

Policy Control		Document Reference	POL-HR-0008
Owner	HR	Revision Number	5.0
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Next Review Date	4/07/2017	Applies To	All LiveBetter

1. Purpose

The purpose of this Code of Conduct is to establish a common understanding of the standards of behaviour expected of all employees of LiveBetter.

2. Scope

The Code of Conduct applies to all LiveBetter employees whether permanent, or casual and every volunteer, board member, contractor, consultant or anyone who exercises power or controls resources for or on behalf of LiveBetter. All references to employee in this document can be assumed to also refer to all of these groups.

The Code of Conduct continues to apply to people while they are on leave or suspended from the workplace.

3. Controlled Document Definitions

Term	Definition
Policy	A "Policy" document outlines principles, rules and guidelines formulated or adopted by the organisation.
Procedure	A "Procedure" document determines all major decisions, actions and defines high level activities that are required to take place within set boundaries.
Instruction	An "Instruction" document provides step by step instructions on how to complete a task or activity. The document can be a stand-alone document or may relate to a procedure and / or a policy.
Form	A formatted document (electronic or paper) containing blank fields that users can fill in with data/information. Completed forms become records.

4. Definitions

Define any terms used in this policy that might be ambiguous, individual to a particular process or not understood by the reader (i.e. acronyms, key words, etc.).

Term	Definition
	N/A

5. Statement of Principles

The Code of Conduct sets out the standards of behaviour expected and provides an ethical framework to help decide on an appropriate course of action when employees are faced with an issue. LiveBetter acknowledges that it is not possible to provide detailed guidance on all situations. If in doubt, employees are encouraged to discuss decisions, actions and behaviour with their supervisor or manager.

6. Policy Detail

6.1. Responsibilities under the Code of Conduct

We are all responsible for implementing the Code of Conduct in our workplace and in the way we conduct ourselves when representing LiveBetter.

All employees are responsible for ensuring that their behaviour reflects the standards of conduct expected at LiveBetter and contributes to a positive workplace culture.

Managers have a special responsibility to support employees in meeting these expectations in leading by example and assisting employees to understand the Code of Conduct. Within the Code of Conduct, a manager is any employee with supervisory responsibilities.

6.2. What happens if there is a breach of the Code of Conduct

The Code of Conduct is not intended to be, and must not be, used to intimidate or threaten employees.

Managers must seek to avoid escalation of inappropriate behaviour that may result in a breach of the Code of Conduct, and deal with workplace conflict through timely and direct face-to-face communication that immediately addresses the behaviour in a constructive way.

Managers must make fair, transparent and consistent decisions in response to an allegation of a breach of the Code of Conduct and the action taken in response to a breach. In determining the action to be taken the nature and seriousness of the breach will be considered.

Some possible consequences of a breach include:

- Informal or formal counselling
- Disciplinary processes which may include dismissal

6.3. What should you do if you are concerned about a breach of the Code of Conduct?

If you are concerned about a possible breach of the Code of Conduct, your manager will be able to help you determine the most appropriate course of action.

If you are concerned about approaching your manager to discuss a problem, you can also speak to:

- Human Resources Manager
- Your manager's line manager
- Chief Executive Officer

All of the above people will be able to provide information regarding the Code of Conduct and what your options and/or obligations are.

LiveBetter is committed to protecting any person who raises concern about a breach of the Code of Conduct from retaliation and reprisals.

If you require further information, LiveBetter has developed corporate policies, processes and guidelines to deal with many of the issues addressed in the Code of Conduct. Further assistance can also be obtained from your manager or one of the people referred to above.

6.4. The Code of Conduct and Your Obligations

LiveBetter's Code of Conduct is formed on the basis of three key principles. These principles and the expected standards of behaviour associated with them are outlined below.

6.4.1. PRINCIPLE 1: Adherence to the LiveBetter values

LiveBetter has five core values which guide the way we do business and the way we interact with each other, our customers and communities in which we work. These five values underline the standard of behaviour expected of all LiveBetter staff and volunteers.

LiveBetter's five values are as follows:

- Integrity
- Respect
- Cooperation
- Empowerment
- Excellence

6.4.1.1. Integrity

At LiveBetter, integrity means that we live out our values and are honest and ethical in all our dealings and are accountable for our actions.

