



TORBAY CODE OF CONDUCT

Torbay Lifestyles and Care is committed to conduct our business according to the highest standards of ethical conduct. It is expected that all employees, volunteers, visitors and contractors meet these standards of conduct and ethical values of Torbay Lifestyles and Care.

The purpose of this Code of Conduct (the Code) is to provide you with a clear understanding of the standard of conduct expected when performing your duties as an employee or visiting any site managed by Torbay.

Respect for others: Everyone should treat each other with dignity and respect. This includes speaking up against all forms of harassment, bullying, and discrimination based on race, gender, age, sexual orientation, religion, or any other personal characteristic.

Professional conduct: We will engage in professional and ethical behaviour that is consistent with the values and principles of Torbay. This includes maintaining confidentiality, avoiding conflicts of interest, and avoiding behaviour that could harm our reputation.

Communication: All communications are to be conducted in a manner that is constructive, respectful, and appropriate for the situation. This includes avoiding the use of language that is offensive or inflammatory, and avoiding behaviour that could be seen as intimidating or threatening.

Conflict resolution: If conflicts arise, they should be resolved in a respectful and professional manner. If the conflict cannot be resolved and managed locally, it must be escalated to management for appropriate investigation and action to be taken.

Responsible use of resources: The resources of the organization must be used responsibly and in accordance with any applicable policies or guidelines. This includes avoiding the unauthorized use of equipment, software, or other resources including social media.

Reporting violations: If anyone has of a violation of this Code of Conduct, they should report it to their unit coordinator or manager, or via the complaints/feedback avenues, including reporting any incidents of harassment, discrimination, or unethical behaviour. There are multiple avenues on Compicare to report or submit grievances, feedback, or quality improvements. Alternatively, you can come to Head Office and ask to speak to any applicable manager.

Torbay Lifestyles and Care is committed to encouraging a safe, supportive, and productive work environment. The following acts/behaviours are considered unacceptable in the workplace. Anyone found engaging in any of these acts/behaviours will be subject to disciplinary action up to and including



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termination or legal action. (Refer Performance Management and Misconduct Procedure in Policy Connect)

UNACCEPTABLE WORKPLACE BEHAVIOURS

Clinical / Malpractice

Policies and Procedures can be found on Complicare under – Resident Care and Infection Prevention and Control

- Participating in any action or behaviour that may harm or endanger residents, colleagues, volunteers, contractors and/or visitors.
- Failing to act in a professional manner appropriate to your role.
- Using information in an inappropriate or unethical way or breaching privacy or confidentiality.
- Failure to report allegations of misconduct, elder abuse, neglect, or any reportable incidents to appropriate management or coordinators.
- Not meeting the needs of residents by providing a sub-standard level of care and neglect.
- Failing to adhere to Torbay Policies and Procedures.
- Failing to ensure that registrations, competencies, police check etc., relevant to your role are current and up to date.
- Failing to complete annual mandatory and compulsory training.

Bullying / harassment / antisocial and aggressive behaviours

Policies and Procedures can be found on Complicare under – Human Resources

- Any form of verbal, physical, psychological, sexual and or financial abuse directed at residents, colleagues, volunteers, or visitors.
- Using threatening, discriminatory, or abusive language towards staff, residents, volunteers, or visitors.
- Knowingly making a person feel inadequate or embarrassed either by words, actions, or gestures.
- Talking about people behind their back in an inappropriate or derogatory manner – including on any social media platform.
- Being critical or judgmental of others or spreading gossip about staff, residents, volunteers, or visitors.
- Acting in an aggressive or bullying manner or Engaging in disorderly conduct.

Workplace Health and Safety

Policies and Procedures can be found on Complicare under – Workplace Health and Safety and Worksafe Policies

- Ignoring health and safety procedures and policies, directives, and regulations.
- Coming to work under the influence of alcohol and/or drugs or bringing them into the workplace or the use of other substances in an inappropriate way.
[Refer Alcohol & Drugs Procedure]
- Consuming alcohol on any Torbay Lifestyles and Care work premises at any time.
- Wilfully damaging, destroying, or stealing property belonging to residents, staff, volunteers, visitors or the Company.
- Taking poor care of, neglecting, or abusing Company equipment.
- Using company equipment in an unauthorised manner.



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Ethics and Respect

- Refusing to follow a reasonable request or direction from your manager, Coordinator, or Senior Management.
- Failing to follow directives given by Management and/or the Company.
- Resisting or avoiding the opportunity to reconcile workplace differences.
- Refusing to accept a work practice or performance improvement.
- Presenting Torbay in a negative manner to residents, staff, volunteers, visitors, and the community.
- Ignoring work duties and/or wasting time during work hours.
- Being late or taking unexcused absences from work.
- Being absent from work without giving suitable notification that is, at least 4 hours prior notice to the commencement of your shift as well as a valid reason for the absence.
- Intentionally giving false or misleading information to obtain leave.
- Smoking contrary to established policy.

Feedback and Complaints can be submitted at any location through the Torbay Aged Care Facility and via QR codes posted throughout the facility.