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# Eighty9 Limited and its wholly owned subsidiaries Status Works Pty Ltd and Allied Services Worldwide Pty Ltd

## **ETHICAL BEHAVIOUR CODE OF CONDUCT**

Eighty9 Limited and its wholly owned subsidiaries Status Works Pty Ltd and Allied Services Worldwide Pty Ltd, collectively and hereinafter referred to as “the Organisation” has been a highly respected provider of Federal and State government social services programs for over 30 years. We enjoy an outstanding reputation with government agencies, employers, clients and the wider community.

The Organisation is extremely proud of its reputation and culture, and insists on ethical behaviour from all Responsible Persons, employees and volunteers of the Organisation, hereinafter referred to as “our people”. This is particularly important for those who have contact with our job seekers, course participants, employers and other key stakeholders, for you are the public representatives of the Organisation.

This code is issued as a guide to the expected conduct and behaviour of our people. The four ethical behaviours expected by the Organisation are:

- Respect
- Professionalism
- Integrity
- Accountability

### **Respect**

**Our people act in a manner that communicates respect for the people we deal with. This means we:**

- Act in the interests of our clients. Their well-being is our primary concern and we respect their individual human rights
- Are sensitive in exercising our authority and power in relation to clients
- Avoid actions that, having regards to context, could be reasonably perceived as demeaning to clients
- Show sensitivity to the circumstances of all people regardless of their ethnicity, gender, sexual preference, physical or mental disability, religion or age
- Refer to clients and others impartially in written reports, records and case notes, using neutral descriptions and observations. We do not use subjective opinion, unless this is an opinion from a qualified professional such as a Social Worker or Psychologist, in which case it must be noted as such
- Protect client privacy and ensure confidentiality in accessing and handling information and records.
- Treat all people of the Organisation in a courteous, polite and thoughtful manner.

## **Professionalism**

**Our people demonstrate professional conduct in our work. This means we:**

- Undertake all tasks with genuine purpose and honesty
- Maintain professional etiquette and act ethically at all times
- Act within our knowledge and skills in the delivery of services and offering of advice. We do not provide services that we are not qualified to deliver
- Do not provide services that are not required by the contract we are delivering unless authorised by management
- Maintain clear boundaries between our professional and personal relationships, avoiding personal relationship with clients while maintaining respectful and friendly acknowledgement of them as persons. This commitment recognises the dangers of the possible exploitation of clients
- Do not personally provide services, including allied health services, Transition to Work, DES or any training and assessment services to friends or family members, as this is a conflict of interest
- Seek immediate advice from our Manager if we become aware that personal friends or family are being offered any service, including allied health services, Transition to Work, DES or any training and assessment services at any of our Organisation's site, as this may lead to a conflict of interest
- Take the safety of our people seriously and we immediately report any threatening behaviour or incident to our Manager.

## **Integrity**

**Our people demonstrate integrity in our work. This means we:**

- Act honestly and impartially, and we act with consistency to avoid discrimination or bias; whether real or perceived; towards clients
- Make our knowledge and skills fully available to those clients we assist, without using this knowledge as a source of illicit power and control
- Conduct ourselves in a manner that demonstrates that we are reliable, and we act reliably on those commitments and promises we make
- Understand the importance of, and ensure, the Organisation's intellectual property is kept confidential and secure. Intellectual Property is not to be released to external persons or agencies, nor retained by our people when employment ceases.

## **Accountability**

**Our people acknowledge our accountability for the quality of the services we offer. This means we:**

- Execute our roles and responsibilities with integrity and a high degree of professionalism taking complete ownerships of all duties assigned
- Encourage client feedback and inform clients of their rights, including our complaints procedure
- Follow the relevant legal and contractual requirements, and the regulations governing the services we provide
- Immediately report any breach of regulations or lapse in service provision to our manager.

Approved by: Gary Hatwell

Signature:



Date: 1/7/2023