LiveBetter employees, volunteers and others who work on behalf of LiveBetter are expected to conduct themselves in a manner which is consistent with the value of integrity. Examples of behaviours which demonstrate integrity include but are not limited to:

- Being honest and upfront at all times
- Promoting and encouraging a culture of openness, honesty and acceptance
- Making fair, transparent and consistent decisions based on sound reasoning
- Avoiding bias or favouritism
- Declaring in advance any actual or potential conflict of interest
- Not using your position with LiveBetter to gain personal advantage in your private life
- Reporting any misconduct, including fraud or corruption
- Conducting yourself professionally in your actions, representations and comments
- Maintaining confidentiality at all times
- Not using electronic or social media (including but not limited to: email, text, blogs, posts, web-sites, discussion groups, Facebook, Twitter, YouTube etc) to comment on, or disseminate information about, people or events that you have knowledge of due to your involvement with LiveBetter
- Carefully discerning between public comment made on behalf of LiveBetter and expressing your privately held views
- Avoiding situations where your behaviour could reflect badly on LiveBetter or impact on your workplace

6.4.1.2. Respect

At LiveBetter respect means that we value the individual. We recognise the rights and choices of the customer, employees and the community. We encourage teamwork and value diversity within the team.

LiveBetter employees, volunteers and others who work on behalf of LiveBetter are expected to conduct themselves in a manner which is consistent with the value of respect. Examples of behaviours which demonstrate respect include but are not limited to:

- Treating everyone equally irrespective of age, sex, race, socio economic standing, sexual orientation, religious beliefs etc
- Not discriminating against, harassing (including sexually harassing), bullying or mistreating customers, employees or members of the public
- Being honest
- Treating all people with respect, courtesy and honesty, giving all a fair hearing
- Acknowledging the wishes and choices of employees, customers and communities
- Encouraging teamwork by valuing the contribution of others and encouraging participation
- Attending all meetings and appointments with colleagues, customers or others on time
- Taking employee or customers concerns seriously and acting without delay
- Providing clear and constructive feedback to team members
- Dealing justly with employees in the event that mistakes are made
- Avoiding behaviour that could be perceived as gossiping, spreading rumours or contribution to a destructive culture
- Respecting the property of LiveBetter, customers, employees and others

6.4.1.3. Cooperation

At LiveBetter cooperation means that we strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.

LiveBetter employees, volunteers and others who work on behalf of LiveBetter are expected to conduct themselves in a manner which is consistent with the value of cooperation. Examples of behaviours which demonstrate cooperation include but are not limited to:

- Encouraging teamwork by valuing the contribution of others and encouraging participation
- Working collaboratively with other teams, organisations and communities to realise mutual goals
- Supporting others in the achievement of their objectives
- Following all lawful and reasonable directions and instructions from managers

6.4.1.4. Empowerment

At LiveBetter, empowerment means that we believe that individuals and communities should be encouraged and supported to realise their full potential. LiveBetter employees, volunteers and others who work on behalf of LiveBetter are expected to conduct themselves in a manner which is consistent with the value of empowerment. Examples of behaviours which demonstrate empowerment include but are not limited to:

- Engaging the customer, community or staff member in assisting them to identify their own goals
- Building the capacity of customers, families and communities to realise their potential
- Building the capacity of employees through learning opportunities such as on-the-job experiences and training, coaching and ongoing constructive feedback to realize their own career aspirations

- Assigning accountability and ownership appropriately

6.4.1.5. Excellence

At LiveBetter, excellence means that we strive for excellence and best practice in all that we do as individuals, teams and an organisation.

LiveBetter employees, volunteers and others who work on behalf of LiveBetter are expected to conduct themselves in a manner which is consistent with the value of excellence. Examples of behaviours which demonstrate excellence include but are not limited to:

- Professional conduct and exercising duty of care
- Working diligently and to the best of your ability
- Being open about reporting mistakes
- Supporting a culture of continuous improvement
- Complying with all instructions regarding workplace health and safety
- Being consistently attentive to the duties of the position
- Providing the best customer service (internally and externally) possible
- Being aware of best practice principles and looking for opportunities to implement them in our day-to-day work

Keeping appearance and presentation clean, tidy and appropriate for your work role, and in line with occupational health and safety standards

6.5. PRINCIPLE 2: Respect for the Law and Policies and Procedures

Know the laws and policies that apply to your work.

Have a working knowledge of the laws, policies and industrial instruments that apply to your work, including the Code of Conduct.

Managers have a special responsibility to assist employees to understand relevant legislation or policies including specific requirements.

All employees are entitled to have access to legislation, policies and industrial instruments such as awards that apply to their work.

6.5.1. Carry out Lawful Directions

Carry out any lawful and reasonable directions you are given and implement policies and practices that apply to your work.

