

genü



CODE OF CONDUCT

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SCOPE

The Code of Conduct applies to all genU workers including directors, management, employees, contractors, students on placement, subcontractors, apprentices, trainees, work experience students and volunteers and covers all work-related functions and activities, including any location a genU worker attends during the course of their work or during any work-related function or event.

The Code applies to the KSL Group including: Karingal St Laurence Limited; IPA Personnel Services Pty Ltd and all other KSL controlled entities and all associated brands.

Situations covered by the Code include (but are not limited to):

- Face to face interactions, phone calls and video chat.
- Conduct while attending client homes, residential sites and public sites.
- Work related events including training and functions.
- Utilisation of social media, emails, webinars, online forums and any genU systems.
- Whenever or wherever a worker wears genU uniform or identifies as a genU representative.

Suppliers, contractors, consultants and business partners are expected to apply standards that are equivalent to ours, particularly in regards to work health and safety, and their employee practices.

A MESSAGE FROM OUR CEO

genU provides the quality and diversity of services and supports that enables our clients to overcome barriers and thrive in their communities. We operate throughout Australia with over 3200 staff and 500 volunteers.

Our Code of Conduct is designed to help each and every one of us live the genU values of welcoming, innovative, safe, empowered and respectful. The Code reflects our commitment to clients and workers and provides guidance for all engaged by genU to put our values into practice every day.

Our commitment to the highest standards and to our values helps us employ great people, deliver great services, and attract empowered clients. Trust and mutual respect among our workers are the foundations of our success, and they are something we need to earn every day.

So please do read the Code, and follow both its spirit and letter, always bearing in mind that each of us has a personal responsibility to incorporate, and to encourage other genU workers to live the principles of the Code in our work. And if you have a question or ever think that one of your fellow workers or the organisation as a whole may be falling short of our commitment, stand up, speak up and help make a change. We want – and need – to hear from you.

Clare Amies
Chief Executive Officer



OUR VISION

To build inclusive communities.

OUR MISSION

To create and deliver innovative services and supports that empower people to reach their full potential.

OUR VALUES

genü W.I.S.E.R



W

WELCOMING

We are friendly and inclusive.



I

INNOVATIVE

We are courageous, inspired and creative.



S

SAFE

We care for our people, our clients, our communities and the environment.



E

EMPOWERED

We are capable, confident and supported.



R

RESPECTFUL

We are caring, honest and professional.

GENU PRINCIPLES

We respect all applicable laws and legislation

You should be aware of, and comply with, your duties and obligations under all laws, regulations and contracts relating to your work.

We encourage you to actively understand the laws that affect or relate to genU's operations.

If you have a question as to whether particular laws apply or how they may be interpreted, speak with your Manager or the relevant support services team (i.e. People & Culture, Finance, Quality, Risk & Compliance or Work Health Safety).

Where there is a difference between a legal requirement and our Code of Conduct or policy, the higher standard will apply.

The following principles are a reference point and go hand-in-hand with our values and our vision to build inclusive communities.

genU's Priority Principles

In line with applicable laws and legislation, any breach of these principles can lead to formal discipline up to and including dismissal and may also be subject to criminal investigation.

- genU will ensure the **highest Work Health Safety and Environmental standards** wherever we operate.
- genU applies rigorous processes and practices designed to **prevent and detect violations of criminal law** including fraud, theft, bribery, corruption, sexual assault, abuse, neglect and other related offences.
- genU is committed to respecting national and State laws relating to **equal employment opportunity, privacy, anti-discrimination** and the **elimination of modern slavery**.
- genU is committed to **upholding the international human rights treaties** to which Australia is part. This includes (but is not limited to) complying with the *UN Convention on Rights of Persons with Disabilities*, *UN Convention on the Rights of the Child*, *UN Resolution on Protection Against Violence and Discrimination Based on Sexual Orientation and Gender Identity* and the *UN declaration of Human Rights*.
- genU is committed to ensuring we provide an environment that is safe for all children where child abuse and harm are not tolerated. Child safety is a priority for genU and the prevention and reporting of abuse is supported and encouraged. genU is committed to adhering to the Child Safe Standards to ensure the safety of all children in the physical and online environments that we provide. All staff, volunteers and contractors are

responsible for promoting the safety, wellbeing, and empowerment of children. This commitment extends to the cultural safety of all Aboriginal and Torres Strait Islander children and young people.

