

Code of Conduct And Ethics



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Introduction

Dear all,

At Beloved Care Services, we enable people living with disability, to pursue the life they choose. To do this we help create opportunities for independence; whatever that means for each individual customer. This is a role I take to heart and one I am sure you do too.

Beloved Care Services Code of Conduct and Ethics (the Code) sets the expectations for how we live and breathe our values and meet our aims and responsibilities as a disability services provider. Sometimes doing the right thing can be difficult but the values that underpin our business are something that we all have to work hard to protect.

Our Code provides a practical set of requirements to help you make decisions in your day-to-day work, whatever you do and wherever you do it. It also outlines what is expected of you and your rights while you are working at Beloved care services.

The Code applies to everyone – staff, employees, volunteers, work experience placements, managers, Directors of Beloved and contractors – and sets a clear standard of what we expect of you in all your Beloved-related activities. Because not every situation is covered in the Code, it is important that we follow the spirit of the document, not just the words. When in doubt, ask your manager or one of the contacts listed throughout the Code for guidance.

If you know of, or suspect, any breaches of this Code, I expect you to bring your concerns to the attention of your supervisor, manager, a member of the HR or Executive teams or myself. If you prefer, you can report concerns anonymously through the See Something, Say Something hotline, either online or at the numbers listed at the back of the Code or through the Whistleblowers Procedure. You can expect Beloved to investigate the matter and protect you from any form of retaliation when you report a concern honestly and in good faith.

Thank you for your continued dedication to Beloved Care and your commitment to making a difference in the lives of people living with disability. Because we act ethically in all areas of our work, we can take pride in what we do and in our reputation as a service provider.

By conducting ourselves and carrying out our roles in a professional and ethical manner at all times, we are reflecting our values, and the expectations outlined in the Code of Conduct and Ethics. This will help us create a positive organisational culture and result in a professional, safe and healthy work environment and positive outcomes for our customers.

Mangala Mirage Ratnayake

Chief Executive Officer

1.0 Administering This Code

We commit to this Code and its ongoing review

Each of us reads and commits to the Code when we begin work in or with our business. We are also required to review and accept this code and to maintain knowledge on what is expected at Beloved Care.

You are expected to participate in training on the Code throughout your employment/appointment and will be asked to acknowledge your understanding and commitment to the expectations outlined in this document. Specific roles and appointments may have detailed requirements on how frequently the Code needs to be reviewed and reacknowledged.

The Chair of the Governance and Nominations Committee will instigate a review of the Code on behalf of the Board on an annual basis and specific requirements to acknowledge changes will follow this review.

We understand there are consequences for breaching this Code or Beloved Care services policies and procedures.

Beloved Care takes its commitment to the Code very seriously. Breaches of the Code may lead to disciplinary action which may include termination of your employment/ appointment. Not following a policy or procedure referred to in this Code will also be treated as a breach of this Code.

If you break the law, you may also be held personally and criminally liable for your actions.

We report breaches of this Code or related policies / procedures

If you identify a breach or potential breach of this Code, you must immediately report it to your supervisor, manager, a member of the HR or Executive teams or the CEO.

You can also report your concerns anonymously through the See Something Say Something hotline or you can use the Whistleblowers Procedure.

Beloved Care will address any grievance, issue or concern in a thorough, confidential and efficient manner.

Breaches of the Code are taken seriously, and staff are assured that no victimisation or retribution will be tolerated against them when they are communicating a genuine organisational concern, making a complaint or helping to resolve an issue. Anyone concerned about retaliation should raise the matter with a member of the HR or Executive teams

2.0 Our Responsibilities

We understand our responsibilities under this Code

Our Code applies to behaviours, activities and practices both during your day-to-day work and when you are representing Beloved Care at functions, in the community and at out of hours activities which may impact Beloved Care and its reputation. It applies to everyone working in or with our business.

By agreeing to work or volunteer for Beloved Care, you are agreeing to abide by the spirit and letter of this Code.

This Code should be read in conjunction with other relevant Beloved Care policies and procedures, as they might change from time to time. This will help you fully understand all your responsibilities.

Supervisors and managers must take all reasonable steps to ensure that anyone reporting to them understands this Code and complies with it at all times.

Our Code sets the standards of conduct you can expect from Beloved Care and those we can expect from you

Together with our values, our Code is part of all decisions that we make, and guides how we act, conduct ourselves, communicate and carry out our work with Beloved Care.

