



Code of Conduct

What you can expect from our staff.



What is a Code of Conduct?

It is a set of rules that tells staff how to behave at work.

What this means for you

Staff are expected to follow these rules.



Respect

Staff should treat you with dignity, listen to you, value your choices and support your goals.

What this means for you

You should feel respected and included.



Safety

Staff must work safely, report concerns, act honestly and follow the law.

What this means for you

You have the right to feel safe.



Doing the job properly

Staff should follow your support plan, provide agreed supports and only do work they are trained to do.

What this means for you

You should receive quality support.



Honesty and privacy

Staff must tell the truth, protect your privacy and must not take your money or belongings.

What this means for you

You should be able to trust your workers.



Speak up

You can ask questions, give feedback, raise a concern, complain or ask for an advocate.

What this means for you

Your voice matters.



Contact us

Contact Emily's Hope if you have a question, concern or complaint.

What this means for you

(07) 3155 6559 | (07) 4426 8700