OUR MANAGERS

Our Managers embody genU's Values and Vision

Along with the responsibilities all workers share, our managers have specific responsibilities to establish a culture and work environment that reflects genU's values and vision.

genU managers will:

- Embody, communicate and promote genU's vision, mission and values, ensuring all team members are familiar with and work in line with these values
- Lead their team with professional and ethical standards in line with genU's Code of Conduct, policies, and procedures. Ensure all team members are aware of behavioural expectations and how these apply to them in their respective roles
- Welcome and promote the benefits of diversity and inclusion and embed practices within their team to support a diverse and respectful workplace culture, actively preventing discrimination, bullying and harassment in the workplace
- Ensure all team members have the appropriate supervision, qualifications, resources, awareness and training to deliver excellent, professional and safe services
- Ensure all workers within their team have been screened appropriately as per genU's [Worker Screening Policy and Procedure](#)
- Support the development of all team members through coaching, feedback, communication, support and recognition
- Ensure that team members are aware of, and measured against, performance objectives and key results which align with the Branch Business Plan
- Address performance and conduct issues as they arise in line with the genU [Performance and Behaviour Improvement Procedure](#)
- Respond to worker concerns, issues and complaints promptly, impartially, confidentially in line with [Disputes and Internal Complaints Procedure](#), [Family Violence Policy](#) and/or [WHS Concern and Issue Resolution Procedure](#). Ensure they remain approachable and

supportive of all team members and provide an environment where workers are confident their concerns will be heard and acted upon without prejudice.

- Comply with mandatory reporting and other reporting obligations (as applicable), including contacting the Executive General Manager People & Culture or Group Manager Business Partnering & Employee Relations or the relevant state Police authority if a criminal offence is suspected to have occurred. This may include:
 - Allegations of sexual assault.
 - Suspected, observed, or alleged abuse and neglect of clients and children under the age of 18.
 - Deaths, and/or
 - Any other criminal offences or allegations.
- Positively support and manage change, and drive improvement in genU services and performance
- Understand and adhere to [Key WHS Responsibilities of Site Managers Guide](#) and [Key WHS Responsibilities of Supervisors Managers Guide](#)
- Ensure that all workers understand their WHS roles and responsibilities as per the [Key WHS Responsibilities of Workers Guide](#)
- Ensure that all workers understand and adhere to the Child Safe Standards
- Ensure that all workers understand and adhere to sector-specific employee obligations. For example, the aged care and disability sector Codes of Conduct as outlined in Appendices 1A and 1B.
- Ensure that suppliers engaged by genU provide goods and services in a manner consistent with any applicable human rights obligations

OUR WORKERS

We have confidence in the integrity, competence, and sense of responsibility of our managers, employees, volunteers, and other genU workers.

We believe our ability to achieve our vision depends on trust and respect between all individuals engaged by genU.

You are expected to embody genU's values of welcoming, innovative, safety, empowered and respectful throughout the duration of your relationship with genU.

You must ensure that you carry out daily activities in compliance with the Code of Conduct.

Recruitment and appointment processes are based on merit, comply with legislation and promote a diverse workforce.

We are committed to providing an inclusive culture which is free from bullying, harassment and discrimination - where all workers and clients are treated with dignity, courtesy and respect.

The health and safety of all genU workers, clients, visitors and the general public will not be adversely affected during their association with genU.

We communicate regularly with our employees and volunteers by distribution of relevant information, consultation and by engaging in ongoing transparent dialogue.

All employees have an annual appraisal during which objectives are set, performance and behaviour is assessed and individual development plans are agreed.



GENU'S COMMITMENT

1. All Safe, All the Time

Familiarise yourself and cooperate with genU's [Health and Safety Charter](#), policies, procedures and work instructions.

Comply with any reasonable instruction, so far as you are reasonably able, consistent with the [Charter](#), policy and procedures.

Take reasonable care for your own physical and psychological health and safety and do not engage in any activity that may adversely affect the health and safety of another person. This includes not providing any support or services outside of your expertise, training or for which you are not qualified to provide.

If you see anything in the course of your work that you feel is unsafe or poses a hazard, you must report your concern formally using the genU WHS reporting system. Ensure that you raise the matter with your Supervisor, Manager or HSR

2. Fit for work

genU is committed to ensuring all workers are able to carry out the duties of their role safely and competently without physical or mental impairment due to injury, stress, fatigue, a medical condition*, alcohol or drugs (prescribed medication and non-prescribed).

