

1. POLICY STATEMENT

1.1 The code of conduct (code) relates to Southern Cross Care (SCC) and operates in conjunction with other policies relating to minimum standards of behaviour and conduct, including but not limited to the contract of employment or contract for services.

1.2 All workplace participants are responsible for ensuring that our standards of conduct are followed. Each workplace participant has a responsibility to understand and comply with this code. Workplace participants must seek guidance when a situation is not clear, and report all known or suspected violations of the code to their Manager, People and Culture or the CE. Management will investigate and resolve any issues reported in relation to this code.

1.3 This code is to assist workplace participants in how to act and perform their duties and responsibilities. It provides guidance on working with our values, handling confidential information, avoiding conflict and discriminatory behaviour including bullying and harassment.

2. COMMENCEMENT OF POLICY

2.1 This code will commence from 24 October 2016. It replaces all other codes of conduct of SCC.

3. SCOPE

3.1 The code applies to all employees, volunteers, agents and contractors (including temporary contractors) of SCC, collectively referred to as 'workplace participants'.

4. PURPOSE

4.1 SCC recognises the importance of a work environment which actively promotes best practice. The purpose of this code is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management and the general public.

4.2 SCC expects all workplace participants to observe the standards set out in this code. Compliance with this code is expected and non-compliance may result in disciplinary action including the termination of employment or contract for services.

5. THE CODE REQUIREMENTS

5.1 All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with SCC.

5.2 Workplace participants should implement the policies of the organisation whether they approve of those policies or not. Should an extreme situation arise in which a workplace participant is, in conscience, at variance with a given policy, then that person should discuss the matter either with their Manager or People and Culture. Constructive feedback is always welcome and all workplace participants are encouraged to voice their opinions and provide constructive feedback to assist SCC grow as an organisation.

5.3 Workplace participants are expected to:

- (a) While on duty, give their whole time and attention to ensuring that their work is carried out efficiently, economically, effectively and safely, and that their standard of work reflects favourably on themselves and on the organisation.
- (b) Conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing SCC.
- (c) Comply with all laws, policies, procedures, rules, regulations and contracts.
- (d) Comply with external governing bodies' regulations and standards.
- (e) Comply with all lawful and reasonable verbal or written directions from SCC or a person authorised to give direction on behalf of SCC. Workplace participants shall follow any lawful direction given by a person having the authority to make or give such direction.
- (f) Observe the strictest practices of honesty and integrity.
- (g) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- (h) Keep salary, hourly rate and employment conditions completely confidential and not discuss with co-workers, ex-employees, residents or clients.
- (i) Display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensuring their appearance is neat and tidy.
- (j) Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- (k) Promptly report any violations of law, ethical principles, policies and this code.
- (l) Maintain punctuality and attendance. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- (m) Not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons, they should advise their manager well in advance.
- (n) SCC has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon SCC in its relationships with customers, clients, suppliers, and the general public at large, and may possibly call the workplace participant's fitness for continued employment or to provide services into question.
- (o) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- (p) Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by SCC in the interests of work health and safety.
- (q) Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of SCC. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed.

- (r) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance or bring the organisation into disrepute.
- (s) Workplace participants must not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or SCC's reputation.
- (t) Respect SCC's ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information.
- (u) Maintain during their employment or engagement with SCC and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with SCC.
- (v) While employed at SCC, not accept any other employment that is in conflict with your position at SCC.
- (w) Not make any unauthorised statements to the media about SCC's business (requests for media statements should be referred to the Marketing Manager).
- (x) Do not fight verbally or physically in the workplace. Workplace participants will use non-violent strategies to minimise potentially violent incidents. Assault is a criminal activity, and any proven cases of assault will be viewed as such by SCC, with the police being involved as appropriate.
- (y) Sexual relationships, of any kind, between staff and residents or consumers are prohibited. Such conduct may constitute grounds for summary dismissal.
- (z) Do not use inappropriate language in the workplace.
- (aa) Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol. If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- (bb) Do not smoke during working hours unless it is during prescribed breaks and within designated areas.
- (cc) Workplace participants may not actively solicit private consultations, private fees, gratuities or other remuneration for professional work from persons who are entitled to receive the services through SCC.
- (dd) Workplace participants may neither give nor receive any remuneration for referring residents or consumers to other professionals for professional services.
- (ee) At no time should Workplace participants buy goods from or sell goods to, or for, a resident or consumer. Workplace participants should not accept gifts from consumers of SCC without approval of their supervisor.
- (ff) Under no circumstances should private telephone numbers, addresses or any personal details of any workplace participant or anyone else connected with SCC be given to a resident, consumer or any other people contacting SCC, unless otherwise instructed or approved by their manager.
- (gg) Adhere to the HEART values of SCC, being honesty, empathy, acceptance, respect and teamwork.