This Code helps us understand the kinds of activities that are appropriate and are expected of us, and the kind of activities that are not acceptable in our organisation.

Don't assume questionable activities are okay just because they haven't been mentioned in the Code

How to make the right/good decisions

If you are confronted with a situation or an issue and are unsure of its appropriateness, you should:

- Stop before you act and consider how to approach the situation.
- Think whether the action is consistent with our Values and our Code.
- Ask for help if you are unsure.

The following questions can help you to decide if an activity is right/a good decision:
Does it seem right?

- Is it consistent with our values?
- Is it safe and in line with our health and safety standards?
- Is it in line with our policies, standards and procedures?

- Is it fair?
- Is it legal?
- Does it align with Beloved Care Customer Promise?
- Would my behaviour or decision be supported by my team members?
- Would I be comfortable telling my family member, work colleagues or friend to make the same decision?
- Would I feel okay if I read about it in the newspaper or saw it on the news?
- Would other people at Beloved Care, our customers or their families, feel okay if they read about it in the newspaper?

If the answer to any of these questions is ‘no’, don’t proceed. You may be facing a situation or considering behaviours that may be in breach of the Code and should seek further advice or guidance from your supervisor, manager or a member of the HR or Executive teams before taking any further action.

If it doesn’t feel right, then it probably isn’t. It is each person’s responsibility to ensure they act in a manner that is consistent with this Code.

It is important to remember that breaches of this Code can result in disciplinary action up to and including the termination of employment.

On behalf of the Board, the Executive team is responsible for putting the Code into practice throughout Beloved Care and ensuring that behaviours and actions meet the expectations outlined in this Code.

If you know of, or suspect, any breaches of this Code, you are expected to bring your concerns to the attention of your supervisor, manager, a member of the HR or Executive teams or the CEO.

You can also report concerns through See Something, Say Something hotline or by using the Whistleblowers Procedure.

We always act consistent with our values

Our Code is underpinned by the Beloved Care Values. The Beloved Care Values represent what our organisation stands for and provide a basis for appropriate standards of behaviour.

As a values-driven organisation, you are expected to go beyond simply complying with minimum standards of personal conduct. The goal is to make every decision and every action something that everyone at Beloved Care can be proud of.

Our actions and decisions are guided by our core beliefs and Values. At Beloved Care we:

- **Share a Passion for People** - We are fully committed to supporting, encouraging and empowering our customers, staff and volunteers to be what they truly can be and have empathy for every individual circumstance.
- **Are Customer Driven** - We are responsive to the needs, values and aspirations of our customers, their families, our colleagues and the community. We build our organisation around the customer experience.

We have the optimism and drive to lead from anywhere. We push ourselves to reach new heights and to step out of our comfort zone.

- **Accountability we take responsibility for our actions** - We are active listeners, ensuring we clearly understand, and act upon what we hear. We create an environment of open, honest, two-way communication, respect others' ideas and opinions and the different ways in which individuals communicate.
- **Teamwork we work together for better results** - We are team players. We cooperate and align our efforts to fulfil our purpose and achieve the highest level of customer satisfaction. We are pathfinders and creative in our solutions. We build effective relationships to achieve positive outcomes for all.
- **Integrity we behave ethically** - We are open and transparent.
- **Community** – We care about our community and we operate safely.
- **Initiative** - We lead the way, and we act decisively in a timely manner

3.0 Our Conduct under the Law

We obey all applicable laws, rules and regulations

We follow the applicable laws, rules and regulations that apply to our business in everything we do. Nothing justifies unlawful behaviours or practices within our business.

Breaking the law is never okay, even if your intent is for the good of the organisation, customer or individual.

Not knowing the law is no excuse for breaking it. Familiarize yourself with, and follow, all the laws, rules and regulations that apply to your job. Be alert to unlawful practices and make sure you act ethically and legally.

Check with your supervisor or manager if you don't know the laws, rules and regulations that apply to your job.

We are open and honest in our dealings with all organisations

When dealing with other organisations including state and federal government authorities, you must always act in an honest manner. Ensure that all information that is provided is accurate and appropriate for its purpose and that all representations made comply with all applicable laws and regulations.

We keep full and accurate records and reports about our business and services

We keep accurate and complete records to meet our service, legal and financial obligations and to manage our business.

