

ANGLICARE SOUTHERN QUEENSLAND

Code of Conduct. The way we work.



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Our Anglicare Southern Queensland (Anglicare) Code of Conduct (Code) helps guide our daily work and demonstrates how to practically apply our commitment to uphold ethical work practices. We believe consistent and proper conduct creates trust with our clients, residents, children, young people, families, and each other, and enhances our vision, mission and values. It also helps to enhance our vision, mission and values.

Our workforce reflects the diversity of the communities we serve and is guided at all times by our values. Our staff and volunteers are the beating heart of our organisation, enabling us to serve and support people with compassion and understanding as we strive to create a more loving, just, and inclusive society that reflects the life and teachings of Christ.

More than following the rules, you are expected to think about your decision.

Our Code goes further than following rules. It asks you to stop and think about what's right, to consider your options and to make good decisions that follow the spirit and intent of our Code.

Sometimes the Code asks for an even higher standard than the law

Our Code is based on our values, policies, procedures, codes of practices, and applicable laws. Of course, we must comply with applicable laws. However, if our Code requires a higher standard of behaviour than local laws, rules, customs or norms, the standards in our Code will apply.



Does the Code apply to you?

Our Code applies to all people who work, are engaged with, or volunteer for Anglicare, regardless of location or role.

How do we put the Code into practice?

Our Code provides a framework within which to make the right decisions at work. We all have an important role to play in this framework. Queries on the meaning of our Code, or concerns about actual or potential breaches, must be promptly raised. It may seem easier to keep silent, or look the other way, but our commitment to working according to our values means we must never ignore an issue that needs to be addressed.

What are our responsibilities?

At Anglicare, compliance with the Code is a shared responsibility. We all have a role to play in upholding our ethical values and policies, and our commitment principles.

In all cases, our obligations under the Code include:

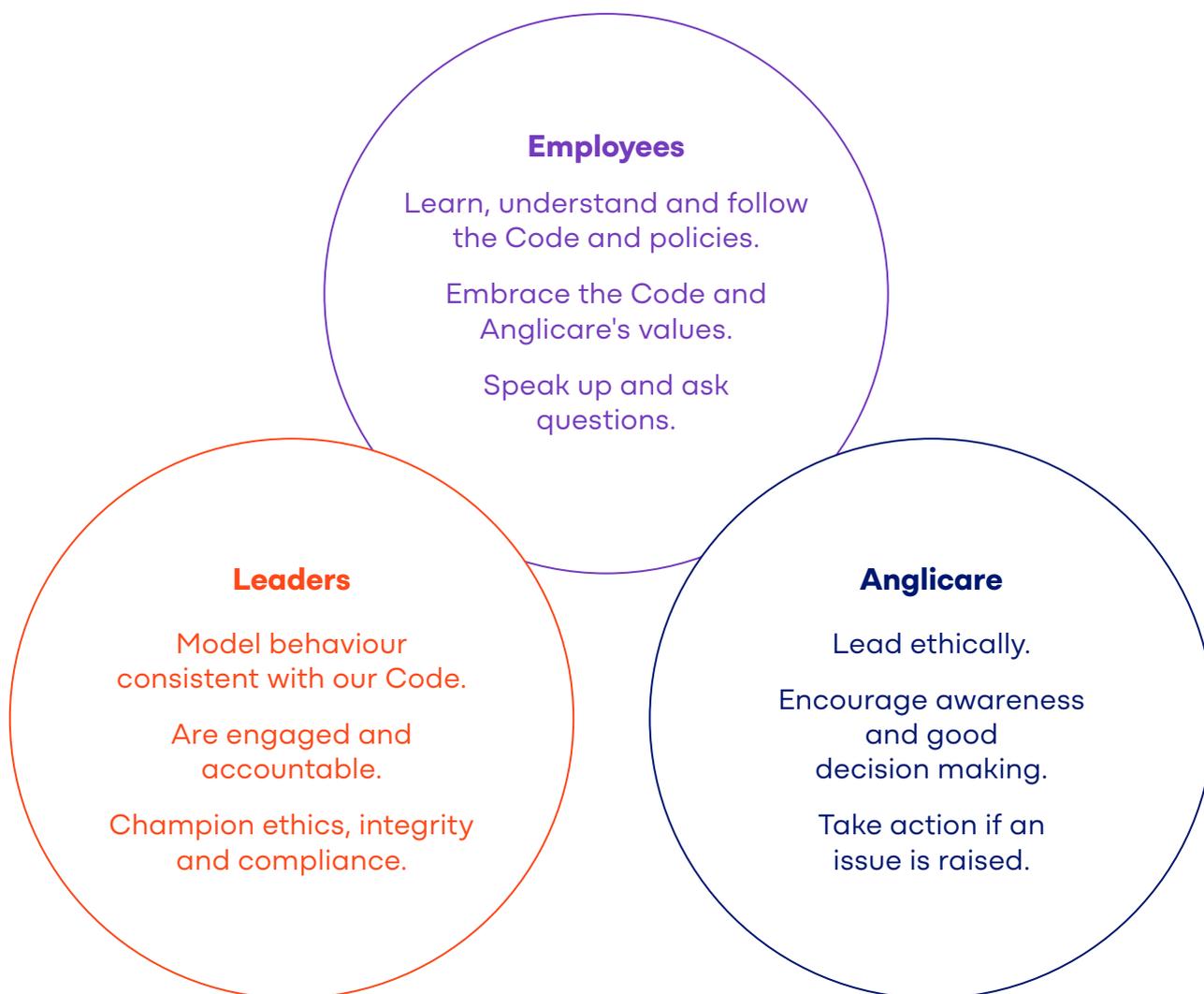
- reading, understanding, and following the Code and Anglicare's policies and seeking guidance when needed;
- promptly raising any and all compliance concerns through one of the many channels provided by Anglicare;
- avoiding any practices that may lead to unlawful conduct, harm to persons, an appearance of impropriety, or damage to Anglicare's reputation;
- fully supporting anyone who raises a compliance concern and never retaliating in any way against anyone who does raise a question or concern;
- cooperating fully in all compliance investigations.