If there is concern your performance or safety is impaired, genU reserves the right to insist you leave the workplace immediately and may refer you to a medical practitioner for assessment. Refusal to participate in the assessment may result in disciplinary action, up to and including termination of employment, or for prospective workers, it may result in an offer of employment being withdrawn.

If you are found to have an illegal drug in your system or are intoxicated whilst providing genU services or conducting business activities on behalf of genU you will be deemed to have committed serious misconduct which could lead to termination of your employment/engagement.

Under no circumstances shall a genU worker, be forced or encouraged against their beliefs or will to participate in the consumption of alcohol.

**Discuss medical conditions which may impact upon your performance of your role with your Manager. Where appropriate and reasonable, adjustments may be made to assist you in continuing employment/engagement.*

3. Promote Individual Rights

Always treat clients with dignity and respect and value their contribution to society.

Adhere to the relevant underpinning rights, standards and principles including (but not limited to) the:

- Aged Care Act 1997 (Cth) including the new Aged Care Code of Conduct
- The Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Safe Standards (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child and Youth Safe Organisations Act 2003 (Tas)
- Disability Act 2006 (Vic)
- Disability Employment Services Code of Practice
- Disability Standards, Complaints & Service Standards 2017
- Employment Services Code of Practice (Dept. version)
- Family Law Act 1975 (Cth)
- National Disability Insurance Scheme Act 2013 (Cth) including the NDIS Code of Conduct
- The Privacy Act 1988 (Cth)
- United Nations Convention on the Rights of Persons with Disabilities
- UN Resolution on Protection Against Violence and Discrimination Based on Sexual Orientation and Gender Identity 2016
- Worker Screening Act 2020 (Vic)

Take into consideration the expressed needs, values, and beliefs of clients including those relating to culture, religion, ethnicity, gender, sexual orientation, identity, age, and ability.

Refer to the [Client Wellbeing, Rights and Responsibilities Foundational Policy](#) for further information.

4. Develop, Foster & Maintain Respectful & Professional Relationships

You will develop, foster and maintain respectful relationships with clients, workers and others you come into contact while carrying out duties on behalf of genU. You will maintain professional boundaries at all times in your role with genU.

Under no circumstances will you engage in, assist in or cover up any form of bullying, harassment, sexual misconduct, discrimination, victimisation, violence or aggression, exploitation, neglect or abuse. You will not utilise any genU resources or equipment to perpetrate this behaviour. You will contribute to and support a workplace founded on a culture of equality, inclusion and respect where communication aligns with our values and each individual is made to feel valued and respected.

genU has a ZERO tolerance for abuse, neglect and violence

You will promptly and confidentially report any and all concerns to your Manager, a Senior Manager, People & Culture, Quality, Risk & Compliance or WHS.

genU will adhere to all mandatory and contractual requirements and reporting obligations in relation to abuse, harm and neglect of clients. Workers who have legal mandatory reporting obligations are provided with specific guidance and instruction by their Manager to support them fulfilling those professional obligations.

genU's [Acceptable Behaviours Policy](#), [Family Violence Policy](#) and [Client Wellbeing Rights & Responsibilities Foundational Policy](#) provide detailed information on our expectations in relation to your behaviour in the workplace and your relationships with clients.

Any employee, volunteers, students or contractors who are likely to have 'more than incidental contact' with clients under NDIS funding as well as key roles in the organisation are also required to complete the [NDIS Worker Orientation Module called 'Quality, Safety and You'](#). This includes workers in the following areas:

- genU Ability (Aged Care is excluded)
- genU Training
- Corporate Services (including People & Culture, Finance, Legal and other Corporate Services workers)
- Client Experience and Strategy
- genU Executive
- genU Board Members

5. Respect The Privacy of Our Clients & Workers

Our clients and workers have the right to have their privacy and dignity respected.

This obligation reflects the legal requirement that applies to all providers and workers to comply with Commonwealth, State and Territory privacy laws in protecting the confidentiality of personal information gathered during the course of providing our services.

You must not disclose any personal details about a client or worker, whether verbally, in writing or electronically without consent or unless required to do so by law. This obligation remains even after you leave the company.

