This Code of Conduct has been developed for all employees, agency staff and volunteers of the group of companies that come under the umbrella of Australian Home Care Services. This includes our Care Services division and Health Care at Home Australia division, supported by Corporate Services.

Regardless of the team you work for, we share a common set of values and rules about how we behave at work. Our Code of Conduct has been developed to help us all enhance Australian Home Care Services reputation by explaining how our legal, moral, and ethical standards can be achieved every day through our behaviours and choices.

The Code of Conduct is produced on behalf of the AHC Executive Team, and should be read in conjunction with other company policies.

Remember, if you have any questions about anything in the Code of Conduct, please contact your immediate manager, or the People and Culture Team on 1300 303 770.

AHC - SR - GL - 70081

<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About our Code of Conduct</td>
<td>4</td>
</tr>
<tr>
<td>Who we are</td>
<td>6</td>
</tr>
<tr>
<td>• Our key services</td>
<td>8</td>
</tr>
<tr>
<td>• What do we do?</td>
<td>9</td>
</tr>
<tr>
<td>• How do we do this?</td>
<td>9</td>
</tr>
<tr>
<td>• Our core values</td>
<td>10</td>
</tr>
<tr>
<td>• The way we behave at work and in the community</td>
<td>12</td>
</tr>
<tr>
<td>• Respecting each other</td>
<td>13</td>
</tr>
<tr>
<td>• Understanding professional boundaries</td>
<td>14</td>
</tr>
<tr>
<td>• Key obligations for support workers</td>
<td>18</td>
</tr>
<tr>
<td>• Support worker obligations</td>
<td>21</td>
</tr>
<tr>
<td>Staff working safely together</td>
<td>24</td>
</tr>
<tr>
<td>• Working safely</td>
<td>26</td>
</tr>
<tr>
<td>• Your safety and health</td>
<td>26</td>
</tr>
<tr>
<td>• The environment</td>
<td>27</td>
</tr>
<tr>
<td>We are our brand</td>
<td>28</td>
</tr>
<tr>
<td>• We are what we wear</td>
<td>30</td>
</tr>
<tr>
<td>• Our clients and customers are why we are here</td>
<td>31</td>
</tr>
<tr>
<td>The media and external stakeholders</td>
<td>32</td>
</tr>
<tr>
<td>• Media and me</td>
<td>34</td>
</tr>
<tr>
<td>• External stakeholders</td>
<td>35</td>
</tr>
<tr>
<td>Honesty and integrity</td>
<td>36</td>
</tr>
<tr>
<td>• Avoiding conflict of interest</td>
<td>38</td>
</tr>
<tr>
<td>• What if I get offered a gift?</td>
<td>39</td>
</tr>
<tr>
<td>Company property</td>
<td>40</td>
</tr>
<tr>
<td>• Our company information is our intellectual property</td>
<td>42</td>
</tr>
<tr>
<td>• Our records and client data are our property too</td>
<td>42</td>
</tr>
<tr>
<td>• Privacy and confidentiality</td>
<td>42</td>
</tr>
<tr>
<td>• Speaking up</td>
<td>43</td>
</tr>
<tr>
<td>• Always looking to improve</td>
<td>44</td>
</tr>
<tr>
<td>• How can I tell if my behaviour is within the Australian Home Care Code of Conduct?</td>
<td>44</td>
</tr>
</tbody>
</table>
About our Code of Conduct

We are proud to introduce the Australian Home Care Code of Conduct.

The Australian Home Care Code of Conduct is a statement of how we will conduct ourselves in servicing our clients, engaging with stakeholders, and interacting with our colleagues. Through encouraging confidence and trust in our organisation, we continue to strengthen our brand.

Our Code of Conduct applies to all staff of the business divisions within Australian Home Care — whether you are a member of our Care Services, Health Care at Home Australia or Corporate teams, we share a common set of values and expectations about the way we behave at work.

These expectations are defined in our Code of Conduct. This document outlines our requirements of you and your responsibilities as an employee of Australian Home Care.

The expectations exist to ensure that we:

- Act in the best interest of our clients, our colleagues and our parent company.
- Promote Australian Home Care through the highest standards of behaviour and appearance.
- Have a work environment that is safe, inclusive, and enjoyable for all staff.
- Protect Australian Home Care assets, information, intellectual property and reputation.
- Comply with the law, regulatory standards and Australian Home Care policies.
- Conduct business fairly, diligently, respectfully and with integrity.

