

The Rise Code of Conduct (the Code) guides us in our commitment to working with the people that we support and the community, to help people live a great life. The Code includes statements and guidelines describing the professional conduct and practices we uphold.

Professional conduct refers to how we behave whilst performing our work at Rise. We maintain high levels of integrity and accountability as we make a positive difference in the lives of the people we support and our colleagues.

The Code aims to ensure that we:

- conduct ourselves both personally and professionally in a manner that upholds Rise's values and reputation
- act ethically, legally and responsibly
- are accountable for our actions
- uphold the rights and choices of people we support
- embrace diversity

The Code applies to all Rise staff and underpins and complements other Rise policies, procedures and guidelines. The Code supports our adherence to regulatory and quality standards.

Together we can create communities that shine.

Our Vision

Celebrating people.

Our Purpose

Helping people live a great life.

Our Values

Our values always drive what we do and how we do it.

Integrity: We do the right thing

Respect: We listen and trust

Welcoming: We offer a place to belong

Optimism: We are hopeful and confident

Our Governance

Rise is governed by an experienced Board of Directors elected for their strategic and professional skills to assist the organisation in achieving its objectives. The Board is supported by a strong leadership team with many decades of diverse experience.

Integrity: We do the right thing.

We are acting with integrity when we:

- follow through on our commitments
- take responsibility for our actions
- speak out against dishonest behaviour, bullying, harassment, discrimination or other inappropriate behaviours
- act with care and diligence
- do the right thing, even when no one is watching

Respect: We listen and trust.

We are respectful when we:

- treat each other with courtesy, politeness, and kindness, and value other people's rights and choices, aspirations and individuality
- encourage our colleagues to express their opinions and ideas
- listen to what others have to say before expressing our own viewpoint
- use peoples' ideas to change or improve work and give credit where it is due
- are inclusive, value others and accept their differences and strengths
- recognise the efforts and achievements of others
- consider our impact on others

Welcoming: We offer a place to belong.

We are welcoming when we:

- introduce ourselves and greet people with courtesy
- treat everyone with respect
- practice active listening
- offer to assist when someone appears to need a helping hand
- ask others about themselves with interest
- make information easily accessible in a variety of formats for a variety of audiences
- give everyone an equal opportunity to express themselves

Optimism: We are hopeful and confident.

We are optimistic when we:

- develop and maintain a positive attitude
- consider the glass half full
- think that things have a way of working out for the best
- maintain hope for ourselves and everyone we interact with
- are flexible according to the circumstances
- use our sense of humour to help us through difficult times
- focus on the present rather than worrying about the past or future

Our responsibilities to the people we support

We share a unique relationship with the people we support and others due to the nature of our role. In supporting individuals, we will:

- maintain a professional working relationship to safeguard the dignity and choices of individuals by:
 - being non-judgmental and impartial
 - being non-discriminatory
 - providing timely and useful information
 - being friendly but not seeking to be or acting as the individuals' 'friend'
- maintain personal integrity
- recognise the values, individuality and dignity of all individuals supported by Rise
- adhere to the Privacy Policy

Our responsibilities to each other

Working together in a collaborative and supportive way delivers better quality services for the people we support. Together we will:

- provide loyalty and support to each other where this does not contradict the principles of the Code
- develop a working environment where trust, respect, dignity, integrity, courtesy and fairness can be maintained
- be open and consider new and different ideas put forward
- share knowledge, skills, resources, experiences and insights with colleagues
- hold each other to account for our behaviour and actions, speaking up if something is not right
- be prepared to think and work as a team member for the benefit of the people we support, and our organisation
- uphold the privacy and confidentiality of co-worker's personal information
- always act with honesty, integrity and professionalism

Our responsibilities to Rise

We have a responsibility to disclose to Rise any reasons that may prevent the application of principles contained in this document. We will:

- undertake the duties and responsibilities outlined in our position description
- publicly and privately support Rise's values and its policies and procedures
- not use social media platforms to disparage Rise or publicly criticise
- ensure the protection of Rise's business interests, including corporate opportunities and confidential information
- not speak to the media unless requested by the Chairperson or CEO
- use appropriate channels to express criticism
- inform our line manager or their manager on matters of personal or financial interest and conflict of interest
- disclose employment with another organisation to the relevant senior manager
- act honestly and in good faith
- be reliable in our attendance at work

- undertake no unapproved activities for personal gain
- undertake the giving and receiving of gifts and hospitality under the conditions set out in the Gift policy

What happens if I do not adhere to the Rise Code of Conduct?

If my conduct falls below the standards outlined in the Code, my line manager will provide support to assist me to meet the requirements. If my conduct is significantly below the standards, this may be considered misconduct and disciplinary action may be taken.

Inappropriate conduct includes, but is not limited to:

- abusive, derogatory, or obscene language
- a financial relationship with a client or colleague that benefits an employee
- providing advice to a client on financial matters
- offering or providing services that create a conflict of interest
- non-disclosure of a personal relationship that creates, or has the potential to create, a conflict of interest
- providing services which the employee does not have the appropriate skills and/or training, or authorisation to do
- any form of physical violence
- insensitive jokes and pranks
- interfering with or damaging property of Rise, colleagues, the people we support or the public
- inappropriate behaviour of a sexual nature, including uninvited advances or body contact, jokes, and comments on appearance
- display of offensive materials
- inappropriate criticism of colleagues and/or Rise
- dishonest behaviour
- not following reasonable and lawful instruction
- inappropriate or excessive use of mobile phones for personal use whilst supporting people
- inappropriate standard of dress or personal hygiene
- being under the influence of alcohol or illicit drugs while at work