



Code of Conduct Policy

Policy number	PO-02-03-09
Policy application	Service Providers
Authorisation	General Manager – Service Delivery Partnerships
Policy issue	21/12/2022
Policy review	21/12/2025

Policy Overview

This policy is designed to ensure Care Connect complies with all relevant legislation and funding requirements regarding the safety and wellbeing of clients and personnel. This policy defines the obligation of the Service Provider when they are engaged to support Care Connect clients in line with the Aged Care Quality and Safety Commission Amendment (Code of Conduct and Banning Orders) Rules 2022.
<https://www.legislation.gov.au/Details/F2022L01457>

Policy Description

The purpose of the Service Provider Code of Conduct Policy is to prescribe the conduct required by Service Providers to deliver the high ethical and moral standards expected and to promote safe, effective, personal and connected services to our clients.

Service Providers employees must in the course of their engagement:

1. Act impartially;
2. Act with integrity including avoiding conflicts of interest;
3. Act without engaging in abuse, exploitation, harassment or neglect;
4. Accept accountability for results;
5. Provide responsive service.

The Code of Conduct distinguishes all areas where conduct and responsible behaviour is required.



Scope

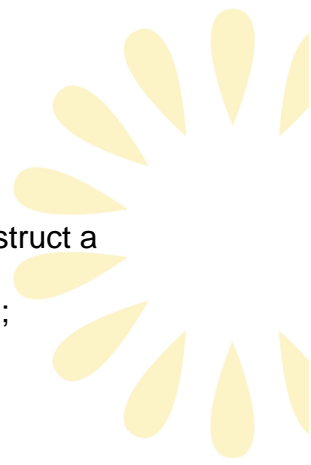
This Code of Conduct applies to the following people or groups of people appointed by the Service Provider:

- All people employed directly (whether full, part-time, casual or fixed term);
- All volunteers;
- All work experience students (including trainees and apprentices) or similar arrangement under an official work placement;
- All contractors or consultants (including contractors or consultants engaged through an employment agency).

Expectations

Care Connect expects a high standard of personal conduct and professionalism from its Service Providers. In line with our zero tolerance for abuse of any kind, all Service Providers and its employees are expected to:

- Act at all times with integrity, honesty, transparency, ethically and with courtesy towards the client
- Act in a way that treats people with dignity and respect, and values their diversity
- Act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions
- Have and comply with a written Conflict of Interest Policy (or equivalent) that ensures timely disclosure of any actual or potential conflict of interest;
- Not engage in fraud, corruption, unethical conduct;
- Not engage in sexual harassment or harassment of any kind;
- Not discriminate, disadvantage, vilify or victimize someone due to their racial background, religion, age, gender, marital status, pregnancy or disability;
- Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct
- Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct
- Provide a culturally safe environment;
- Provide care, supports and services in a safe and competent manner, with care and skill
- Act, and be seen to act, properly and in accordance with the requirements of all relevant State and Commonwealth legislation;
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services



- Not impose their own beliefs and values on a Care Connect client nor obstruct a client's legal rights;
- Not counsel a Care Connect client unless qualified and engaged to do so;

- Not offer gifts or benefits to Care Connect employees or its clients;
- Not misuse alcohol, drugs or other substances when at work or engaged in work related activities;
- Respect professional relationship boundaries around the development of personal relationships with clients, or others with which they have a professional standing, and/or where there is a power in-balance in the professional relationship; be mindful of appropriate levels of personal information sharing.
- Act with respect for the privacy of people
- *Not engage in, provide or be involved in the provision of aged care if registered with a banning order from The Aged Care Quality and Safety Commissioner

*The Aged Care Quality and Safety Commissioner may take several actions if someone breaches the Code. A banning order may apply in the Commission's most serious enforcement action which could stop or restrict a person from engaging in, providing or being involved in the provision of aged care.

The Commissioner will also maintain a publicly available register of individuals who have had these banning orders made against them, so that they can be identified and prevented from working for other providers.

Applicable Legislation

- Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Racial Hatred Act 1995 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Anti-Discrimination Act 1977 (NSW)
- Anti-Discrimination Act 1991 (Qld)
- Racial and Religious Tolerance Act 2001 (Vic)
- Corporations Act 2001 (Cth)
- Disability Services Act 2006 (Vic)
- Aged Care Act 1996 (Cth)



Associated Documents

Document ID	Document Name
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Reference Documents

Document Name
https://www.legislation.gov.au/Details/F2022L01457

Definitions

Abuse - is a violation of a person's human rights and has a number of forms such as financial abuse, emotional abuse, physical abuse, sexual abuse and neglect.

Corruption - dishonest activity in which a director, executive manager, manager, employee or contractor of an entity acts contrary to the interests of the entity and abuses his/her position of trust in order to achieve some personal gain or advantage for him or herself or for another person or entity.

Employee - for the purpose of this policy, employees are considered persons either paid or unpaid (e.g. volunteers) engaged by the Service Provider.

Fraud - dishonest activity causing actual or potential financial loss to any person or entity including theft of moneys or other property by employees or persons external to the entity and where deception is used at the time, immediately before or immediately following the activity. This also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a non-business purpose or the improper use of information or position for financial benefit.

A **gift** or **benefit** is defined as something that has a monetary value or worth, or other advantage or privilege derived as a result of business related relationship with Care Connect.