

CODE OF CONDUCT

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1. Code of Conduct

Five Good Friends is committed to providing the highest standards of respect, dignity, choice, control and safety in the provision of services and all associated activities for our Members and their families and communities, employees, helpers, contractors and volunteers. Our Code of Conduct provides a clear understanding of the behaviour expected at all times and guides us in our responsibilities, decisions and actions.


The Co-founders, Directors and Management are committed to upholding this standard and leading by example.

- You will always act in the best interest of our Members, providing a high-quality service and strive to meet Members' expectations at all times. Always act in the best interest of our Helpers to empower and enable them to provide the best service possible.
- You will be kind, caring and consideration in your approach.
- You will be respectful, honest and truthful in all interactions.
- You will be reliable and trustworthy and proactive in improving all persons' experience of the Five Good Friends offering.
- You will be positive, interested and engaged whilst providing services.
- You will empower Members, encourage independence, choice and control and be respectful of their choices and decisions.
- You will be truthful in how you represent your skills, attributes and abilities associated with the provision of services for Members.
- You will comply with professional and legal codes relevant to the provision of services.
- You will fully comply with all requirements expected by Five Good Friends including relevant checks and will notify Five Good Friends of any change to your ability to provide services.
- You will always be in a fit state to perform services expected of you to the best of your ability.
- You will maintain privacy and act to protect the rights of all persons and maintain the dignity of Members in the provision of services.
- You will participate in training and development to enhance your skills and

- share knowledge with others.
- You will treat others justly and fairly, regardless of cultural, religious and or other beliefs.
- You will maintain relationships with all persons which are professional and friendly whilst recognising and respecting boundaries aligned to your responsibilities.
- You will promote Five Good Friends positively in all your dealings.
- You will be conscientious, efficient, courteous and effective in all your engagements with others.
- You will comply with all policies, work, health and safety regulations and always act within the responsibilities and scope of your role.
- You will maintain all and keep current the necessary skills, qualifications and licensing requirements relevant to your role.
- You will dress in a manner that is professional, tidy and appropriate for your role.
- You will agree to obtain a medical clearance when there is a possibility of an injury or condition that may affect your ability to do your role.
- You will comply with policies and directions in the use of Five Good Friends App including the security of the mobile device.

2. Authorisation and Contacts

Code of Conduct 1.1	
Policy number: FGF205	Date adopted: 20 December 2016
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others	

Director: Simon Lockyer	Signature: 
Date Authorised: 20 Dec 16	Next Review Date: Dec 2018
Endorsed by: Head of Care and Member Services	