

Employee Code of Conduct

At Catholic Healthcare we are committed to creating professional, collegial workplaces that support and inspire all of our people to deliver the very best service and care to our clients, residents, patients and each other.

OUR MISSION

To promote life in all its fullness by providing health, aged and community services inspired by the Catholic tradition.

OUR VALUES

- ☐ Compassion
- ☐ Excellence
- ☐ Honesty
- ☐ Hospitality
- ☐ Respect

PURPOSE OF THE CODE

Focused firmly around our Mission, Values and responsibilities as an Australian employer, our Code of Conduct (the Code) lays out in simple and easy to understand terms the standards of professional workplace behaviour that we expect from you and your colleagues.

The Code reflects and complements your rights and obligations within legislation and is also supported by our organisation's policies, procedures, guidelines and quality management system.

PEOPLE COVERED BY THE CODE

The Code applies to all Catholic Healthcare employees and volunteers whilst in the workplace or when representing the organisation at a work-related event or function. It also applies to all people including contractors and consultants who may be engaged by Catholic Healthcare to deliver services into the organisation for any period of time.

Your responsibilities under the Code

As an employee of Catholic Healthcare you are expected to manage your responsibilities and relationships with your colleagues in accordance with this Code. Over the course of your employment with Catholic Healthcare you're required to:

- ☐ respect and comply with all Federal and State Laws, regulations and guidelines that relate to Catholic Healthcare;
- ☐ act in accordance with this Code as well as all Catholic Healthcare policies, procedures, guidelines and delegations;
- ☐ behave in a way that upholds Catholic Healthcare's Values and reputation;
- ☐ comply with all reasonable directions and requests made of you by Managers or Supervisors;
- ☐ treat all people with dignity, respect, compassion and courtesy in a welcoming and supportive manner;
- ☐ perform your duties with care, professionalism, honesty and to the level of performance expected of you;



- ❑ maintain the confidentiality of all information made available to you in the course of your employment;
- ❑ not take photos or videos of residents, clients or patients, unless for clinical purposes;
- ❑ not engage in any form of conduct which causes or is likely to cause, your or our reputation within the community to be viewed negatively. This includes inappropriate posts about Catholic Healthcare or any of its employees, residents, clients or patients on social or other media;
- ❑ disclose and take responsible steps to avoid conflicts between your personal interests and those of the organisation (conflict of interest);
- ❑ avoid seeking, asking or accepting gifts or monetary rewards from clients, residents, patients, their family members or suppliers;
- ❑ take all necessary care to apply safe work practices and behaviours at all times;
- ❑ be a good steward of Catholic Healthcare resources and to use them in appropriate, efficient and approved ways; and
- ❑ ensure that your standard of dress and presentation is appropriate to your function and job role.

REPORTING A CODE BREACH

As a Catholic Healthcare employee, you're encouraged to raise any issues or concerns that you may have about the conduct of others in the workplace. If you have a genuine code breach to report, then you should raise this with your immediate Manager, Supervisor or Human Resources as appropriate. Any matter that you raise will be investigated and resolved fairly and confidentially.

Very serious matters such as suspected corruption or criminal activity in the workplace should be reported in accordance with the Catholic Healthcare Whistle-blower Policy.

Our Code in Action

CONFIDENTIALITY

Amanda is a Care Worker. She loves her job and would like to take photos of herself with her clients and share them on social media. Amanda recalls the Code of Conduct and realises that this would be a breach of her client's privacy and so she decides not to take the photos, or post any images of her clients on social media.

COMPASSION AND RESPECT

Anika is present when some work colleagues begin gossiping about another colleague. Anika recalls the Code and reminds her colleagues that, gossiping constitutes bullying, and she then respectfully requests that they stop. In her mind she notes that she'll need to report the behaviour if she hears it again.

PROFESSIONAL BOUNDARIES AND GIFTS

Client Edith knows that her home carer Bruce is having a problem paying for his kids' school shoes so Edith offers to pay for the shoes herself. Bruce becomes embarrassed knowing that he shouldn't have disclosed his personal financial position to Edith. It's hard for Bruce to refuse the money, but he does because he understands that it would be a breach of the Code. Bruce thanks Edith for her kindness and explains why he cannot accept the gift.

ENSURING SAFE BEHAVIOUR

Sahil is attempting to manually lift a resident from a chair to a bed even though the Care Plan clearly states that a lifter should be used. A colleague sees Sahil, asks him to stop, and gets a lifter. Together they use the lifter to transfer the resident.

PROFESSIONAL APPEARANCE

Lisa has been busy lately and hasn't really had time to wash her uniform. It's been a week and the uniform is looking somewhat crumpled and unpresentable. Lisa didn't think that it was an issue however her supervisor noticed and commented. Lisa washed her uniform that night and continued to ensure that her uniform was always clean and professional looking.