Anyone giving directions should ensure that they are lawful and consistent with LiveBetter Policy and Procedures.

You must not pressure other LiveBetter employees to act contrary to laws, standards and procedures, for example activities outside their scope of practice or activities that they do not have appropriate safety equipment for.

You have the right to question a direction or policy if you believe it is unreasonable or unlawful, managers should be open to positive and constructive questions about their directions.

If you believe a direction is unreasonable, outline your concerns and ask for clarification from the person giving the instruction. If you still believe it is unreasonable you can ask for advice at a higher level or lodge a grievance.

If you are waiting for a higher authority to consider your objection, you should generally carry out the instruction unless you believe the instruction is obviously unlawful or unreasonable or could endanger a person's health or safety.

6.5.2. Criminal Offences

Under the law, LiveBetter is required to conduct criminal history checks on new and current employees in certain circumstances.

This regulation requires you to notify your manager in writing if you are charged with an indictable offence or if you are convicted by a court of any offence.

6.6. PRINCIPLE 3: Economy and Efficiency

6.6.1. Managing time and resources

Manage your time and resources efficiently and with regard to relevant policies. All equipment, resources and consumables should only be used for the work or business of LiveBetter unless otherwise approved by your manager.

Employees should not be induced to work outside of their industrial entitlements such as working unpaid overtime or limiting access to meal breaks.

6.6.2. Private Use of work resources

Private use of the following LiveBetter equipment and resources is acceptable in the following circumstances, so long as it doesn't affect your work, the work of others or the reputation of LiveBetter.

- limited, occasional and brief local telephone calls and faxes
- limited and occasional private use of computers
- limited and occasional use of LiveBetter email and internet system

6.6.3. Use of Personal Equipment

The use of personal equipment such as mobile phones, camera's, MP3 players, personal digital assistance, radio and other electronic toys or equipment is acceptable, so long as it doesn't affect your work, the work of others or the reputation of LiveBetter.

The use of personal equipment is acceptable during breaks and rests or in the event of an emergency.

The use of personal equipment is unacceptable in the following circumstances:

- usage that involves breaching the privacy or confidentiality of another
- usage that involves harassment or discrimination
- usage that involves criminal activity
- usage that involves any breach of LiveBetter policy and procedure

6.6.4. Financial Decisions

Employees who make decisions involving LiveBetter financial resources should ensure that they are doing so within the scope of their delegated authority and within policies and procedures for the purchase, use and disposal of resources.

Spending of LiveBetter funds is for legitimate activities only in line with LiveBetter policies. Seek prior approval if unsure.

7. Functions and Delegations

To be reviewed at next policy review to meet template requirements

Summary of responsibilities related to the approval, implementation, monitoring and review of the policy for different roles within the organisation.

Function	Delegation Authority (e.g. Board, CEO, etc.)
Policy Approval	CEO Approving amendments to LiveBetter’s Code of Conduct.
Policy Implementation	Managers and Supervisors Directly responsible for executing the code of conduct, developing suitable local procedures (in consultation with staff), to assist with the implementation and providing appropriate supervision All employees, volunteers, board members, contractors and consultants Comply with the code of conduct.
Policy Review	Human Resources Manager Responsible for the control and administration of LiveBetter’s Code of Conduct. Review the Code of Conduct every two years.

8. Revision History

Summary of revisions

Revision No	Date Revised	Brief description of nature of amendments	Modified By
1.0			
2.0	01/01/09	Policy reviewed to bring into alignment with LiveBetter, formerly CareWest’s new policy template. Updates to wording for clarity.	
3.0	01/08/09	Prohibition against gossiping added to the Code.	
4.0	01/11/10	Amended to improve flow and clarity and new values (as per new strategic plan) referenced	
4.1	01/07/12	Minor reformat to match new Policy Template Under ‘Integrity’ include point on not using electronic or social media to comment on, or disseminate confidential information	
5.0	01/08/15	Reformat to match new Policy Template Add in Purpose to comply with new Policy Template	CEO
5.0	04/04/17	No changes to document – transferred from CareWest template to LiveBetter	Admin

9. Related Policies, Procedures, Standards, Instructions and Other Documents

Policies

- Privacy and Confidentiality Policy
- Information and Communication Policy
- Social Media Policy

- All LiveBetter Policies and Procedures

Procedures

- Related LiveBetter procedures

Instructions and Forms

- LiveBetter Privacy Statement

Other Documents

- Deed of Confidentiality
- Code of Conduct Acknowledgement

10. Acknowledgements

N/A