Anglicare's leaders have additional responsibilities when it comes to ethics and compliance.

You are accountable for all aspects of the business, or part of the business, you supervise. You can delegate the responsibility for specific tasks but your overall supervisory accountability for the actions of those you supervise cannot be delegated.

You must take proactive steps to identify, understand and manage the risks in your business, which includes the conduct of your team and the potential for negative outcomes for the community we serve.

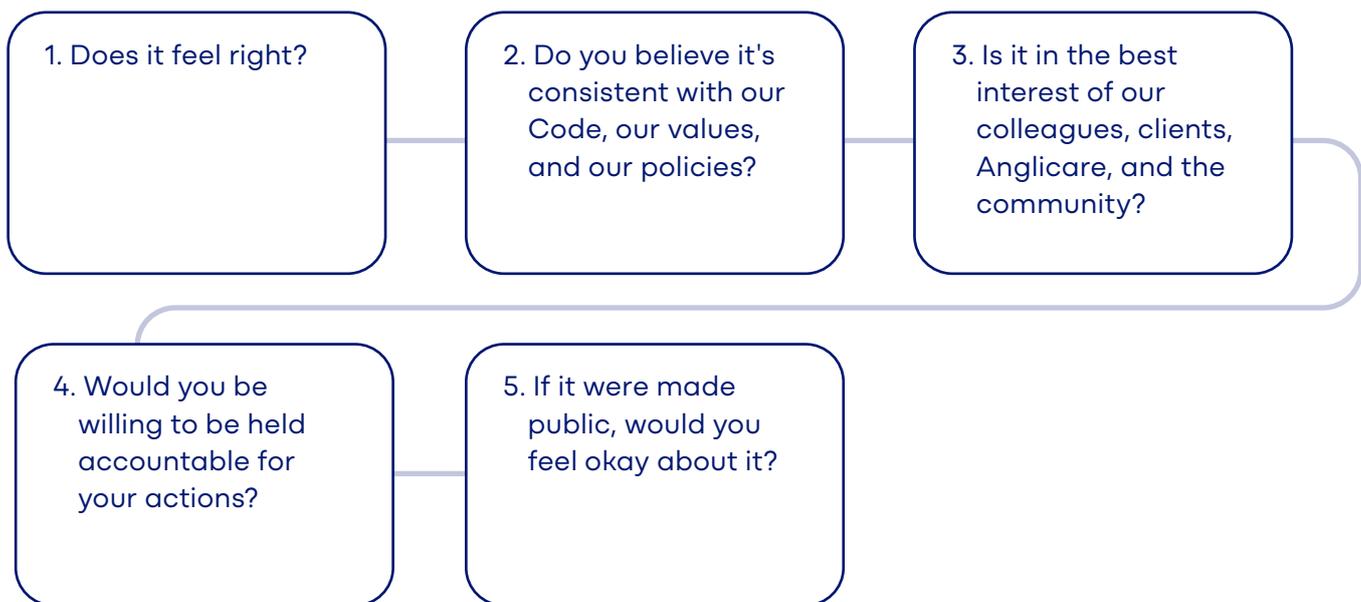
You must support, enable, and hold your team responsible for managing risks and acting in a way that is consistent with the Code, including applicable regulatory and policy requirements.



