



## **POLICY – Provider Code of Conduct (Policy 1901)**

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Issue Date: April 2022

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### **Introduction**

This policy seeks to clearly articulate the standards of behaviour and expectations held by the business, our clients and stakeholders with respect to our employed or contracted service providers.

### **Policy**

This Code of Conduct requires employees and/or contractors who deliver dietetic services to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions,
- respect the privacy of all our clients,
- provide dietetic services in a safe and competent manner with care and skill,
- act with integrity, honesty, and transparency,
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of services provided,
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of clients, particularly those with a disability, and
- take all reasonable steps to prevent and respond to sexual misconduct.

### **Breach of Policy**

Should employees and/or contractors not follow this Code of Conduct, any or all of the following actions may be taken by the Partners (Help Yourself). They may:

- Be required to formally apologise to clients or stakeholders,
- Receive a formal warning from the Partners,
- Participate in a Performance Management process,
- In severe cases, have their employment or contract terminated.