If you have any responsibility for creating or keeping records, ensure they are accurate and complete, and that you follow the corporate procedures relevant to your job. Never falsely record information about Beloved's services, assets, employees, customers or hide information about assets, liabilities, funding or expenses.

All Beloved taxation, accounting, insurance, payroll, financial and legal matters must be documented and recorded accurately in a timely manner. Beloved is committed to collecting this information in an efficient, value-adding manner which ensures compliance with legislation and will ensure sound business decisions are made.

3.0 Our Conduct within Beloved Care Services

Safety and quality of service are a top priority

We are all accountable for safety and the delivery of high-quality supports to customers. No job is so important that we can't take the time to do it safely. We have safe and healthy workplaces and always look for ways to improve.

It is important that you take care in every aspect of your job to help ensure we can all stay safe at work. It is everyone's responsibility - including contractors, suppliers and visitors - to be aware of and comply with our safety and health standards, procedures and practices.

Refer to our *Occupational Safety and Health (OSH) Policy and Quality Policy* for the standards we follow on workplace safety and health and quality of service delivery.

Do:

- Report any injuries to staff or customers, incidents, near misses or hazards to your supervisor or manager immediately.
- Follow all safety rules and regulations.
- Ensure that you only come to work if you are fit and well enough to carry out your full responsibilities.
- Contribute to a safe environment by making sure you are never under the influence of alcohol or drugs at work or when travelling to and from work.
- Conduct risk assessments on all new or changed activities to ensure you keep yourself and customers safe.
- Make sure that you complete all formal reports or documentation required within the set timeframes.
- Actively participate in any reviews of incidents.
- Give your full commitment and skill to the provision of supports to customers.
- Look for opportunities to increase your skills and knowledge in supporting customers.
- Use our Employee Assistance Program (EAP); it is part of our commitment to health and wellbeing.

Ask for support and guidance if you are unsure of what to do.

If you consider a task unsafe or see someone doing something unsafe, please stop and report it immediately.

Report any actual or potential safety or health risks you discover at work to your

supervisor, manager or the OSH team. You can also report your concerns through the See Something, Say Something hotline if you're uncomfortable speaking to someone at Beloved Care directly, or if you wish to report your concerns anonymously.

If you are in a role that supports Beloved Care's customers, you are also expected to create and maintain a safe environment for our customers. In some instances, this will mean taking additional steps to ensure children in your care are provided with an environment that is safe for their unique needs.

It is also important that all support provided to customers is delivered to the highest standard. This is a key commitment.

we give to our customers, so if you are unsure of whether a service meets quality expectations please speak to your supervisor or manager.

Refer to our *Quality Management System* for more information on providing quality customer support.

We treat everyone with respect and dignity and create an inclusive environment for everyone

We all have the right to work in a place that encourages equal opportunity and doesn't allow for discrimination, harassment or bullying. This means we must all co-operate, understand and respect each other and the differences we bring to our work.

At Beloved Care, our commitment is to enabling people living with disability to pursue the life they choose.

You must treat others fairly, regardless of disability, gender, sexual orientation, family status, pregnancy, family responsibilities, race, impairment, political and religious conviction, and age or gender history. The principles of equal opportunity and inclusion need to be upheld in all aspects of our business.

Our customers also have the right to be treated with respect and dignity. When supporting customers you must ensure you protect their right to freedom of expression,

self-determination and decision-making lawfully. This means that it is important to listen and let our customers determine what is right for them.

It also important to ensure professional boundaries are maintained when supporting customers.

Refer to our Respect in the Workplace Policy for more information on what to do to create a respectful and supportive environment for everyone.

We report and respond to concerns of violence, abuse, exploitation, sexual misconduct and neglect

People living with a disability are more likely to be the victims of violence, abuse, exploitation, sexual misconduct and neglect than people without a disability. At Beloved Care, you will play an important role in creating a supportive and respectful environment for people living with disability.

If you see or suspect that a customer is, or may be a victim of violence, exploitation, sexual misconduct or abuse, you are required to report it immediately to your supervisor, manager, a member of the HR or Executive teams or the CEO. It must also be reported as an incident through our incident management Quality Safety Risk reporting system (QSR). You can also report your concerns through the See Something, Say Something hotline after an incident is lodged in the QSR.

Refer to our *Quality Management System* for the standards we follow to deliver safe, quality services to customers.

