

Code of Conduct

Gold Coast Tamborine Cleaning

Thank you for joining our team. This Code of Conduct outlines the values, behaviours, and expectations that guide how we work — with each other, our clients, and the broader community.

Our work often brings us into people's homes — including NDIS participants, elderly residents, and vulnerable individuals. Professionalism, discretion, and respect are essential.

1. Respect and Client Interaction

- Always treat clients with dignity and kindness
- Respect personal boundaries and preferences
- Do not comment on a client's appearance, health, or circumstances
- Never enter a client's home unless invited or pre-arranged
- Avoid discussing personal topics or beliefs with clients
- Keep all client information confidential — both during and after your employment

2. Presentation and Professionalism

- Arrive on time, in clean work clothes and closed-in shoes
- Use polite, respectful language at all times
- Do not use your mobile phone for personal reasons while on the job
- Smoking or vaping on-site or in client areas is strictly prohibited
- Always work calmly, even under pressure or when things go wrong

3. Health & Safety

- Follow all safe work procedures and use PPE correctly
- Immediately report any hazards, near misses, or incidents
- Never work beyond your physical capacity — ask for help when needed
- Use equipment only as instructed
- If you feel unwell or unfit for work, contact your supervisor before attending site

4. Legal & Compliance Requirements

You are expected to comply with all relevant laws and policies, including:

- NDIS Code of Conduct
 - Act with respect for individual rights
 - Deliver services competently and safely
 - Prevent abuse, neglect, and exploitation

- Aged Care Code of Conduct (where applicable)
 - Promote independence, privacy, and choice
 - Treat all clients fairly and without discrimination

- Serious Incident Response Scheme (SIRS)
 - Immediately report any suspected abuse, unsafe behaviour, or misconduct

- Centacare Contractor Requirements
 - Maintain current police checks and ID
 - Provide clear communication, respect confidentiality, and operate safely
 - Adhere to invoicing and conduct policies outlined in the Centacare Contractor Handbook

- Mandatory All Staff Training (MAST – QLD Government)
 - Work ethically and safely
 - Maintain appropriate boundaries with students, minors, or vulnerable persons
 - Never communicate with clients via personal social media or text messaging
 - Never use restrictive practices or inappropriate physical contact

5. Breach of Conduct

Any behaviour that puts clients, the public, or our business at risk may result in:

- Immediate termination of work
- Formal reporting to Centacare, NDIS Commission, or relevant authority
- Removal from future scheduling

Acknowledgement

I confirm I have read and understood the Gold Coast Tamborine Cleaning Code of Conduct. I agree to follow the standards above and acknowledge that failure to do so may result in disciplinary action or termination.

Full Name: _____

Signature: _____

Date: _____