

Policy Control		Document Reference	POL-HR-0008
Owner	HR	Revision Number	5.2
Date Reviewed	19/11/2019	Review Period	12 Month(s)
Next Review Date	19/11/2020	Applies To	All LiveBetter

1. Purpose

This Code of Conduct will provide a set of guidelines for staff on standards of expected behaviour in the workplace and in the delivery of services to customers, and should be read in conjunction with relevant legislation, policies and procedures.

2. Scope

The Code of Conduct applies to all LiveBetter staff 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 staff 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. 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.
NDIS	National Disability Insurance Scheme
NDIS Code of Conduct	National Disability Insurance Scheme Code of Conduct that applies to all NDIS Providers
Aged Care Quality Standards	The Aged Care Quality Standards are the Standards that are required to be met by all Aged Care service providers
Certification	An examination of a body coproprates governance and operational management processes and the ability to deliver quality supports.
Manager	Any staff that has responsibility for other staff within the workplace. This could include Managers, Coordinators, ‘Heads of ..’ roles and Executive staff.
LiveBetter Community Services	For the purpose of this document, LiveBetter Community Services will be referred to as LiveBetter

Staff	Refers to paid and unpaid (volunteer) workers, students on workplacement and contractors
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4. Policy Statement

LiveBetter will ensure that the Code of Conduct applies to all staff by:

- 5.1 Ensuring that all staff are made aware of the Code of Conduct through their Induction
- 5.2 Making available all relevant legislative requirements for staff and the organisation
- 5.3 Provide sufficient training for all staff to ensure they have understanding of the Code of Conduct and how it is applied
- 5.4 Ensure that adequate resources are made available for the application of the Code of Conduct
- 5.5 Ensure that adequate support is given to staff where a breach of the Code of Conduct occurs
- 5.6 Ensure that all breaches of the Codes of Conduct (and any resulting Terminations of Employment) are appropriately documented and applied to staff files as required
- 5.7 Ensuring that the Code of Conduct is applied in a systematic and non-discriminatory manner.
- 5.8 Ensuring that any person who raises concern about a breach of the Code of Conduct is free from retaliation and reprisals.

In accordance with the NDIS Code of Conduct, LiveBetter will:

- 5.9 act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- 5.10 respect the privacy of people with disability
- 5.11 provide supports and services in a safe and competent manner with care and skill
- 5.12 act with integrity, honesty, and transparency
- 5.13 promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- 5.14 take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- 5.15 take all reasonable steps to prevent and respond to sexual misconduct.

In accordance with the Aged Care Quality Standards, to provide services to our customers, LiveBetter will:

- 5.16 ensure a culture of inclusion and respect for consumers:
- 5.17 supports customer's to exercise choice and independence; and
- 5.18 respect the customer's privacy
- 5.19 LiveBetter will undertake initial and ongoing assessment and planning for care and services in partnership with the customer. Assessment and planning has a focus on optimising health and well-being in accordance with the customer's needs, goals and preferences.
- 5.20 LiveBetter will deliver safe and effective personal care, clinical care, or both personal care and clinical care in accordance with the customer's needs, goals and preferences to optimise their health and wellbeing
- 5.21 LiveBetter will provide safe and effective services and supports for daily living that optimise the customer's independence, health, well-being and quality of life

- 5.22 LiveBetter provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment
- 5.23 LiveBetter will regularly seek input and feedback from customer's, carer's, staff and others and uses this input and feedback to inform continuous improvements for individual consumers and the whole organisation.

In accordance with the Aged Care Quality Standards, to provide services to our customers, LiveBetter will also:

- 5.24 invest in services that have a proven ability to improve a carer's quality of life
- 5.25 prioritise investment in a range of low-cost, yet effective, preventative services available to carers
- 5.26 seek to intervene early in the life course of a carer
- 5.27 target carers most in need of support

6.0 Responsibilities under the Code of Conduct

All staff are responsible for adhering to the Code of Conduct in the workplace and in the way we conduct ourselves when representing LiveBetter. This includes the responsibility for ensuring that their behaviour reflects the standards of conduct expected at LiveBetter and contributes to a positive workplace culture.

Managers have a additional responsibility to support staff in meeting these expectations in leading by example and assisting staff to understand the Code of Conduct.