You will not share images, information or details about clients or other workers in any medium (including social media). Exceptions will be made for those producing marketing or promotional materials providing they have obtained express consent from the individual or other persons authorised to provide consent.

Refer to the [genU Privacy Foundational Policy](#) for further information.

6. Act with Integrity, Honesty & Transparency

Only recommend and provide supports and services that meet the needs of a client as detailed in agreements, plans and duty statements as applicable.

Provide accurate information in relation to your qualifications, training, or professional affiliations. Do not make false claims or knowingly provide incorrect or untrue information about services, products, genU clients or workers.

Do not ask for, accept, or provide any inducement, gift or hospitality that may affect or be seen to affect the way genU's services are provided. This includes as part of referral arrangements or engaging with other providers and entering into contracts.

Ensure any views or opinions you share are consistent with genU's values and will not impact upon the organisation's reputation, the reputation of clients, other workers, or management. This includes information shared in print or by email, posted in social media (whether public or in restricted accounts or groups) or spoken at public events (both within and outside of usual work hours).

Keep your personal and work life separate – don't accept friend or other social media requests from clients

Refer to the [Media Policy](#), [Online Communication and Social Media Policy](#) for further information relating to online interactions.

7. Conflicts of Interest

Notify your Manager or People & Culture of any conflicts of interest concerning yourself or others that may impact (or could be interpreted as impacting) the delivery of services, recruitment decisions or other decision-making.

Refer to genU's [Conflict of Interest Policy](#) for further information.

Respectfully decline any request by a client to act as an Executor of their Will or Power of Attorney. Discuss the situation with your Manager if you need assistance in responding to the client appropriately.

Workers must at all times act responsibly when in charge of genU funds. All expenditure must be compliant with [genU's Delegations of Authority Policy](#) and [genU Purchasing Policy and Procedures](#).

8. Reject Fraud & Corruption

genU has a policy of zero tolerance towards fraudulent or corrupt activity and/or behaviour. You must not engage in, assist in, or cover up fraudulent or corrupt behaviour.

You must report suspected incidents of fraud and corruption to genU's Fraud Control Officer. Alternatively, you can contact genU's Whistleblower Hotline, STOPline - anonymously if preferred.

All incidents of fraud or corruption will be investigated and reported to the appropriate legal and regulatory authorities.

Refer to genU's [Fraud & Corruption Prevention Policy & Procedure](#).

9. Use Resources Professionally & Appropriately

All genU resources provided to you are intended for professional use. Reasonable personal use may be tolerated in line with applicable legislation and internal policy.

Do not use genU's resources for:

- Storing, viewing, or distributing any material which is offensive, discriminatory, vilifying, denigrating, or defamatory.
- Personal financial gain or profit, including gambling, share trading or operating a business or secondary employment.
- Breaching any obligation of confidentiality or infringing any copyright, trademark, patent or design or intellectual property of a third party, including unauthorised copying, installation, or use of any software.
- Providing unauthorised access to any third-party including sharing usernames or passwords, keys and access codes.
- Knowingly storing or transmitting any computer virus, Trojan, worm or other malicious program on ICT systems.
- Deleting, destroying, altering, or modifying any data or other information stored on genU's ICT systems without permission.
- Causing damage to, misusing, removing or relocating any property (including computers, furniture, etc.) or equipment without express permission from your Manager.
- Installing, downloading, or using any unauthorised software on genU's ICT systems.

Refer to genU's [Acceptable Use of ICT Assets and Systems Policy](#) and [Mobile Phone, Smartphone and Tablet Use Policy](#) for further detail and guidance.

10. Commit to Service Excellence & Continuous Improvement

genU's ability to deliver on our vision depends upon the engagement of a highly skilled, competent, and proactive workforce, and a commitment to continuously improve and deliver services of a high standard.

We each have a responsibility to:

- Maintain and develop our professional skills and knowledge,
- Maintain a good understanding of the expectations and objectives of our respective roles,
- Actively address any potential gaps in our skills and knowledge as required by the role,
- Actively participate in mandatory training and development activities,
- Actively participate in performance and development processes, including induction, training, performance planning and development plans,
- Actively contribute to developing and improving business planning and processes, including innovative ways of delivering services.

Familiarise yourself with the [Quality Management Foundational Policy](#).

RAISE A CONCERN

At genU, we encourage a culture of openness where you can raise concerns and views concerning our Code of Conduct and be confident that you will be supported by management.

