

This Code of Conduct applies to all parties who have connected through the Careseekers platform for the purpose of providing and receiving care and support for themselves or a third party. It outlines the behaviour and conduct expected of all parties.

Throughout this Code of Conduct 'care and support workers' refers to individuals providing care and disability support. 'Care seekers' refers to individuals receiving care and support.

Code of Conduct for Care and Support Workers

Respect and dignity

- Treat care seekers with respect and dignity. This extends to the family members and representatives of care seekers.
- Provide care and support in a way that is sensitive to the culture, religion and background of the care seeker and their family members or representatives.
- Provide care and support in a safe and ethical manner, free from discrimination, harassment, abuse and exploitation.
- Ensure that consent for the care and support you are providing has been lawfully obtained from the care seeker, or their representative.

Professionalism

- Act professionally and in the best interests of the care seeker at all times.
- Report, to the relevant authority, any concerns you may have about another care or support worker placing a care seeker at serious risk of harm.
- Maintain any written records or notes in an accurate, timely and legible manner.
- If an adverse event occurs, take appropriate and timely action, to minimise harm to the care seeker and any other individual involved. This may include having appropriate first aid available, contacting emergency services and reporting the event to the relevant authority.
- Maintain and update relevant competencies including police checks, qualifications, registrations.

Ethics

- Act ethically and honestly at all times when providing care and support or engaging with a care seeker of the Careseekers platform.
- Do not misinform or misrepresent regarding the services they can provide, qualifications, training or professional affiliations to care seekers or on the Careseekers platform.
- Do not provide care or support to care workers while under the influence of alcohol or unlawful substances.
- Act in accordance with the terms and conditions of the Careseekers platform.

Conflicts of interest and financial exploitation

- Do not financially exploit the care seeker. This includes accepting gifts as part of care or support arrangement, or asking care seekers to give, lend or bequeath money or gifts to benefit (directly or indirectly) the care or support worker.

- Do not engage in behaviour of a sexual nature with a care seeker.
- Do not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a care seeker.

Health and Safety

- Provide care and support in a safe manner and with regard to any relevant standards and legislation.
- Act with due diligence with regard to all parties involved, including care seekers and care and support workers.

Privacy

- Keep confidential any personal and health related information of the care seeker.
- Comply with any relevant privacy legislation around health records including the Privacy Act 1988 (Cth) and any relevant state or territory legislation.

Code of Conduct for Care Seekers

Respect and dignity

- Treat care workers with respect and dignity.
- Be sensitive to the care worker's culture, religion and background.
- Receive care and support without discrimination, harassment, abuse and exploitation.

Ethics

- Act ethically and honestly at all times receiving care and support or engaging with the Careseekers platform or care workers.
- Act in accordance with the terms and conditions of the Careseekers platform.

Conflicts of interest and financial exploitation

- Do not financially exploit the care worker. This includes offering gifts as part of care or support arrangement or asking the care worker to lend or give you money.
- Do not engage in behaviour of a sexual nature with a care worker.
- Do not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a care worker.

Health and Safety

- Act with due diligence with regard to all parties involved, including care workers. Do not ask the care worker to perform tasks that puts the health and safety of any party at risk, including the care worker and care seeker.
- Provide the care and support workers with accurate information so that they can provide appropriate and safe care and support.