We protect confidential information and use information and records properly

As part of your work, you may learn confidential information about our staff, employees, customers, volunteers or our organisation. We are always required to maintain the confidentiality of this information except when it has stopped being confidential (other than as a result of you breaching your obligation of confidentiality), we have permission to disclose it, or if it is required to be disclosed by law.

Do:

- Make sure you understand confidentiality requirements as they relate to your role.
- Keep all records in a confidential way (eg. in locked cupboards and electronically with secured access).
- Respect and protect the personal information and privacy of others: staff, employees, customers, volunteers, suppliers and students.
- Understand what rights customers, staff and employees have in relation to their records and your obligations around these records.
- Only collect and keep information that is allowed by law and necessary to operate our business.
- Only access records that are relevant to your role.

Refer to our Privacy Management Manual and our Records Management Manual for more information

We obtain authorisation before releasing information

Only those staff authorised to release Beloved Care information can do so. If you are an authorised person, then you must ensure that the information is factually correct and meets Beloved Care legal obligations.

If you are unsure whether you are authorised to release information, you are responsible for confirming this with your manager or supervisor before releasing any information.

Never:

- Share any confidential information that you know about, due to working at Beloved Care, with anyone from outside the organisation unless you are authorised to do so.
- Make statements to the media in Beloved Care name without appropriate permission. Allow unauthorised people access to confidential information.

- Share information from a staff member or employee’s personnel file unless you are authorised to do so. Personnel files are available only to appropriate people on a ‘need-to-know’ basis and in compliance with applicable laws.
- Access customer information without appropriate approval. Specifically, unless you have approval, you may not view the file of a customer you are not providing services to or, if it is a customer you are providing services to, you may only do so if it is necessary for the provision of those services.
- Share information about a customer where they have not given their consent to do so.
- Use any confidential information you receive due to working at Beloved Care for your own personal benefit or the benefit of your friends or family.

As part of our work we may receive confidential information about other people or organisations. Be aware that you might have obligations regarding this confidential information. For example, there may be a confidentiality agreement that restricts what we can do with the information we receive.

Make sure you check with your supervisor, manager, or a member of the Governance, HR or Executive teams about what information can be disclosed and to whom it can be disclosed, inside and outside of Beloved Care.

We take action to prevent, identify and respond to fraud, corruption and dishonest behaviour

Fraud happens when someone acts dishonestly to make money illegally or to get an unfair advantage. Examples of dishonest behaviour include stealing, forgery, bribery, identity theft, misuse of assets, taking kickbacks and making false reports.

Corruption occurs when there is an offer, or acceptance, or provision, of anything of value, directly or indirectly, to influence action or inaction, where without this influence the action or inaction would not normally occur.

Under no circumstances may anyone employed or engaged at Beloved Care directly or indirectly offer, request, provide or accept any monetary reward, services, gifts, hospitality, entertainment, products or any other similar items, for the receipt or provision of any business information or guidance, or contract award or amendment, from any organisation, or their employees, which may have an affiliation with Beloved Care.

At Beloved Care we do not tolerate fraud, corruption and dishonest behaviour in any form towards anyone within or external to, our organisation.

We are each responsible for identifying and preventing this behaviour. Report any suspected such behaviour to your supervisor or manager. If this creates a conflict for you or you feel uncomfortable, contact a member of the HR or Executive teams including the CEO, or you can report your concerns anonymously through the See Something, Say Something hotline or follow the Whistleblowers Procedure.

You're protected from any form of punishment or retaliation when you honestly report suspected cases of fraud or dishonest behaviour.

Refer to our *Whistleblower Policy* for more information.

We protect and properly use property belonging to Beloved Care and our customers

We protect Beloved Care property and use it efficiently because theft, carelessness and waste can damage Beloved Care and impact the service and supports provided to our customers.

We also protect and properly use property owned by our customers.

Do:

- Use Beloved Care's property appropriately and with permission.
- Take care whenever you use property belonging to Beloved Care or a customer.
- Immediately report all property damage to your supervisor or manager, no matter how minor.
- Get permission from your supervisor or manager before using company property for anything other than official company business.
- Immediately notify your supervisor, manager or a member of the HR or Executives teams if you notice any unusual or suspicious activity.

We use Beloved Care assets and resources for the benefit of our customers and organisation. If you have control of or access to, funds, assets, equipment, property or goods, you are accountable for them. This means you have a responsibility to safeguard and use Beloved Care's property properly and use it correctly and with the appropriate authority.

