

# Code of Conduct

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## Purpose

Cawarra Residential recognises the importance of a work environment which actively promotes best practice and is committed to ensuring employees work together to achieve its mission, vision and values. The purpose of this Code of Conduct ('Code') is to describe the standards of behaviour and conduct expected from all employees in their dealings with clients, customers, suppliers, co-workers, volunteers, management and the general public.

The Company expects all employees 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.

## Scope

This Code applies to all employees, directors, agents, volunteers and contractors (including temporary contractors) of the Company collectively referred to as 'employees'.

This Code does not form part of any person's contract of employment. Nor does it form part of any other employee's contract for services.

## Our Vision

Human Potential, Realised.

We look past obstacles and focus on what is possible. Our vision does not prescribe any specific outcomes as we recognise that there is no one right answer, that every individual is unique.

## Our Mission

Our mission is to uphold human rights and create change in individual lives and the community, ensuring economic and social inclusion, lifelong education, access to safe homes and health care

## Our Values

Our values support our organisation's vision and shape our culture. Chosen universally by our people, they are reflected in everything we do. They are who we are.

- Explore.** We are curious. We explore possibilities. We explore potential. We question boundaries and barriers. We are not followers – we are leaders.
- Belong.** Communities matter. We belong to teams. We belong to Cawarra Residential's community. We belong in the communities we support. We offer clients a place to belong.
- Connect.** Relationships build trust. We connect with each other. We connect with what we're working towards. We connect with our clients and their families. We connect with partners and the community. We connect with data and stories.
- Learn.** We never stop learning. We learn from each other. We learn from our failings. We share what we learn with others.

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## Our Pillars of Practice

<i>We are Inclusive.</i>	We respect diversity and learn from all individuals. We are open to new ideas and ways of doing things.
<i>We are Person-Focused.</i>	We focus on what people can do by understanding and valuing the choices people make in their own lives.
<i>We Build Connections.</i>	We support people with opportunities and pathways for connection.
<i>We are Adaptive.</i>	We encourage and support people to live more fully in their chosen environments.
<i>We Are Responsive.</i>	We are proactive and responsive to understanding a client's needs. We involve people in supported decision making and solution-focused thinking, in pursuit of their goals.

## The Code Requirements

As representatives of Cawarra Residential, all employees are expected to 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 employee can be perceived as representing Cawarra Residential:

- (a) Comply with all lawful and reasonable directions from the Company.
- (b) Comply with all laws and Cawarra Residential policies, procedures, guides, rules, regulations and contracts.
- (c) Always display the appropriate image of professionalism and be courteous, honest and fair in dealings with all individuals.
- (d) Be truthful in all dealings with persons encountered at the workplace. Employees must not make false or misleading declarations during the performance of their duties or when providing services on behalf of Cawarra Residential. 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. This includes failure to comply with reporting requirements and falsifying records and other documents.
- (e) Maintain punctuality. If an employee is late or cannot report for work, they are to notify Cawarra Residential in accordance with notification requirements.
- (f) Do not use work time for private gain. If an employee is required to leave the work premises for personal reasons, they should seek approval from their Manager well in advance.
- (g) Do not fight or use inappropriate language in the workplace.
- (h) Do not gamble when performing your role or while on any Cawarra Residential premises.
- (i) Do not smoke during working hours unless it is during prescribed breaks and within designated areas or off Cawarra Residential premises.
- (j) 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 (e.g., if you have ingested or otherwise

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taken drugs or alcohol the night before or in the period leading up to your next work period). If an employee is taking prescription medication, they must inform their manager at the commencement of their working day. Employees 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.

- (k) Treat clients, customers, 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.
- (l) Not engage in a sexual or improper personal relationship (including close personal relationship) with clients and/or client representatives/relatives.
- (m) Take all reasonable steps to avoid any conflict of interest and disclose any actual or potential conflicts of interest and withdraw self immediately from the situation giving rise to the conflict.
- (n) Outside work (full time, part time, casual, contract) must not be undertaken by an employee where it may cause a conflict of interest with Cawarra Residential duties. An employee who is already involved in or considering outside employment or contract work that relates to the business of Cawarra Residential or that might conflict with their role or duties must notify their direct report who will consult with and seek approval from the Chief Executive Officer. The outside employment or business will not be given approval if it:
  - ? Conflicts with the employee's role within Cawarra Residential
  - ? Could result in the employee not getting sufficient rest between shifts
  - ? Involves using confidential information or Cawarra Residential resources
  - ? Disadvantages Cawarra Residential in any way or discredits or negatively affects the reputation of Cawarra Residential or has the potential to do so
- (o) Not improperly use status, power or authority to gain a benefit or advantage for yourself or others. This includes not using a position of power over a client for advantage, gain or to the detriment of an individual.
- (p) Under no circumstances accept or invite any financial incentive obtained legally or through fraudulent behaviour, either via a direct payment or other financial instrument or gift, while performing or in connection with duties performed for Cawarra Residential.
- (q) Not solicit or accept any gifts or money and/or purchase items using their own money on behalf of consumers.
- (r) Only use Cawarra Residential property, equipment, stock, supplies, resources, records, funds or confidential information for authorised purposes and in accordance with relevant policies and procedures.
- (s) Not disclose any information accessed while performing a role at Cawarra Residential, including confidential and personal information, to any person who is not permitted to have access to that information during employment with Cawarra Residential and after termination of employment.

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- (t) Not make any unauthorised statements to the media about Cawarra Residential's business (requests for media statements should be referred to the CEO).
- (u) Promptly report any concerns or violations of law, ethical principles, policies and this Code.

### Reporting a Breach

Reporting a breach of this Code should be done in accordance with the *Feedback, Disputes and Complaints Policy*, or in cases of suspected or alleged unlawful conduct or serious misconduct, in accordance with the *Whistleblower Policy*.

### Breach of this Code

All employees are required to comply with this Code at all times.

If an employee is found to have breached this Code, they may be subject to disciplinary action.

Any disciplinary action taken will vary from case to case. The type and severity of the disciplinary action will depend upon the circumstances of the case, the seriousness of the breach and could include a consideration of whether the employee has received any prior verbal or written warnings in relation to their performance or conduct. In serious cases, this may include termination of employment.

Examples of disciplinary action that may be taken include, but are not limited to, the following:

- implementation of a performance improvement plan;
- redirection, retraining;
- informal or formal caution;
- verbal warning;
- written warning;
- suspension; and/or
- dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

Employees who are required to be a registered Health Practitioner may also be subject to notification to their Registering Board or the Australian Health Practitioner Regulation Agency for breaches of their professional Code of Conduct.

### More Information

If an employee is unsure about any information within this Procedure, they should seek the assistance from the General Manager.

### Variations

Cawarra Residential reserves the right to vary, replace or termination this procedure as its discretion from time to time.