

## SECTION 1: ORGANISATIONAL OVERVIEW

### PURPOSE

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Our purpose is to enhance our client's quality of life by developing their employment potential. We find the right job for jobseekers and the right staff for businesses.

Our purpose was developed to visually define our commitment to:

- Positive contribution to our community
- Exceptional customer service
- Enhance careers and opportunities of our people
- Provide positive and innovative solutions for our customers
- Positive attitudes both internally and externally.

### CODE OF PRACTICE

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#### CORE VALUES

- The core values of the organisation are:
- Co-operation
- Moral Integrity
- Trust
- Financial prudence
- Caring for customers both internal and external
- Social responsibility

The core values give rise to the following principles, which are expressed in our Code of Ethics, and duties to stakeholders contained within this document.

#### CODE OF ETHICS

Our organisation will

- Give precedence to the interest of their customers
- Be willing to support customers in their search for solutions to their problems
- Ensure that we educate our clients and staff in relevant aspects of service delivery
- Co-operate with each division
- Act with honesty and integrity

- Act lawfully within the spirit of the law
- Act within the spirit of justice and equity
- Avoid unfair discrimination
- Conduct operations efficiently and effectively
- Strive to achieve an excellent quality of service
- Honour commitments made in good faith
- Engender a climate of mutual respect between divisions, staff and organisational members
- Earn high levels of trust from divisions, staff and members
- Act in the best interest of the organisation

## DUTY OF STAKEHOLDERS

Stakeholders are all those who have an interest in what our organisation does. Each group represents a particular relationship. The responsibilities or duties implied by these relationships are expressed in the following.

In our dealings with external customers we will:

- Extend to external customers a sense of belonging
- Be conscious of the need to protect their confidentiality
- Provide them with accurate and relevant information regarding our organisation
- Ensure all external customers have access to our services
- Seek to minimize external customers exposure to risks
- Act with prudence and in the long term interest of clients.

## THE ORGANISATION AND ITS STAFF

Whether organisational or divisional, there are reciprocal duties between the organisation, its division and their staff. These duties include:

### For the organisation to

- Keep staff informed and to consult them where relevant
- Extend respect and courtesy to staff provide a professional, safe and rewarding working environment
- Value staff
- Act with integrity
- Act co-operatively
- Be loyal to staff members
- Insist upon compliance with relevant legislation

- Provide staff with appropriate training and development
- Require staff to act ethically
- Apply the principles of equal employment opportunity

#### **For the staff to the organisation**

- Respect confidences
- Be loyal to the organisation
- Act in the best interests of the organisation and its members
- Act with integrity
- Act co-operatively
- Act ethically

### **THE GENERAL COMMUNITY**

There are stakeholders in the general community to which our organisation has duties.

#### **With regard to government and regulatory bodies**

- Strive for a professional and constructive relationship
- Be open and frank in communications
- Demonstrate expert knowledge of our industry sector and its markets
- Facilitate consultation
- Make governments aware of the organisations policies on relevant issues

#### **With regard to the wider community**

- Maintain and justify an image of professionalism
- Create avenues for the development of social commitment
- Support the principles of equal opportunity
- Provide the community with adequate explanation of the organisations philosophy and values
- Educate the community

### **ORGANISATIONAL STAKEHOLDERS**

JCAL will undertake a partnership approach with its stakeholders in order to develop an effective and sustainable service system which supports people with a disability.

Prime stakeholders include:

- Existing and potential clients;
- Families, carers, guardians and advocates;

- Employees of JCAL;
- Commonwealth, State and local government agencies;
- JCAL trading customers, including contractors and suppliers;
- Other disability employment service providers;
- Indigenous, cultural and CALD support organisations;
- Mainstream community organisations;
- Peak bodies; and;
- Special interest groups.

JCAL employs a structured approach to consultation involving the regular exchange of information at several levels, examples include:

- Existing and potential clients, families, careers, advocates:
- Case meetings,
- Focus and reference groups,
- Newsletters, brochures and booklets,
- Surveys,
- Employees (Including contractors and suppliers where relevant).
- Induction process
- Appraisal process;
- Newsletters, brochures,
- Staff meetings,
- Other service providers, indigenous, Cultural and Linguistically Diverse (CALD) community groups Commonwealth, State and Local government Agencies, peak bodies.
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- Interagency meetings;
- regional forums, reference groups and focus groups; and,
- Seminars and conferences.