

Our coaches are an integral part of the Everyday Champions family, and we feel lucky to have them!

Every moment our coaches are part of the Everyday Champions family is a chance to make a big difference in the lives of people with a disability and the community we all live in.

But being part of the Everyday Champions team is a BIG responsibility. So it's super important we make sure we're always acting ethically and in the best interests of our clients, the people in their life and the broader community.

To help steer our staff and volunteers in the right direction, we have a Code of Conduct. No matter who we are or what our role is, we all measure ourselves against the Code of Conduct and are accountable to it.

We're guided by our vision

Our vision is the reason why we exist, which is *"to inspire people with a disability to live a great life and do our bit to build a healthier, happier, more understanding and inclusive community."*

Our commitments

1. **We will give our clients 100% at all times.** This means being professional, being on time, and making every minute of every hour of every shift count. No babysitting, no killing time, no checking our social media, no sending personal text messages, no ignoring our clients.
2. **We will always act in the best interests of our clients.** This means making decisions based on what is best for our clients and the community, not for our own personal interest or benefit.
3. **We will live and breathe the attitude that 'anything is possible'.** This means being open minded, creative, solution focused and willing to be flexible to achieve the outcomes our clients want to achieve. This means never saying we can't do something, just figuring out how we can do something.
4. **We will be positive role models at all times.** This means being up front and honest, never tolerating any form of harassment or bullying, taking responsibility for our actions at all times (especially when dealing with people under 18 years of age), and never behaving in a way that may bring ourselves, our clients or Everyday Champions into disrepute.

5. **We will show we genuinely care about our clients.** This means taking a real interest in their health and wellbeing, and being patient, understanding and supportive when anyone is or feels sick, injured or is undergoing stress, behavioural or emotional issues.
6. **We will relate to our clients based on their abilities, not their 'disability'.** This means we will never identify any person by their disability. We will identify them by their name and by the roles they play in society - like athlete, worker, motivator, public speaker, family member, friend and colleague.
7. **We will take a person first approach.** This means adopting the attitude that all people with disability are valuable, contributing members of society who have something to offer because of (not in spite of) their unique strengths, interests, abilities, networks and life experiences.
8. **We will recognise that people with disability have exactly the same rights as everyone else.** This means the right to make their own decisions, to be free to live the life they choose, and to have the same rights and freedoms as any other member of the community.
9. **We will actively encourage choice and control.** This means making sure people with disability have the right to choice and control about who supports them and how their supports and services are delivered.
10. **We will respect our clients' confidentiality and privacy.** This means making sure any sensitive personal records and information remain confidential and never disclosing any information, in any format, without first seeking permission from the individual.

So what if there's a breach?

At Everyday Champions, we speak up! Complaints and feedback help us improve the services we provide. So we actively encourage our coaches, clients, families, supporters and even members of the public to report any suspected breaches of this Code of Conduct.

All reports and complaints will be 100% confidential. Everyone will be given the benefit of the doubt, but all allegations will be investigated in a timely manner. If a breach of the Code of Conduct is confirmed, we might have to take disciplinary action.

You can find out more about complaints and feedback in our Complaints and Feedback Policy.

Close enough is not good enough

As part of our team, we expect all staff and volunteers to fully commit to this Code of Conduct, understanding the repercussions of breaching it, or being aware of any breaches of it and not saying or doing anything.