About our Code of Conduct

As an employee of Australian Home Care, you are required to:

- Read the Code of Conduct
  Please read this Code of Conduct and make sure you understand it. If there is anything that you do not understand, ask your manager or People and Culture representatives to explain it.

- Agree to It
  You must agree to abide with the Code of Conduct by confirming acknowledgment at the completion of the on-line module which you will receive both throughout the On-boarding process and annually thereafter.

- Follow It
  As an Australian Home Care employee you are required to work within the expectations of the Code of Conduct.
  Failure to do so may lead to disciplinary action, including dismissal.

Thank you for supporting Australian Home Care.

Warm Regards,

The AHC Team
Who are we?

Australian Home Care has a rich 30 year plus history starting out as a service provider for persons with multiple sclerosis and developing over time to now being one of Australia’s leading aged and disability providers.

Australian Home Care is NDIS registered and a significant provider of services to some of Australia’s largest funders.
Extraordinary. Every day.

Our key services

What do we do?

Australian Home Care seeks to improve the lives of people in our community.

Through our service offerings we achieve the following for our clients and customers:

• Independence, wellbeing and peace of mind.
• Healthier, happier lives.
• Achievement of client and customer goals and dreams.

How do we do this?

Australian Home Care delivers services through a person-centered approach. We acknowledge that our clients and customers rely on quality service provision, underpinned by respect for the individual, their family and friends.

The person-centered ethos extends to all divisions of the group and reflects the elements of choice, dignity and independence.

Australian Home Care has a set of core values which are aligned with our commitment to the person-centered approach. All employees must demonstrate our core values in their daily work.

Care Services provides services

Care Services provides services to the frail, older people, people with a disability, or those in need of home support services. This includes our supported accommodation services.

Health Care at Home Australia provides in-home specialist infusion services, such as chemotherapy, and other specialised nursing care.
Encouraging innovation means...
applying creative thinking to challenge the way we work. By questioning current ideas, problem solving creatively and searching for excellence, we will continuously improve and grow our business.

Empowering employees means...
being self-motivated, engaged and motivating others to be proactive and to learn from others to drive a learning culture.

Promoting a culture of care means...
having respect for diversity when working with others and always observing Australian Home Care’s Code of Conduct. It means providing a great work environment.

Fostering communication and collaboration means...
building effective relationships, communicating clearly and with influence, and working together to achieve objectives.

Encouraging personal responsibility means...
acting decisively, accepting accountability for one’s actions, driving accountability in others and achieving organisational viability and sustainability.

Fostering service excellence and continuous improvement means...
understanding the client or customer, demonstrating resilience, and ensuring that service provision exceeds expectations through continuous improvement.

Celebrating success means...
being actively engaged in and aware of the Australian Home Care business, engaging others and celebrating individual and group achievements.

Our Core Values
We expect you to act with honesty, integrity and trust at all times while you are at work. AHC supports and acts within the National Disability Services Zero Tolerance Framework. The Zero Tolerance Framework aims to assist providers such as us to have in place and maintain practices which safeguard the rights of people we support.

Unacceptable behaviour at work includes, but is not limited to:

• Working or behaving in a manner that places you or others at risk of injury or harm.
• Bullying, harassing, or otherwise acting or communicating in a threatening or intimidating manner towards clients, customers, or colleagues, including using abusive language or intimidating body language.
• Possessing or being under the influence of alcohol or illegal drugs while at work.
• Ensuring our personal hygiene and presentation is professional and appropriate.
• Fraud is the deliberate falsification of company records and documents including falsifying time sheets, attendance records, information in communication books, and reports.
• Theft is also a form of fraud. You must not remove any company or client property for your own personal use, even if you think the items are damaged or are no longer needed by the company.
• Misusing or willfully damaging company, client or customer property.
• Not notifying your manager promptly and directly that you won’t be at work. An email is not good enough, we expect you to call.
• Forming inappropriate emotional, social or intimate relationships with clients or customers.
• Inappropriate use of social media, information systems and other company assets.
• Posting inappropriate, false or malicious comments or materials online regarding Australian Home Care, it’s staff, clients or its representatives.
• Having unauthorised dealings with the media in any form.
• Expressing personal opinions as that of the organisations.

