



POLICY – Provider Code of Conduct (Policy 1901)

Issue Date: April 2019

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Introduction

This policy seeks to clearly articulate the standards of behaviour and expectations held by the business, our clients and stakeholders with respect to our employed or contracted service providers.

Policy

This Code of Conduct requires employees and/or contractors who deliver dietetic services 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 all our clients,
- provide dietetic 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 services provided,
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of clients, particularly those with a disability, and
- take all reasonable steps to prevent and respond to sexual misconduct.

Breach of Policy

Should employees and/or contractors not follow this Code of Conduct, any or all of the following actions may be taken by the Partners (Help Yourself). They may:

- Be required to formally apologise to clients or stakeholders,
- Receive a formal warning from the Partners,
- Participate in a Performance Management process,
- In severe cases, have their employment or contract terminated.