



CODE OF CONDUCT

Policy Number: 1:5

Pages: 5

Compliance with this Policy Directive is **Mandatory**

| Document Type | Corporate Policy Document |
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| Purpose of the Policy | <p>Care Assessment Consultants Pty Ltd (“Care Assess”) recognises the importance of a work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management and the general public.</p> <p>Care Assess expects all workplace participants to observe the standards set out in this Code of Conduct. Compliance with this Code is expected and non-compliance may result in disciplinary action. Agents and contractors (including temporary contractors) may have their contracts with Care Assess terminated or not renewed.</p> |
| Policy | <p>All employees of Care Assess are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with Care Assess. This Code provides an overview of Care Assess’ fundamental business values. It is by no means exhaustive, but summarises some of our most important policies, which are based on standards that underlie our business ethics and professional integrity, standards that apply to all workplace participants.</p> <p>As representatives of Care Assess, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace. Where the workplace participant can be perceived as representing Care Assess, all workplace participants are expected to:</p> <ul style="list-style-type: none"> • Comply with all laws, policies, procedures, rules, regulations and contracts. • Comply with all lawful and reasonable directions from Care Assess. • Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public. • Display the appropriate image of professionalism at your workplace, ensuring their appearance is neat and tidy. • Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory |

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| | <p>manner with proper regard for their rights and dignity.</p> <ul style="list-style-type: none"> • Acknowledge that discrimination, victimisation or harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification is a legal offence and it will not be tolerated. • Promptly report any violations of law, ethical principles, policies and this Code. • Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible. • Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance. • Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities. • Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by Care Assess in the interests of occupational health and safety. • Be truthful in all dealings with persons encountered at the workplace. • Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance. • Not act for an improper or ulterior purpose or on irrelevant grounds. • Never demand or request any gift or receive benefit in connection with employment or engagement. • Respect Care Assess' ownership of all of its funds, equipment, supplies, books, records and property. • Maintain during employment with Care Assess and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with Care Assess. • While employed at Care Assess, not accept any employment with another organisation that is a supplier or competitor of Care Assess, or any other employment that is in conflict with your position at Care Assess. • Not make any unauthorised statements to the media about Care Assess's business (requests for media statements should be referred to the line manager). • Do not fight in the workplace. • Do not swear in the workplace. |
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| | <ul style="list-style-type: none">• Never report for work under the influence of illicit drugs or alcohol.• Do not smoke during working hours unless during prescribed breaks and within designated areas.• Immediately and fully disclose in writing to the Employer any potential or actual conflicts of interest.• Do not undertake any activity (whether paid or unpaid) which may compromise the Employee's ability to properly and objectively perform his duties and responsibilities to the Employer.• Without limiting the generality of the above, do not engage in any of the following conduct:<ul style="list-style-type: none">○ Participate in any dishonest or unfair conduct in any business transaction or other dealing with the Employer's clients or customers, contractors or employees;○ Disparage the Employer or its business;○ Assist or participate in the business of a competitor of the Employer;○ Divert clients, customers or business away from the Employer;○ Undertake during working hours a business or work which is unrelated to that of the Employer;○ Undertake outside of working hours a business or work which competes with the business of the Employer or otherwise gives rise to a conflict of interest;○ Provide work, business or any other benefit on behalf of the Employer to a business in which the Employee or the Employee's immediate or extended family, friends, partners or associates have a significant financial or personal interest, without the explicit permission from the Chief Executive Officer;○ Encourage employees or contractors of the Employer to leave the Employer;○ Create discontent amongst employees or contractors of the Employer;○ Accept a benefit from someone other than the Employer, such as a bribe, in return for an act or forbearance in relation to the Employer's business;○ Accept a benefit from a person that does business or competes with the Employer;○ Earn or attempt to earn a secret profit or commission from the Employer's business; or○ Engage in insider trading. |
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| | <ul style="list-style-type: none"> • The above restrictions set out in this Code will not apply to any of the following: <ul style="list-style-type: none"> ○ A lawful activity which the Employer has approved in writing after receiving full details of the activity from the Employee; ○ Reasonable involvement in any professional or educational activity or body; or ○ Trading in any shares or stock of any company which is listed on a recognised stock exchange for the purpose of investment only, provided that such shares or stock do not exceed 5% of the company's issued capital. • You must report to the Employer any actual or suspected breaches of this Code by any other employee to their Manager. • Breaches of this Code may lead to termination without notice. <p>Issues for Managers and Supervisors Managers and supervisors should also:</p> <ul style="list-style-type: none"> • Promote a team spirit. • Maintain confidentiality when conducting investigations into complaints, personal grievances and disputes. • Avoid bias in decision making. • Ensure compliance with procedures when carrying out counselling and discipline. • Exercise objectivity when administering rewards or discipline. • Do not condone, permit, or fail to report any breaches of the above code by workplace participants under their supervision. |
| Scope | <p>This Code of Conduct applies to employees, agents and contractors (including temporary contractors) of Care Assess, collectively referred to in this policy as 'workplace participants'.</p> <p>The Code of Conduct does not form part of any contract between an employee and Care Assess nor does it form part of any other workplace participant's contract for service.</p> <p>Care Assess may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this Policy is conducted to ensure it suits best practice governance and management.</p> |
| Related Policies Community Common Care Standards EQuIP 5 | |

Policy Authorised by: Joe Towns

Original issue: 7/10/2011

Title: Chief Executive Officer

Policy Maintained by: Jane Smith

Current version: 1

Title: Operations Manager

Review date: 5/10/2012