintain the highest ethical standards, for example by:

- Disqualifying yourself from dealings where you have a conflict of interest.
- Using First Call’s time (work time), computer systems and applications, information or equipment only for company-related activities and not for private or personal gain.
- Ensuring company funds and property are not misappropriated (including Company petty cash and trade accounts, e.g., Bunnings account).
- Keeping honest, transparent, and accurate ongoing records (including timesheets, calls, emails, and photographs) in the regular course of work, and especially in incidents involving complaints, harassment or property damage, or dealings where such incidents may arise.
- Complying with all federal, state or local government laws that apply to First Call Home Services, as well as company policy as may be issued or updated from time to time and report any suspected breaches to a Manager.

Examples of **acceptable** behaviour that First Call encourages among all team members:

- Providing as much notice as possible for unplanned absences from work.
- Working calmly through incidents to achieve equitable resolutions for all parties instead of becoming hostile or evasive
- Admitting fault when it exists.
- Reporting concerns regarding customer or Participant wellbeing.
- Adequately preparing for any planned work, for example, by not being under the influence of drugs or alcohol and being well-rested.
- Complying with all Company policies as required.
- Making constructive criticisms and recommendations directly to the Company in an appropriate manner to improve operations in all areas of the business.

Examples of **unacceptable** behaviour that First Call **does not permit** among team members:

- Failing to attend to any agreed work without prior notice.
- Publicly disclosing private matters or engaging in inappropriate conduct involving the Company, its customers, employees, or contractors, including on social media platforms.
- Inappropriate usage of social media (e.g., accepting a friend request from an existing or previous customer, or posting information or photos on social media).
- Engaging in any personal or financial transaction with a customer (e.g., selling a vehicle, asking for a loan, accepting money from a customer or having a customer pay for personal expenses).
- Accepting any gift from a customer at any time (e.g., money or items of value).
- Taking advantage of a customer offer of support (e.g., staying at a customer's home, asking or accepting a donation).
- Engaging in any form of **bullying, harassment, sexual harassment** or disrespectful behaviour towards customers, employees, or managers.
- Having non-employees attend at a work site or a customer's home without approval from the Managing Director.
- Taking more than an appropriate number of breaks during paid work time.
- Failing to communicate issues with supervisors or managers.
- Failing to respond to business-related communications (emails, calls, text messages) in a reasonable timeframe during business hours.
- Making or taking excessive personal calls during scheduled customer visits.
- Breaching privacy and confidentiality requirements by discussing customer or Participant-related matters with other customers, Participants, or external parties (except where required by law).

The following laws and policy areas have relevance to our business:

- Equal opportunity;
- Bullying and harassment;
- Trade practices;
- NDIS legislation, regulations and Code.
- Workplace health and safety; and
- Copyright.

MANAGER RESPONSIBILITIES

Managers and supervisors have the responsibility to execute their managerial and supervisory duties with fairness and to gather information from a variety of sources before making judgement or decisions.

As a Manager or Supervisor, you should also ensure that you:

- Act professionally and as a role model for all employees in the workplace;
- Make rational decisions and remain objective;
- Promote a team spirit, and culture of open communication, amongst all employees;
- Provide reasonable notice and detail when instructing employees, contractors and/or customers, and attempt to account for any foreseeable misunderstandings;
- Maintain confidentiality when conducting investigations into employee, customer and/or contractor grievances; and
- Follow an appropriate process when counselling and disciplining employees and/or contractors.

NDIS CODE OF CONDUCT

The NDIS Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

GUIDANCE

If you are unsure about this Code, or have a question, you should discuss with a Supervisor, Business Support Team or the Managing Director.

Managing Director	Phone: (07) 3708 1060
Business Support Team	Phone: (07) 3708 1060

DISCIPLINARY ACTION

Appropriate disciplinary action, up to and including summary dismissal may be taken against individuals found to be in breach of this Code.

ACCEPTANCE

With respect to the Company's **Code of Conduct**, I / We hereby confirm the following:

- I / We have read and understand the terms of the **Code of Conduct**;
- I / We have had the opportunity to request from a Manager, any clarification required to confirm my/our understanding of the **Code of Conduct**;
- I / We confirm that I have read and understand the details of the **NDIS Code of Conduct** and agree to comply with its terms and requirements.
- I / We agree that this Code forms part of my engagement with First Call Home Services Pty Ltd.

Printed Name: _____

Signature: _____

Date: _____

Once signed, please return this document by:

- Completing the online signature form (via a link you have received from the Company);
- emailing a signed version to team@firstcallhomeservices.com.au or
- sending an SMS of the signed version to the **Managing Director**

EMPLOYEE GRIEVANCE HANDLING PROCEDURE

The below outlines the basic procedure for raising a staff grievance and how such matters will be reviewed by the Company.

The goal of the Company's Grievance Handling Procedure is to provide an opportunity for matters to be resolved informally with mutual respect towards all parties.

The Company supports your right to address any individual problems and grievances that are workplace-related by following the appropriate procedure. While these matters will be treated with the utmost confidentiality, it is also important that you also maintain confidentiality to avoid idle gossip and disruption in the workplace.

As part of this Procedure and Policy, the Company may undertake investigation activities. If an investigation reveals that a concern is a valid one, action may be taken depending on the nature of the concern. Those actions may include disciplinary action against the person to whom the concern is directed. If the investigation is inconclusive, First Call may nevertheless act as considered appropriate.

Informal Process

- Step 1: Discuss the matter with your Direct Supervisor or Member of the Business Support Team, in the first instance and provide them with 3 business days to resolve the matter (unless urgent in nature).
- Step 2: If the matter is not resolved in the first instance, you should escalate the concern/grievance to the Customer Service Manager (or their delegate). They will review the matter and respond within 3 business days.

If you are unhappy with the outcome, or the matter cannot be resolved to the mutual satisfaction of all parties, you may raise the matter again following a formal process.

Formal Process

- Step 3: You should raise the matter with the Managing Director for consideration and discussion. You should be prepared for this discussion with appropriate background information and details regarding your concerns.
- This discussion can take place by phone to provide an opportunity for clarification. You may be asked to formalise your concerns in writing or by email.
- Step 4: The Managing Director, or another person at their direction, may undertake further investigation if deemed appropriate by the Managing Director.
- Step 5: The Managing Director, on behalf of the Company, will make a final determination over the related matters. The Managing Director's determination is final and must be followed by all parties.