The way we behave at work and in the community

Respecting each other

We expect you to carry out your duties in good faith. Company policies and procedures, as well as the law, program guidelines, and standards of operation all help you to work within the boundaries of your role.

Australian Home Care is committed to providing equal opportunity for all employees and a workplace free from bullying and harassment.

We do not tolerate discrimination on the grounds of race, colour, age, gender, sexuality, religious belief, political opinions, physical or mental disability or impairment, pregnancy, potential pregnancy, breastfeeding, marital status, family/parental status, career responsibilities, nationality, social origin, or membership/non-membership of a trade union.

We also do not tolerate bullying, discriminatory, or harassing behaviours, including gestures, physical molestation, inappropriate or unwelcomed touching, verbal abuse or threats, vilification, inappropriate language, and the display of electronic or written material that offends, humiliates, or intimidates others.

Passive aggressive behaviour or behaviour that is undermining to AHC objectives is also not tolerated.

Social inclusion is important. It is based on equality, equity, social justice; and human rights and freedoms, as well as the principles of tolerance and embracing diversity.

If you see any of these behaviours, we expect that you will raise issues promptly and report any suspected breaches of company policy to your manager.

If you feel you are subject to any of the above behaviours, you are encouraged to raise your concerns with your manager.

To help you to understand and meet these requirements, you are expected to complete the training applicable to your role, and ask questions when you do not understand something.

These expectations extend to your attendance at any work endorsed functions, meetings, events, training and travel.

These expectations also apply to how you represent our brand in all dealings with the community. This includes when wearing company uniforms outside working hours.
Understanding professional boundaries

A professional relationship:
- A professional service is provided.
- Particular skills and qualifications are required.
- The relationship exists for a period of time.
- The service has a cost.
- Codes of behaviour and conduct exist.
- You come together for professional reasons.
- There are responsibilities and expectations regarding trust and ethical behaviour.
- You provide ‘reasonable’ notice periods when you require leave or resign.

Boundaries are crossed when:
- You disclose details of your personal life or employment to a client.
- You invite a client to a personal party or social event.
- You take a client to your home.
- You take friends or family members to the clients home.
- You accept an invitation from a client to a personal party or social event.
- You accept a gift, no matter how small, from a client.
- You use touch that is not essential to doing your job.
- You do additional tasks outside the care [service] plan or at the client’s request.
- You swap contact details with clients or interact using social media.
- You dress inappropriately.
- Discuss particular details or gossip about other support workers with clients.
- You use/borrow items from clients, even with permission.
- Your actions can be construed as influencing vulnerable people.
- You discuss AHC business activities or decisions with clients.

Our aim
- You talk about your pay only with your manager, not others.
- Everyone is treated with respect, courtesy, friendly and respectful behaviour.
- You are aware of the degree of AHC involvement in a person’s life.
- You take responsibility and promote independence for the clients.
- You are thinking about boundaries at all times.
- You are friendly with clients and their families you are not friends.

Understanding professional boundaries

Simple rules for keeping boundaries
- Do not seek out a personal relationship with your clients, or their family or friends.
- Do not introduce clients to your own family or friends.
- Do not socialise with your clients or their family, friends outside of work hours. Your work finishes at the end of your shift.
- Do not supply or use alcohol, drugs or other illegal substances during work.
- Turn up on time for your shift. Don’t arrive late and leave early. People notice, including your clients. Organise your commitments and travel so that you have plenty of time.
- Do not smoke in front of clients, and do not lend or buy cigarettes for your clients (unless in the care plan).
- Do not smoke immediately before entering a client’s home, remember your personal hygiene.
- Do not borrow, ask for or lend money to clients. Do not talk about your personal financial or other life problems with clients.
- Do not ask for or take money, gifts or special favours from your clients.
- Do not allow clients to drive your own/ work motor vehicle.
- Do not give advice outside of your skills and expertise – e.g. financial, marital, relationship, medical – Refer on to qualified professional or coordinator for any support needed.

- Respect confidentiality and privacy – do not discuss information about your clients with your family or friends. Talk to colleagues and use peer supervision.
- Do not disclose personal information (yours or other workers or other clients) e.g. phone numbers, address, email, marital information, pay rates etc.
- Do not use your mobile telephone for non-work reasons whilst on shift.