Refer to the Customer Property Procedure to ensure correct management of Customer Property.

We use our computer systems, email and internet appropriately

Our computer systems, email, and internet are for business use. Some personal use is okay as long as it's outside of business hours and does not interfere with Beloved Care business.

The information you view and share – whether for business or personal use – must be appropriate, respectful and according to our rules at all times.

When using social media on behalf of the organisation, using Beloved Care name on social media or accessing and commenting on Beloved Care social media pages, it is your responsibility to ensure you comply with company policies and never bring Beloved Care into disrepute.

Beloved Care will periodically monitor the use of systems, email, social media and the internet to ensure systems remain up to date and that all activity complies with our policies.

Don't:

- Email confidential Beloved Care information to anyone else without permission from your supervisor or manager.
- Share or access confidential information relating to staff or customers that isn't directly related to your role.
- Access inappropriate content on emails or the internet.
- Misuse social media or make disparaging comments about Beloved Care.
- Open emails or click on links that look suspicious – if in doubt please contact the ICT team for advice.
- Install software onto your work computer without permission from your supervisor/manager and the ICT team.
- Let anyone else use your password at work.
- Take any action that undermines the integrity of our data and systems.

Refer to our ICT Electronic Communications Policy for more information.

4.0 Our Conduct with Customers, Partners, Contractors, Suppliers

We act fairly, honestly and respectfully in all dealings

Beloved Care success depends on our relationships with customers, partners, funders, contractors, suppliers and competitors. These external relationships can be damaged if we don't deal with people fairly, honestly and respectfully.

Never take advantage of anyone through any kind of unfair practice. Examples of unfair practices include manipulating or hiding information or twisting the facts.

It is expected that you continually support and protect Beloved Care's reputation in your dealings, both inside and outside of the organisation, and never do anything that will cause Beloved Care public embarrassment or bring Beloved Care into disrepute.

Beloved Care expects that our customers, partners and suppliers follow standards of conduct consistent with ours.

We do our job to the best of our ability each day

Beloved Care values its customers, families and carers and is committed to establishing long term relationships by enabling them to live the life they choose. We do this by delivering high quality, professional support and advice each day.

During your time with Beloved Care, it is expected that you will look for opportunities to maintain and improve skills and experience related to your role.

It is expected that all staff, employees, volunteers, work experience placements and directors carry out their duties with a high degree of care and diligence at all times and bring the full benefit of knowledge, skills and qualifications to the job each day.

It is expected that we all contribute to practices that lead to good governance and look for ways to reduce risk and ineffective activities in all aspects of our roles.

Our customers have the right to expect quality, ethical support in each and every interaction. You are required to undertake all duties for customers with care and diligence and ensure dealings are ethical, professional and lawful.

You are also responsible for taking immediate action if you see behaviour towards staff, employees or customers which does not meet our service and support expectations. You should report your concerns to your immediate supervisor or anonymously through the See Something Say Something hotline or by using the Whistleblowers Procedure.

We only give and accept modest gifts and invitations in the spirit of business courtesy and relationship management

You may only give to, or accept gifts and invitations from, organisations or people who deal with Beloved Care if the gifts:

- Do not influence, have the potential, or are perceived to influence how you carry out your job
- Are appropriate for the occasion and have been disclosed to your line manager
- Are not cash
- Are of a modest value (ie. less than \$50 in value)
- Do not violate any applicable laws

Do not violate this code or any other policy or procedure of the organisation.

Check with your supervisor or manager if you're unsure about whether you should give or receive a gift.

If you receive a gift, you are required to contact your supervisor or manager and arrange to have the gift listed on the Gift Register. By doing this, we help to prevent conflict of interest and any inappropriate behaviour.

Refer to our Conflict of Interest Policy for more information.

4.0 Key Contacts

If you are looking for advice, or you know or suspect any violations of this code, you should first consider speaking to your supervisor or manager. If you are not comfortable doing this or you are not satisfied with the response you receive, there are several other ways to report your concerns.

Frequently Used Ways

Supervisor/ Manager

Please refer to Directory of Services Operations Manage
Please refer to Directory of Services HR Team
feedback@belovedcareservices.com.au or (08) 9256 4486

Governance and Risk Manager

(08) 9256 4486

Executive Team

Please contact Beloved Care Services team.

(08) 9256 4486 to confidentially speak to a member of the Executive team.