- (hh) Not make false declaration in connection with employment.
- (ii) Not make false or vexatious claims or allegations against other workplace participants.
- (jj) At no time, post any social media posts, cryptic or specific, regarding SCC, its residents or clients, or referencing any workplace participants. Any cryptic posts will be interpreted based on reasonable interpretation and may result in disciplinary action, including termination of employment.
- (kk) Report any knowledge of fraud, breach of law or concealed practice which affects SCC or SCC workplace participants.
- (ll) Seek guidance when a situation is not clear.

6. CONFIDENTIALITY

- 6.1 Information about individuals using the service and staff and volunteers working at SCC will remain private and confidential at all times. Such information may only be used by staff in connection with the performance of their role with and duties for SCC.
- 6.2 Information obtained in counselling relationships, or evaluative data concerning individuals may be communicated only for professional purposes and only to persons legitimately concerned with the case management plan, upon consent of the individual. Any information presented during medical examinations shall also be treated as private and confidential by those staff and volunteers attending such meetings. The individual must also give consent for SCC staff to access information about them from an external source.
- 6.3 These principles of confidentiality must be maintained at all times except in those circumstances when not to do so is required by law, such as when staff or a volunteer is subpoenaed to attend court, or an individual's file is subpoenaed, or in situations when maintaining confidentiality would result in clear danger to an individual.
- 6.4 Information about SCC and its' business partners, residents, volunteers, consumers or staff must not be released without authorisation. Information can only be used in dealings between SCC and its residents or consumers for purposes required by employment with SCC.
- 6.5 Media or public comment on SCC can only be made by staff that are authorised to do so.
- 6.6 When employment is severed with SCC, staff must continue to keep confidential the information which was gained during employment with SCC. Staff cannot pass on confidential information about SCC, its' business partners, residents, consumers or staff. This extends to staff that leave to join competitors of SCC.
- 6.7 Trade secrets will be protected from disclosure and misuse including services, business and financial information, proprietary.
- 6.8 All computer data created, received, or transmitted using SCC resources is the property of SCC and is not to be considered the private information of the user.

7. RESIDENTS AND CONSUMERS

- 7.1 Staff and volunteers must avoid entering into inappropriate relationships at SCC with people with whom they already have a personal relationship e.g. Friends, relatives. Staff are expected to declare any conflict of interest that may impair professional judgement so that it does not result in any unfair advantage or disadvantage to residents and/or consumers, staff or other organisations. If a person is known personally to a staff member and volunteer or becomes a SCC resident and/or consumer, the staff and volunteer or should immediately inform the supervisor of the duality of roles and discuss strategies for managing the situation.
- 7.2 The relationship between SCC staff and its residents and consumers is a professional relationship. Staff should not initiate or maintain any contact with any resident or consumer outside of rostered hours without the full knowledge of the manager. It is unacceptable for any resident or consumer of SCC to spend time at the homes of staff.
- 7.3 Physical contact with a resident or consumer should be guided by the nature of the professional relationship between the staff and volunteers and the resident or consumer. As a general guide, staff are to avoid any physical contact. If contact is required, due consideration should be given to the possible impact the contact may have on the consumer and how the consumer may construe the contact both at the time and in the future.
- 7.4 Not to witness or sign paperwork for or on behalf of a resident or consumer.

8. ISSUES FOR MANAGERS AND SUPERVISORS

- 8.1 Managers and supervisors should:
- (a) Promote a team spirit.
 - (b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
 - (c) Avoid bias in decision making.
 - (d) Ensure compliance with SCC's procedures when carrying out counselling and discipline.
 - (e) Exercise objectivity when administering rewards or discipline.
 - (f) Not condone, permit, or fail to report any breaches of the code as outlined above by workplace participants under their supervision.

9. BREACHES OF THIS CODE

- 9.1 A breach of this code may lead to disciplinary action including, but not limited to, termination of employment or services.

10. VARIATIONS

- 10.1 SCC reserves the right to vary, replace or terminate this code from time to time.

This policy does not form part of the employment contract. SCC reserves the right to vary, replace or terminate this policy from time to time.