

Code of Conduct

1 Purpose

This Code of Conduct has been produced for all Southern Cross Care (WA) Inc. (SCCWA) employees and provides guidance on how they should behave in their day-to-day work. It governs the way all employees must behave towards customers, clients, suppliers, and their families, co-workers, company management and the general public. It should be read in conjunction with any laws, company policies, procedures, rules, regulations, and contracts that also applies.

Our success is based on a reputation as an ethical company. We take our responsibilities to our employees, clients, and other stakeholders seriously and strive to work to the highest standards.

2 Scope

All employees of Southern Cross Care (WA) Inc. including the Board Directors, those employed at managed sites, contractors, and volunteers

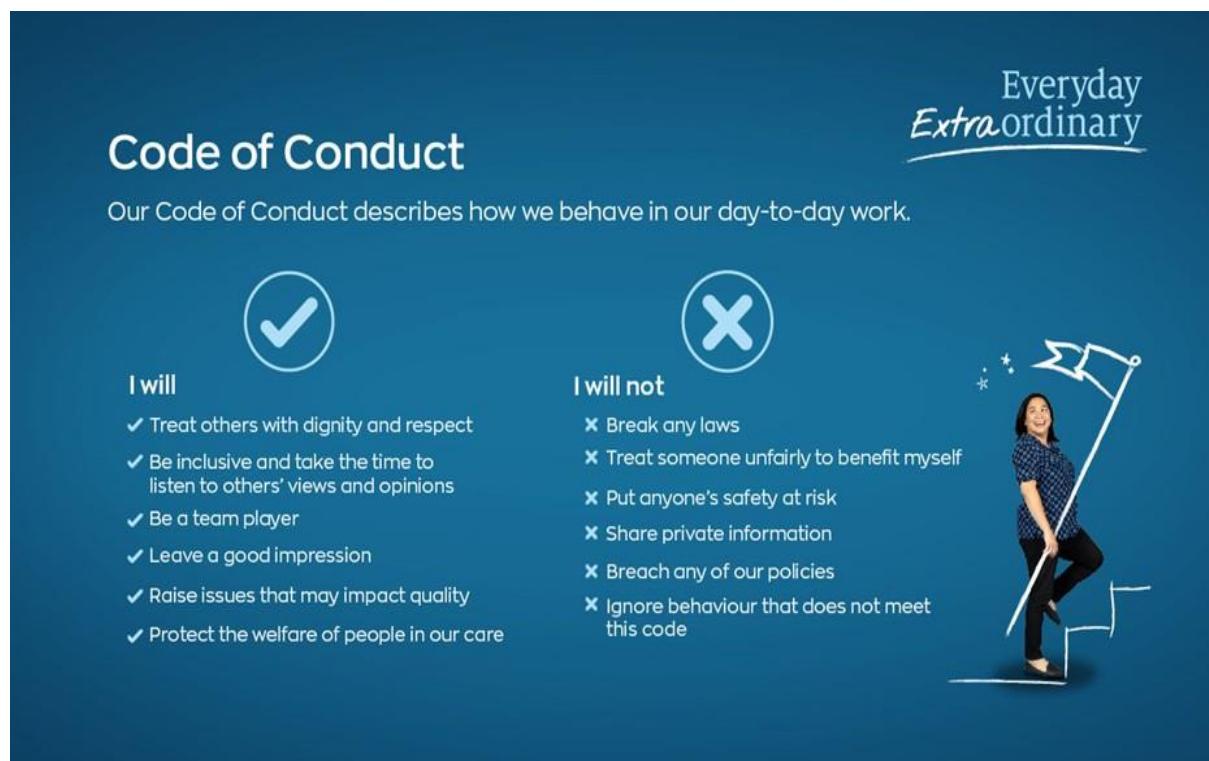
For the purposes of this document, SCCWA encompasses services provided by Southern Cross Care, Southern Plus, and Southern Cross Housing Ltd.