Support Worker’s Gossiping
- Do not criticise, complain or discuss issues relating to other workers, staff, or AHC (as your employer) with your clients or their family or other support workers. Work related issues and complaints need to be dealt with in the workplace – Talk to your coordinator.

Family Members Working as a Support Worker for their loved ones
- Please remember that whilst you are on shift you are an employee of Australian Home Care and all policies and procedures must be followed. This includes Personal Conduct / Leave Applications / Timesheet Submissions.
- Family members as employees must abide by all the same employment and OHS laws, policies and regulations as other employees.
- There is an expectation that family members must be over 18 years of age, not work more than 38 hours per week on program, must report all issues and concerns to coordinators and/or client service managers including the rostering and selection of other support staff [AHC employees].
Understanding professional boundaries

Leave (Permanent Employees only)

- If you are unwell and unable to attend your shift please contact co-ordination within a "reasonable" (Minimum: 1 hour unless it is an emergency) time so that your shift can be covered. A sick leave form needs to be completed and if you are away for more than 2 days AHC will require a medical certificate or statutory declaration.

- Annual Leave – AHC require a **minimum** of 2 weeks’ notice for this leave to be approved. Leave forms are applications. Leave is not guaranteed. Speak to coordination on submission if you need specific dates etc.

- Unless leave is confirmed do not book or pay for travel in the event leave may not be approved for operational reasons.

Time sheets / Ezi-pay

- Please remember if your client is registered to use Ezi-pay this **must** be used.

- All manual time sheets must be emailed or faxed to appropriate numbers by 10.00am Monday. AHC will not authorise a pay run simply because you have failed to submit your time sheets on time regardless of the reason.
Key obligations for support workers

Obligation 1
You must provide services without engaging in abuse, exploitation, harassment or neglect.

Obligation 2
You must report any form of abuse or suspected abuse.

Obligation 3
You must not engage in sexual abuse or misconduct and must report any such conduct by other workers, people with a disability, family members, carers or community members.

Obligation 4
You must show respect for cultural differences when providing services.

Obligation 5
You must act ethically, with integrity, honesty and transparency.
Support worker obligations

Introduction

Everyone has a right to be respected, to feel safe and to be free from abuse.

Abuse is a violation of a person’s human rights and has a number of forms such as financial abuse, emotional abuse, physical abuse, sexual abuse and neglect. The Code of Conduct for support workers applies an obligation of zero tolerance of abuse of people with a disability and prescribes the behaviour expected of you as a support worker.

This is the standard for all AHC operations.

Obligation 1: You must provide services without engaging in abuse, exploitation, harassment or neglect.

Zero tolerance of abuse of people with a disability requires that a support worker appreciates people with a disability have needs, preferences and feelings just like everyone else. It also requires workers to actively listen to, and prioritise, the preferences of people receiving support services, where it is safe to do so.

To meet this obligation you must:

• Treat people with a disability with dignity and respect, and uphold their human rights.

• Never abuse, exploit, harass or neglect a person with a disability.

• Always take action to ensure a person with a disability you have reason to believe may have been abused, exploited, harassed or neglected receives appropriate support (for example, medical support, counselling and support to report abuse to the police).

• Actively listen to people with a disability and their families, carers and advocates to deliver support with their interests and needs in mind.

• Support people with a disability to meaningfully engage with their local community and society.

• Exercise professional and ethical judgement when providing services.

Obligation 2: You must report any form of abuse or suspected abuse.

Reporting in this context means reporting to your supervisor or manager. Reporting to other authorities should occur in line with AHC’s reporting policy and procedures.
Support worker obligations

This includes reporting any abuse committed by colleagues, other workers, family members, carers, people with a disability or community members.

To meet this obligation you must:

- Take all allegations of abuse seriously.
- Report any abuse or suspected abuse to your supervisor or manager and, if necessary, other relevant authorities in line with AHC’s reporting policy and procedures. This includes reporting incidents that raise concerns about the support provided by another worker.
- If you think AHC has not acted on your first report and people with a disability are at risk, report the abuse or suspected abuse to other authorities such as the Disability Services Commissioner www.odsc.vic.gov.au or similar for your State or use the AHC Speak Up service - To access the Speak Up service you can make a secure online report 24/7 at www.yourcall.com.au/report quoting our organisation’s ID AHCS2015 or you can telephone the Your Call confidential alert line on 1300 798 101, Monday to Friday 6pm-12am midnight AEST, except for public holidays.
- Facilitate access to independent support, such as an advocacy service or the Office of the Public Advocate, where a person’s rights are not being upheld.
- Participate in training, information sessions and supervision provided by your employer that assists you to understand what abuse is and its various forms, and the application of the Code of Conduct.