7.0 What happens if there is a breach of the Code of Conduct (Procedure)

Staff are encouraged to discuss any potential breaches of the Code of Conduct with their supervisor or manager. LiveBetter is committed to protecting any person who raises concern about a breach of the Code of Conduct from retaliation and reprisals.

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 communication that immediately addresses the behaviour in a constructive way. The Code of Conduct is not intended to be, and must not be, used to intimidate or threaten staff.

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

Where staff are concerned about a possible breach of the Code of Conduct, they should consult their manager, who assist in determining the most appropriate course of action.

Where staff are concerned about approaching their manager to discuss a problem, or require further assistance, they can also speak to:

- Human Resources
- Supervisor's line manager
- Executive Management
- Chief Executive Officer

8.0 The Code of Conduct and Your Obligations

4.1.1. LiveBetter's Code of Conduct is aligned with the organization's five core values, that 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.

LiveBetter's five values are as follows:

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.

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
- Staff not using their position with LiveBetter to gain personal advantage in their private lives
- Reporting any misconduct, including fraud or corruption
- Conducting oneself professionally, through 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 they have knowledge of due to involvement with LiveBetter
- Carefully discerning between public comment made on behalf of LiveBetter and expressing privately held views
- Avoiding situations where staff behaviour could reflect badly on LiveBetter or impact on the workplace

Respect

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

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, staff 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 staff, 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 staff or customers concerns seriously and acting without delay
- Providing clear and constructive feedback to team members
- Dealing justly with staff 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, staff and others

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.

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

Empowerment

At LiveBetter, empowerment means that we believe that staff, individuals and communities should be encouraged and supported to realise their full potential.

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 staff, customers, families and communities to realise their potential
- Building the capacity of staff 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

Excellence

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

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

Respect for the Law and Policies and Procedures

All staff are required to have a working knowledge of the laws, policies and industrial instruments that apply to their work, including the Code of Conduct. Management has the additional responsibility to assist employees to understand relevant legislation or policies including specific requirements.

Carry out Lawful Directions

Management is required to ensure that all directions given are lawful, reasonable and consistent with LiveBetter Policy and Procedures.

Staff have the right to question a direction or policy if it is believed to be unreasonable or unlawful. Management is required to be open to positive and constructive questions about directions given to staff. Should staff still believe it is unreasonable, they may ask for advice at a higher level or lodge a grievance.

Criminal Offences

Staff are required to notify their manager in writing if they are charged with an indictable offence or are convicted by a court of any offence.

Managing time and resources

Staff are required to manage their 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.

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

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 work output, quality, 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

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 work output, quality, 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

Financial Decisions

Staff 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.

9.0 Functions and Delegations

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 staff, volunteers, board members, contractors and consultants Comply with the code of conduct.
Policy Review	Executive General Manager People & Culture Responsible for the control and administration of LiveBetter’s Code of Conduct. Review the Code of Conduct every two years.

10.0 Revision History

Summary of revisions

Revision No	Date Revised	Brief description of nature of amendments	Modified By
1.0	01/01/09	Policy reviewed to bring into alignment with LiveBetter, formerly CareWest’s new policy template. Updates to wording for clarity.	
2.0	01/08/09	Prohibition against gossiping added to the Code.	
3.0	01/11/10	Amended to improve flow and clarity and new values (as per new strategic plan) referenced	
3.1	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	
4.0	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
5.1	17/08/17	Corrections to remove duplicate words, minor word change related to Human Resources	HR Manager
5.2	7/12/17	Minor correction	CEO
6.0	3/11/19	Removal of duplication, addition of new wording, inclusion of adherence to Aged Care Quality Standards and National Disability Insurance Scheme Codes of Conduct	Executive General Manager People & Culture

11.0 Related Policies, Procedures, Standards, Instructions and Other Documents

Policies

- POL-ICT-0009 Privacy and Confidentiality Policy
- POL-ICT-0001 Information Security Policy
- All LiveBetter Policies and Procedures

Procedures

- Related LiveBetter procedures

Instructions and Forms

- Deed of Confidentiality

Other Documents

12. Referenced Documents

- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators
- Aged Care Quality Standards
- LiveBetter Customer Handbook
- Carer Gateway Service Provider Operating Manual
- Department of Social Services, ICSS Service Blueprint V1.3, 2011