

### 1. Policy

Abbeyfield Australia and its affiliated Abbeyfield societies will adopt the highest ethical standards and abide by all applicable legislation.

### 2. Principles behind the Code of Conduct and Ethics

The Code of Conduct and Ethics is based on the following principles which require that all employees, volunteers, directors and committee of management members should:

- Operate with the highest level of probity
- Have a commitment to social justice
- Strive for best practice
- Avoid conflicts of interest
- Be accountable
- Be professional in their work and in their dealings with others
- Demonstrate a commitment to service quality
- Be mindful of confidentiality issues
- Report corrupt or unethical behaviour

### 3. Applicability

This policy applies to all employees, volunteers, directors and committee of management members of Abbeyfield Australia and its affiliated local societies.

### 4. Code of Conduct

#### Conflicts of interest

Employees, volunteers, directors and committee of management members will avoid any actual or perceived conflicts of interest. See Conflict of Interest policy.

#### Gifts, bribes or favors

Employees, volunteers, directors and committee of management members will not solicit or accept gifts, bribes, hospitality, benefits, service or favors. See Gifts policy.

#### Decision making

Abbeyfield Australia and its affiliated Abbeyfield societies will always make decisions within an agreed and documented framework. These processes and any decisions are open to scrutiny.

#### Complaints and appeals

Abbeyfield Australia and its affiliated Abbeyfield societies will ensure that all residents are able to make a complaint or appeal a decision without retribution.

#### Use of public resources

Employees, volunteers, directors and committee of management members will always be mindful that the organisation's resources are funded by residents, donors and governments and should be used efficiently and appropriately.

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### **Political and personal activities**

Employees, volunteers, directors and committee of management members will be mindful that their involvement with external activities is not perceived to reflect badly on their ability to contribute to the organisation. Employees, volunteers, directors and committee of management members will bring to the attention of the CEO or Chairman of any association any activities that may impact on their work or that may impact on the organisation's reputation.

### **Secondary employment**

Secondary employment could potentially or be perceived to compromise the staff members duties. Staff members must request permission prior to taking up secondary employment. Permission should be sought from:

- The chairman of a local society managing an Abbeyfield House
- The manager of an Abbeyfield Hostel (or Chairman if it is the facility manager who seeks permission)
- The CEO of Abbeyfield Australia (or Chairman if it is the CEO who seeks permission)

Permission will not be unreasonably withheld.

### **Respect**

Employees, volunteers, directors and committee of management members will treat everyone with courtesy and respect and in a manner which is appropriate to their role as a professional and in accordance with relevant legislation.

### **Alcohol and drugs**

Employees, volunteers, directors and committee of management members will not be under the influence of alcohol or drugs during working hours or when representing the organisation at public forums or venues.

### **Public comment**

Employees, volunteers, directors and committee of management members will not publicly comment on behalf of the organisation unless authorised by the Board to do so.

### **Confidentiality**

Abbeyfield Australia and its affiliated Abbeyfield societies will ensure that sensitive, confidential and / or personal information is shared on a need to know basis only.

At the same time employees, volunteers, directors and committee of management members will be mindful they will sometimes have access to information which:

- is of a deeply personal nature to another person
- is related to contractual matters
- cannot be released to a third party without consent (unless required by law).

Abbeyfield Australia and its affiliated Abbeyfield societies will only collect sensitive, confidential and / or personal information if that information is necessary for our operations and we will store confidential information securely.

### **Fraud and/or maladministration**

Employees, board members and volunteers will under no circumstances participate in any activities that are fraudulent or give the perception of being fraudulent whether within the organisation or not, and will notify the CEO of Abbeyfield Australia or the Abbeyfield Australia Board if any fraudulent activities come to their attention.

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## 5. Disclosing breaches of the code of conduct and ethics

Every individual has a responsibility for ensuring that the organisation maintains the highest level of probity and that the organisation is not brought into disrepute. As such, each person has an individual responsibility to report a possible breach of the Code of Ethics and Conduct to the appropriate persons so that it can be fully investigated.

The appropriate persons will vary depending on the nature of the conduct and the persons believed to be involved.

If the suspected fraud or corrupt conduct involves:

- one or more employee, volunteer, director and committee of management member, then it can be reported to the CEO or the Chairman of Abbeyfield Australia
- the CEO, then it can be reported to the Chairman of Abbeyfield Australia
- one or more directors, then it can be reported to the Chairman of Abbeyfield Australia

Where neither option is practical, contact any Abbeyfield Australia director

## 6. Investigating breaches of the Code of conduct and ethics

Investigations will be handled discreetly. Information will be shared on a 'need to know' basis only and all people questioned should be reminded of their responsibilities to maintain confidentiality.

Any investigation should be handled with a view that a person who is alleged to have breached the code of conduct:

- will be presumed innocent till proven guilty
- should have a right to respond to allegations made against them

## 7. Outcome

Depending on the nature of the breach the outcome may be as follows:

- Counselling or training
- Additional supervision or mentoring
- Formal warning
- Dismissal

## 8. Quality assurance

- Signed Code of Conduct forms on personnel and directors files.
- Possible breaches of code of conduct investigated appropriately and in a timely manner.

## 9. Approval

This policy and procedure was approved in principle by the Board of Abbeyfield Australia on 13 February 2010 and finalized under the Chairman's authority on 8 March 2010

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