Obligation 3: You must not engage in sexual abuse or misconduct and must report any such conduct by other workers, people with a disability, family members, carers or community members.

All forms of sexual misconduct and sexual abuse are unacceptable and are a violation of this Code of Conduct.

To meet this obligation you must:

- Always report sexual misconduct and abuse.
- Recognise the power imbalance between you and a person receiving your support and how this affects the kinds of behaviour that are appropriate.
- Never engage in any sexual conduct with a person who you support, including actions committed by force, intimidation, coercion or manipulation.
- Never engage in any form of sexual activity or behaviour with a person who you support. This includes sexual advances and sexual, personal or erotic comments.

Obligation 4: You must show respect for cultural differences when providing services.

Cultural respect involves recognising and valuing the diversity of people and creating an inclusive environment where it is safe for people with a disability to express their cultural, religious and sexual identity.

To meet this obligation you must:

- Act ethically, with integrity, honesty and transparency.

Acting ethically means upholding professional obligations while providing support services and avoiding situations that will violate community standards and the expectations of those receiving support. Acting with integrity means doing the right thing even if no one is watching. Acting with honesty and transparency means being open and clear about what you are doing and being careful to avoid situations that could be seen as a conflict of interest.

By demonstrating these values in all aspects of your work, you can provide high-quality support services.

Ref: Victorian Government Health and Human Services
Staff working safely together

- Working safely
- Your safety and health
- The environment
Working safely

We are committed to providing you with a safe and healthy working environment. Safety is everyone’s responsibility.

You are required to:

• Follow Australian Home Care’s Occupational Health and Safety policies and procedures.
• Report all hazards and safety risks immediately.
• ALWAYS stop and assess your work environment, surroundings and tasks before starting work – what has changed and is it safe?
• Complete all safety training requirements.
• Conduct manual handling in accordance to our No Lift procedures.
• Make sure you are clear on what is required of the work and processes.
• Be fit and well for work – tell your manager or coordinator if you are not.
• Drive safely and within the law.
• Make safety personal: ask yourself what can I do to protect myself and others?

Your safety and health

At Australian Home Care, we believe that everyone is responsible for promoting a safe working environment. We believe that it is everyone’s responsibility to protect themselves, clients and customers from hazards that could cause injury.

We also believe that:

• Most injuries could be prevented.
• Every incident is an opportunity to prevent another.

We are committed to managing our operations to protect the health, safety, and welfare of our employees, contractors, and volunteers.

If you are injured at work, we will work with you and your health care professionals to get you back to work as soon as it is safe to do so.

If you see an unsafe act, you are responsible for identifying and reporting to your manager the hazard to minimise the potential risk of injury.

If you are unsure about safety issues, you should contact your manager or the People and Culture team on 1300 303 770.

Report injuries immediately

Don’t wait to see if it will feel better.

All incidents regardless of seriousness must be reported within 24 hours.

Serious incidents must be reported immediately and escalated to State Managers within 60 minutes.

The environment

At Australian Home Care, we work within the law and local regulations to meet or exceed expectations around environmental issues. We seek to minimise our impact on the environment in the areas of waste, water usage, energy usage, and air quality.

This means that we:

• Reduce, re-use and recycle materials wherever possible, within the constraints of privacy and confidentiality.
• Dispose of waste in the most environmentally friendly way including using recycling bins in our offices and work places.
• Where possible, print documents double sided or view them electronically.
• Use email to correspond with staff avoiding unnecessary printing.
• Where safe, turn off lights when buildings/rooms are unoccupied.
• Use environmentally friendly cleaning agents and chemicals.
• Are mindful of the environmental impact of your activities and choices.
We are our brand

- We are what we wear
- Our clients and customers are why we are here
We are what we wear

How you present yourself personally for work is how you represent Australian Home Care to our clients and customers. This means dressing appropriately for work in a professional and business-like manner. If “casual Friday” is part of your workplace, you must wear smart business casual clothing, not gym or beach wear. Your clothing and footwear must not present a safety issue.