3 Policy Statement

This Code of Conduct outlines the standard of behaviour expected of all SCCWA employees

4 Code of Conduct

All SCCWA employees are expected to conduct themselves according to the following guiding principles:



Code of Conduct

Our Code of Conduct describes how we behave in our day-to-day work.

Everyday Extraordinary

 I will	 I will not
<ul style="list-style-type: none">✓ Treat others with dignity and respect✓ Be inclusive and take the time to listen to others' views and opinions✓ Be a team player✓ Leave a good impression✓ Raise issues that may impact quality✓ Protect the welfare of people in our care	<ul style="list-style-type: none">✗ Break any laws✗ Treat someone unfairly to benefit myself✗ Put anyone's safety at risk✗ Share private information✗ Breach any of our policies✗ Ignore behaviour that does not meet this code

A woman is climbing a ladder to a flag at the top.

5 Roles and Responsibilities

Role	Responsible for:
Executive Management Committee	Endorse and ensures compliance with this policy Be familiar with legislative requirements of this policy

Role	Responsible for:
Executive Team/Senior Leadership Team	<p>Oversee compliance with this policy</p> <p>Support staff competence and compliance with this policy and ensures staff receive appropriate training and supervision to comply with this policy</p> <p>Report on collated information regarding policy scope and key performance indicators, to ensure operational decision making is informed by outcomes and this policy</p> <p>Support the review of this policy</p>
Manager, Co-ordinators/Team Leaders	<p>Manage and monitor compliance with this policy and facilitate access for staff to receive appropriate training, and supervision to comply with this policy</p> <p>Collate and escalate reported information as required</p> <p>Ensure operational decision making is informed by this policy</p>
Employees, volunteers, contractors.	<p>Comply with this policy</p> <p>Maintain knowledge of the current practices in relation to the subject of this policy, as applicable to their role</p> <p>Report any incidents as per organisational policy</p> <p>Participate in regular practice supervision</p>

6 Legislation and Supporting Documents

6.1 Legislation and Standards

- The Aged Care Act 1997 and Aged Care Principles 1997
- Disability Services Act 1993
- NDIS Practice Standard & Quality indicators
- National Mental Health Standards 2010
- Freedom of Information Act 1982
- The Privacy Act 1988
- NDIS Code of Conduct April 2024
- Mental Health Bill (WA) 2013
- The Western Australian Mental Health Act (WA) 2014
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009 (WA)
- Human Rights and Equal Opportunity Commission Act 1986
- Workplace Gender Equality Act 2012 (Cwlth)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health and Safety Act 2020
- Australian Human Rights Commission Act 1986 (Cth)

6.2 Related SCCWA Policy and Procedures

- SCC-HUM-POL-0009 – Conflict of Interest Policy

- SCC-RIS-POL-0009 – Privacy Policy
- SCC-MKT-POL-002 – Social Media Policy
- SCC-HUM-POL-0011 – Discipline Policy
- SCC-HUM-POL-0028 – Work Health & Safety Policy
- SCC-HUM-POL-0043 – Acceptance of Gifts Policy

Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	Head of HR approved by Jane O'Halloran	First release	14/01/2019	14/01/2020
2.0	Head of HR approved by Jane O'Halloran	Review to reflect requirements of the new Aged Care Standards	28/06/2019	28/06/2021
3.0	Head of HR approved by CEO	New Template, amended to reflect NDIS changes.	24/12/2021	24/12/2022
4.0	Chief People Learning & Culture Officer approved by Chief Executive Officer	Reflect new values Change job titles to current	21/08/2023	21/08/2024
5.0	Chief People Learning & Culture Officer approved by Chief Executive Officer	Review and update	27/10/2023	27/10/2025
6.0	Chief Executive Officer	Review and update	30/11/2023	1/12/2025
7.0	Chief Executive Officer	Review to reflect updated NDIS Code of Conduct	17/09/2024	17/09/2026