Making good decisions

Although everyone is expected to know and understand the Code, it does not answer every question or anticipate every difficult situation you might encounter. Sometimes we face difficult situations where the right choice isn't clear. That's when our commitment to integrity matters most. Know that you are never expected to make tough decisions alone. There are ample resources and channels that are available to you to ask questions and receive guidance.

When you face an ethical dilemma about a decision, action or situation, ask yourself:



YES

If you answered "yes" to all of these questions, then the decision to move forward is probably okay.

NOT SURE

Ask your manager or another internal resource for guidance.

NO

Stop. Don't do it. The action could have serious consequences. Seek help by speaking up!

Speak up! Sharing concerns.

Anglicare employees who speak up when they believe in good faith that the Code has been breached are doing the right thing and are acting in line with our values. Anglicare needs to be aware of integrity issues so that it can address them quickly and in a trustworthy way. By raising compliance concerns, Anglicare employees help to protect themselves, their colleagues, and Anglicare's interests and rights.

In raising concerns, we consider the principles and processes of the **Grievance and Dispute Resolution Guideline**. We try first to raise any issues with the person involved and if this is not possible or successful, we should talk to our supervisor or manager, or alternatively their supervisor or manager. Where there is no appropriate person at our facility to whom we can raise a concern, direct any queries or concerns to codeofconduct@anglicaresq.org.au

If you raise a genuine concern, you'll be supported

You do not have to be sure that the information you have is accurate in order to raise a concern, and you will not be penalised if a concern raised by you ultimately turns out to be incorrect if your disclosure was made with a reasonable belief or suspicion as to its contents. However, you must not make a report that is false or malicious. Disciplinary action, up to and including termination of employment, may be taken against anyone who makes a false or malicious complaint. Anglicare is committed to maintaining a culture where employees feel comfortable raising concerns, which is why we never tolerate retaliation against anyone for raising a concern in good faith. Our Whistleblowing and Corrupt Conduct Policy will support you so that you can safely express your concerns, know who to contact, how to make a report and the protections available to you.



Our commitment principles

We embrace our responsibilities. Individually and collectively, we make meaningful commitments – first to each other, and then to those with whom we work, live, and serve. We understand and focus on the needs of our clients, residents, children, young people, and families. We are responsible members of our communities who are dedicated to safety, care, and ethical management of Anglicare. We know it is both our duty and our honour to carry the Anglicare legacy forward and therefore, we commit to:

Protecting the health, safety and wellbeing of ourselves and others.

We value our people and contribute toward an environment in which people can live safe, healthy, and productive lives. We put safety first with an aspirational goal to prevent all injuries, occupational illnesses, and safety incidents. We actively promote the health, safety, and wellbeing of everyone with policies and practical programs that help individuals safeguard themselves and their co-workers. We speak up when we see unsafe acts or hazards, and we take action to prevent further harm to others. Our commitment to safe practices extends to our clients, residents, children, and families.

Continuously building our skills and knowledge and applying current best practice in your role.