This includes:

• Wearing your name badge whilst on shift – no excuses!
• Wearing the appropriate personal protective equipment or uniform.
• Ensuring work clothes or uniforms are clean, in good condition and pressed.
• Being clean, tidy, and maintaining personal hygiene and grooming.
• Jewellery should not be excessive or present a safety hazard.
• If you are a domestic assistant, support worker or nurse, your nails must be kept short. Wearing acrylic nails if you have any of these job roles is not acceptable.
• Tattoos should be covered. Facial and other body piercings should be removed. Ear piercings should be discreet.
• Thongs are never acceptable. Footwear must be enclosed and fit for purpose.
• Arriving at work appropriately dressed and not changing at work.

Important Note: If you do wear a uniform, remember how you behave wearing it to and from work is just as important as when at work. In your uniform you are an ambassador of our brand. Your conduct needs to reflect this. AHC has Personal Presentation Guidelines, if you are not sure what these are talk to your manager or coordinator.

Our clients and customers are why we are here

At Australian Home Care, we have the privilege of working with some of the more frail and vulnerable people in our society. We aim to make every interaction that we have with our clients and customers a positive one. Part of this is leaving a positive lasting impression of the company and its employees. We achieve this by how we present ourselves physically, and also by:

• Using the person-centered approach to our work – treating our clients and customers with respect and dignity.
• Working within care plans and work plans – if a client asks you to do something outside of the care plan or work plan, check with your manager or coordinator first.
• Greeting our clients cheerfully and leaving them with a positive parting comment.
• Following safety procedures at all times.
• Maintaining appropriate professional boundaries – we are friendly at all times; we are not the client’s friend.
• Respecting their client’s environment and wishes.
• Actively listening and responding appropriately.

We are here to provide a service so the use of personal electronic devices, especially mobile/ smart phones, during shifts is not acceptable other than for business purposes.

We are all expected to consistently deliver a safe, quality and timely service. All our efforts should ensure our clients have a level of confidence in our services and provide their friends and family with peace of mind.

Always ask yourself if this was your loved one, would you be happy with the quality of care and level of service you have provided to them today?
The media and external stakeholders

- Media and me
- External stakeholders
Media and me

From time to time, events held by Australian Home Care may be of interest to the media. Company employees who are contacted by the media about Australian Home Care activities must not provide comment. You are required to redirect inquiries from the media to the Chief Executive Officer (CEO), or the Chief Financial Officer in the CEO’s absence. Employees must have authority from their Executive Manager prior to initiating any contact with the media.

Employees of Australian Home Care must not use social media (including, but not limited to Facebook, LinkedIn, Instagram, Twitter) as a forum to discuss work related matters and/or attach any work related images.

Communicating with clients and customers via social media, unless it is part of a client’s care plan, would be considered a breach of professional boundaries.

External stakeholders

Australian Home Care is a provider of services for a wide range of funders, private clients, aged care facilities, hospitals and other allied health professionals and agencies.

It is important to remember that in all dealings with external stakeholders, it is inappropriate to offer or give gifts, rewards or favours in exchange for preferential treatment or service advantage.

It is also inappropriate to make service commitments that cannot be honoured or fall outside the Australian Consumer Code of Practice.

You must not make false representations or mislead clients or customers.

Our aim is to ensure our impact is always a positive one. It is your responsibility to behave in a manner that represents Australian Home Care as a good corporate citizen. A good reputation is very hard to earn, but easy to damage.
Honesty and integrity

- Avoiding conflict of interest
- What if I get offered a gift?
Avoiding conflict of interest

Australian Home Care is committed to dealing with our clients and customers with integrity. A conflict of interest occurs when your private interests interfere, or appears to interfere, with the interests of our clients, funders, customers, or the company.

You must declare any conflict of interest or potential conflicts of interest to your manager. The following are examples of situations that would create a conflict of interest and are unacceptable:

- Witnessing any legal documents for a client/customer.
- Accepting a loan or giving a guarantee of a loan to a client or customer.
- Selling goods and services to or from a client or customer, including raffle tickets, party plan sales and donations to fund raising events.
- Asking for money, including for fundraising purposes, or goods from a client/customer.

