



OUR CODE OF CONDUCT

At **Rural Lifestyle Options Australia** our Motto, Purpose and Values guide our work every day. Our Code of Conduct captures the professional ethics and behaviours expected of all staff members.

All employees and volunteers working at Rural Lifestyle Options Australia must behave in a professional manner.

As per the Code of Conduct, you are required to:

- Treat all people with dignity and respect.
- Carry out your duties with honesty and integrity.
- Act professionally and protect the organisation's reputation.
- Work within legal and regulatory frameworks.
- Comply with our current policies and regulatory frameworks.
- Take responsibility for your actions and be accountable for the outcomes and consequences.
- Protect the privacy and confidentiality of clients.
- Declare any conflict of interest.
- Report any behaviour that does not meet this Code of Conduct.
- Role model appropriate behaviours for clients.
- Sexual relationships between Employees and clients are not permitted.
- Employees must not consume whilst on duty, or attend work under the influence of, alcohol, drugs or other substances which would affect the safe performance of their duties.
- Demonstrate a commitment to supporting people to live independent and fulfilling lives within their communities.

Zero tolerance of bullying, discrimination and harassment of other employees.

You must not bully, discriminate or harass other employees.

As per the Code of Conduct, you are required to:

- Not cause physical, psychological harm or risk of harm through unreasonable behaviour.
- Not discriminate or harass others by treating them unfairly because they have a particular characteristic, for example, race, religion, sex, age, disability etc.
- Report to your supervisor if you or a colleague may be experiencing bullying, discrimination or harassment.
- Provide information to assist any investigation into allegations of bullying, discrimination or harassment.
- Be reasonable with your mobile phone usage during active support.

Our Motto



We live by the motto "Big enough to provide the service, small enough to look after you."

Our Purpose



Tailored supports and compassionate care delivered by our valued team to inspire individuals to lead independent and fulfilling lives within the community.

Our Values



We are authentic

We are lifelong learners

We are compassionate

We are empowering

We are respectful

We are innovative

Professional conduct

a. Conflict of interest

- You must declare any situation where you get personal benefit from actions or decisions at work.
- You must ensure the quality of service we provide and not put customers or other employees at risk of being taken advantage of.
- If you choose to also work for another provider, you must declare it as a conflict of interest with your Line Manager and strictly maintain confidentiality and professionalism in regard to this arrangement, at all times.

b. Dress Code

The personal presentation of employees is very important. Our image depends upon our staff looking smart and showing stakeholders that they care. All employees without exception are to be neat, tidy and wear appropriate attire at all times. For more information, please refer to the Personal Appearance and Dress Standards Procedure.

c. Gifts

Employees must refrain from accepting gifts or gratuities from clients. Any gifts or attributes over \$20 must be reported to your Line Manager.

d. Appropriate use of company property and resources

You must use company property and resources for the purpose in which they were designed. Failure to do so, may result in injury or death.

e. Media Enquiries

If you are contacted by the media for comment about Rural Lifestyle Options Australia, you are to make no comment and refer all questions to your Line Manager.

f. Social Media

All staff are reminded that when using Social Media to conduct themselves in a professional manner. For more information, please refer to the Social Media Policy and Procedure.

g. Branded Communications

All staff must adhere to the guidelines set out in the Rural Lifestyle Options Australia Visual Identity Manual. For more information, please refer to the Visual Identity Manual and Branded Communications Policy and Procedure.

h. Our Commitment to Reconciliation

Rural Lifestyle Options Australia acknowledges the Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities.

i. Time Sheets

Timesheets must be submitted fortnightly by 12pm on the Monday prior to payday. Late submission may delay payment.

Breaches of this Code of Conduct

You are required to report any suspected breaches of this Code of Conduct to your Line Manager immediately. You can do so without fear of being victimised by others. Any allegations will be investigated, and you will be required to participate honestly. Should a breach of the Code of Conduct be confirmed, disciplinary action, up to and including termination of employment is required.