Anglicare has a range of learning resources, courses, and coaching, designed to support you and to help you reach your full potential. It is important for you and your manager to have regular conversations to identify learning and development opportunities to support your career growth and development. In order to maintain competence in your role, comply with any legislative and license obligations applicable to you, and uphold professional standards, you are required to undertake mandatory training, certification, registration, continuing education and assessment.

Treating others with respect and not tolerating intimidation, harassment or discrimination.

The full value of each individual's contribution can be realised only when we treat one another with the respect, trust, and dignity we ourselves expect. Respect is the feeling of regarding someone well for their qualities or traits, but respect can also be the action of treating people with appreciation and

dignity. A respectful attitude should be standard in the workplace regardless of personal feelings. As an employee, we treat each other with respect by giving people the attention they need, listening to their opinions and speaking with kindness. Anglicare, by taking a risk mitigation approach, insists on a work environment free of intimidation and any form of inappropriate behaviour including sexual harassment, harassment of any other kind, discrimination, bullying or victimisation. As individual employees, we have the right to expect a positive working environment, along with the responsibility to speak out and ask for change if we observe conduct that runs contrary to this principle.

Safeguarding and protecting the interests and welfare of our clients.

As a provider of services to the community, we all have a duty and responsibility to safeguard our clients, to promote their welfare, allow them to live safely and protect them from harm, abuse and neglect. We do this by complying with legislation and safeguarding regulations and principles. We also ensure our own policies and practices support people to feel safe and live their best life. At Anglicare we uphold the rights of our clients and believe that every person's legal and human rights and wellbeing must be protected. This includes people's right to receive services that promote their safety and wellbeing, participation, and choice. Upholding the safety and wellbeing of our clients is at the core of everything we do.

Ensuring the safety, wellbeing and best interest of all children and young people.

Every person involved in Anglicare has a responsibility to understand the important and specific role they play, individually and collectively, to ensure the wellbeing and safety of children and young people. We take actions promptly to ensure we provide an environment where children and young people are safe and feel safe.

Fostering a safe and equitable environment.

We embrace diversity, equity, and belonging. We respect the uniqueness of individuals and appreciate our differences. We value diverse peoples from all cultures with unique talents, skills, abilities, and experiences, which enables our people to reach their personal and professional bests. We know that when we seek out and are receptive to various points of view, we drive innovative solutions, deliver improved results, and positively impact the people and communities we serve.

Upholding the highest ethical business practices.

Anglicare does not condone any form of corruption. Our reputation gives our clients, partners, suppliers and the communities we work in, the confidence to trust and do business with us. We do not engage in corrupt, illegal, fraudulent, or unethical business practices.

Taking care when offering or accepting gifts and hospitality.

The occasional gift or hospitality is acceptable when doing business and providing services, as long as it's of modest value, is legal and in line with Anglicare's policies and procedures.

Avoiding situations where our personal interests' conflict with Anglicare's interests.

We face a conflict of interest when personal and Anglicare business interests compete, compromising our independence and integrity. We want to avoid these situations where possible and manage them when they're unavoidable. Anglicare's Conflicts of Interest Management Procedure provides information about identifying, disclosing and taking actions to address, conflicts of interest.

Protecting Anglicare's assets and resources.

We respect and protect Anglicare's assets and resources. Our assets are an important part of our business. They include our facilities and equipment, materials and supplies, and computer and telephone networks. They also include intellectual property – our ideas and know-how, client and supplier information, and market data.

Respecting personal information and privacy.

We respect the privacy of others. We understand the confidential and sensitive nature of information within our work. We will only collect personal information that is necessary for business purposes. We will protect this personal information and disclose it only for the purpose for which it was collected (unless we have permission to do otherwise, or as required by law).

Adhering to legislative and professional frameworks governing our services.

Our services to clients, residents, children, young people, families, and others are provided in accordance with state and federal legislation. Our people take personal and professional responsibility to practice at the level the community, government agencies and Anglicare expect and require.

Home and Community and Residential Aged Care.