You must:

- Notify your manager of any changes in circumstance that may cause a conflict of interest. For example, being assigned a friend or family member as a client.
- Disclose any personal associations with third parties that may be involved in providing services, or tendering for services. This could be perceived as favouring a supplier because of a personal relationship.
- Formally declare working for a competitor of Australian Home Care to your manager.

For more information please see AHC Conflict of Interest and Anti-Bribery Corruption Policy.

What if I get offered a gift?

Australian Home Care is committed to maintaining business relationships with clients and customers.

The giving and receiving of gifts can cloud this relationship. Gifts can be seen as bribes or favouritism.

It is our company policy that we do not receive gifts from clients and customers.

We understand that some clients or customers can be quite insistent and could be offended if you do not accept a gift.

If you are offered a gift you must:

- Declare an offer of a gift immediately to your manager.
- Let your client/customer know that company policy does not allow the giving or receiving of gifts.
- Ask your client or customer to show their appreciation by calling your manager to log a compliment about the service they have received.

TIP: Office staff must be aware of and comply to AHC’s NDIS and Conflict of Interest Policy
Company property

- Our records and client data
- Privacy and confidentiality
- Speaking up
- Always looking to improve
Our company information is our information and our intellectual property.

Our policies, procedures, tender documents and submissions and other intellectual property belong to the company. This is the case even if you were the author of these documents. Any intellectual property that you have contributed to remains the property of Australian Home Care. You must not remove it for your own use.

Our records and client data are our property too

Privacy and confidentiality

To ensure that we comply with the law, program guidelines and standards of operation, we must ensure that all company records are kept up to date and are accurate. This includes client and customer records and data.

No employee should deliberately keep or help another person keep records that intentionally hide or mislead the true nature of the transaction.

You must keep all client records, information and secure company data confidential. This includes after you have left your employment with Australian Home Care.

Speaking up

We are committed to ensuring that our employees, contractors and business stakeholders observe the highest legal and ethical standards at all times and to ensure that behaviour is consistent with this Code of Conduct.

During the course of your work with Australian Home Care, you may witness a breach of the Code of Conduct. You have a responsibility to raise this issue with your manager. We take this type of feedback very seriously and there is a confidential process in place for investigation of the matter.

If you are unsure if an action is right or wrong, ask yourself these questions:

• Is it safe?
• Is it legal?
• If carried out, would the action be interpreted as honest and fair?
• If carried out would the action uphold our good reputation?
• Does the action align with our Code of Conduct and values?

If you answered “no” to any of these questions, it is best to seek advice. Matters that can be reported include, but are not limited to, suspected fraud, suspected abuse, corruption, or illegal activity that involves Australian Home Care or its employees in any way.

In the unlikely event that you are unable to escalate a matter of serious misconduct through your manager or coordinator, you can contact Your Call by phone on 1300 798 101 or make a secure online report 24/7 at www.yourcall.com.au quoting AHCS2015. For further information please refer to the Speak Up Policy on the Intranet. Its free and confidential.

We encourage employees to report inappropriate conduct on a confidential basis.
Always looking to improve

Australian Home Care recognises that some of its best ideas come from our workforce and we are keen to capture all opportunities for improvement, both operationally and from customers/clients experiences. One of our core values is fostering innovation.

If you have an idea that could improve our service to our clients, customers, or employees, contact your manager. Your manager will record your idea on the incident database as an opportunity for improvement. Your idea will be discussed, costed, tested, and adopted if it proves to be an improvement. We will celebrate your success!

How can I tell if my behaviour is within the Australian Home Care Code of Conduct?

Working within an industry that involves caring for others often presents “grey areas” of behaviour. If you are confronted with a situation or are considering behaviour and you are unsure of the appropriateness, ask yourself these questions:

• Is the behaviour in line with Australian Home Care’s values?
• Would this behaviour look OK on the evening news or on the front page of the newspaper?
• Would I be comfortable telling my friends, family and work colleagues about this?
• Is the behaviour in line with occupational health and safety standards?

If you answered “no” to any of these questions, you may be confronting a situation or considering behaviour that could be in breach of the Australian Home Care Code of Conduct. Speak to your manager immediately and get help.