For our people working in our aged care services the Code of Conduct for Aged Care (Aged Care Quality and Safety Commission) outlines behaviours that approved providers, aged care workers and governing persons are to comply with. The Code of Conduct for Aged Care forms a part of Anglicare's Code of Conduct. Please refer to Appendix one of Anglicare's Code of Conduct.

Residential Aged Care.

For our Residential Aged Care services who support NDIS participants, the NDIS Code of Conduct requires workers and providers to comply with the Code and supporting guidance from the NDIS Quality and Safeguards Commission, to promote safe and ethical service delivery. Please refer to Appendix two of Anglicare's Code of Conduct.

Children and Families and Mental Health and Wellbeing.

For our people working with children, young persons and families, a regulatory framework directs daily practice and informs our policies and procedures.

Please refer to Appendix Three of Anglicare's Code of Conduct.

What happens if the Code is breached?

All reports of known or reasonably suspected Code breaches will be reviewed and addressed. This may involve investigating the reported matter. Where, following review or investigation, Anglicare is satisfied that a breach of our Code has occurred, disciplinary action may be taken.

This may include (where appropriate):

A discussion with a manager and/or people representative about expected standards of behaviour

- Counselling
- An oral or written warning
- Change in duties
- Suspension or termination of employment
- Referral to external investigatory and enforcement authorities

Where a breach of our Code has occurred, the nature of any disciplinary or other action will be determined by the relevant supervisor or manager in consultation with Organisational Development.

How can you seek guidance on the application of the Code?

We encourage our people to seek guidance when they are in doubt about the proper course of action in a given situation. If you are unsure about any part of our Code, talk to your manager or you can contact Organisational Development via email, hrss@anglicaresq.org.au for guidance on the application of the Code and expected standards of behaviour. For further training or support, employees can access the online Code of Conduct training module via Alex on Connect.

Where can you find more information?

Our Policy Portal is where you can find all the policies relating to each commitment principle within the Code.

Appendix One

Code of Conduct for Aged Care

For our people in aged care services (Home and Community Care and Residential Aged Care) the Code of Conduct for Aged Care and supporting Guidance from the Aged Care Quality and Safety Commission outlines behaviours that approved providers, aged care workers and governing persons are to comply with, to strengthen protections for our clients, residents, and families.

Code of Conduct

When providing care, supports and services to people, I must:

- (a) act with respect for people’s rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (b) act in a way that treats people with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of people; and
- (d) provide care, supports and services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services; and
- (g) provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct; and
 - (iii) take all reasonable steps to prevent and respond to:
 - (iv) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (v) sexual misconduct.

The Aged Care Quality and Safety Commission manages provider and individual non-compliance with the Code of Conduct for Aged Care. The Commission takes a risk based approach and responds in a way that is proportionate to the risks to the safety, health, well-being and quality of life of clients and residents.

Appendix Two

NDIS Code of Conduct

For our Residential Aged Care services who support NDIS participants, the NDIS Code of Conduct requires workers and providers to comply with the Code and supporting guidance from the NDIS Quality and Safeguards Commission, to promote safe and ethical service delivery.

Code of Conduct

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- 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
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

The NDIS Quality and Safeguards Commission manages provider and individual non-compliance with the NDIS Code of Conduct.

Appendix Three

Children and Families and Mental Health and Wellbeing Services' regulatory, standards and Anglicare framework

Anglicare ensures our services with children, families and young persons meet all relevant quality standards. Our people working directly with children, families and young persons conform to the appropriate sections of the:

- Child Protection Act 1999 (Qld) and Child Protection Regulation 2011 (Qld)
- Anglicare Child Protection Policy and Child Protection and Reporting Procedure
- Anglicare Employees Holding Foster or Kinship Carer Status Procedure.

Employees holding Foster or Kinship Carer status

On occasion our people may hold status as Foster or Kinship Carers. Anglicare manages this potential conflict of interest with the best interest of children and young people at the centre of decision making. Anglicare's Employees Holding Foster or Kinship Carer Status Procedure provides direction on managing all situations where employees hold status as Foster or Kinship Carers. Unless there are exceptional circumstances, Anglicare does not support employees becoming foster or kinship carers for children or young people they know solely through their working relationships.