We are all responsible for ensuring that the Code of Conduct is applied. You must take all reasonable steps to prevent, report and respond to concerns relating to ethical issues, misconduct, unacceptable behaviours, Work Health & Safety (WHS) concerns and breach of the Code of Conduct.

We will not tolerate adverse action, reprisal, discrimination, or victimisation against employees who raise concerns in good faith.

How can I decide if a situation raises ethical issues?

Ask yourself:

- Is the action/decision legal?
- Is the action/decision safe?
- Is it free from personal interest?
- Is someone going to get hurt?
- Does it have a negative impact on other workers, clients or stakeholders?
- How would it read in a newspaper article?
- How would it be judged in five years' time?

If you feel that a situation you are facing or have witnessed could be unethical, talk with your Manager, an appropriate genU representative (People & Culture, WHS or Quality, Risk & Compliance Branch, HSR) or Executive General Manager. You may also contact genU's Whistleblower Hotline, STOPline, if you wish to report fraud or misconduct.

If the matter or concern pertains to the welfare or safety of a person under 18, please contact your supervisor for advice or the genU Child Safety Officer, or a member of the People and Culture team for advice.

Speak up.

Make change.

Have you seen something that may conflict with genu's Code of Conduct, policy and/or against the law?

Be courageous and talk to the person concerned. If you feel uncomfortable doing so, raise your concerns with your Supervisor or Manager.

Report criminal activity to your Manager, Legal or People & Culture. Alleged criminal activity will be reported to the relevant authority, or other government body, as required by the relevant



CHILD SAFETY OFFICER

Prevention and reporting of abuse

Contact:

jaimelee.demmer@genu.org.au

PEOPLE & CULTURE

Behavioural and performance concerns

Contact:

employeerelations@genu.org.au

LEGAL

Fraud and corruption

Contact:

legal@genu.org.au

WORK, HEALTH, SAFETY & ENVIRONMENT

Unsafe work, hazard and WHS matters

Contact:

whs@genu.org.au

WHISTLEBLOWER HOTLINE - STOPLINE

Independent service to report fraud or misconduct – anonymously if you wish.

Contact:

1300 30 45 50

genu@stoline.com.au

www.genu.stolinereport.com

C/O The STOPLine, Locked Bag 8 Hawthorn VIC

BREACHES, ISSUE & COMPLAINT RESOLUTION

Management will respond to employee concerns, issues, and complaints promptly, impartially, confidentially and in a manner that follows the principles of natural justice and procedural fairness.

Where a worker is alleged to have breached the Code of Conduct, genU policy or procedure, the matter will be addressed in accordance with the genU [Disputes and Internal Complaints Procedure](#), [Fraud and Corruption Prevention Policy & Procedure](#) and/or [WHS Concern and Issue Resolution Procedure](#).

Breaches of the Code of Conduct may result in disciplinary action up to and including termination of employment. In the case of consultants and contractors, breaches may result in loss of contract. Alleged criminal activity will be reported to the relevant authority, or other government body, as required by the relevant legislation.

The approach taken to these matters will vary depending on the severity, nature of the issue and any potential WHS or legal and reputational risks. Consistent in the approaches are:

1. A report is received and acknowledged by the Manager, People & Culture, Legal or WHS Branch.
2. A preliminary assessment is undertaken to determine whether the matter can be managed at the local level or needs to be coordinated by People & Culture, Legal, WHS Branch or external investigator.
3. Consultation is held with the worker, Health & Safety Representatives (HSR) (where applicable) and any other involved parties. If warranted, an investigation may be undertaken. In certain circumstances investigations may occur without workers being consulted or notified such as in instances of alleged fraud.
4. Actions/resolutions are identified to address the concerns and implemented.
5. The Manager will provide a summary of the process and outcomes to the worker, HSR (where applicable) and any other involved parties.

6. All persons involved in a dispute, complaint or investigation process must observe confidentiality, unless otherwise authorised to disclose information. This includes the communication of outcomes which may limit the amount of information that can be shared about specific individuals.
7. A complainant and or respondent may be provided the opportunity to bring a support person to any meetings that they are invited to.

All persons involved in a dispute, complaint or investigation process must observe confidentiality, unless otherwise authorised to disclose information. This includes the communication of outcomes which may limit the amount of information that can be shared about specific individuals.

A complainant and or respondent may be provided the opportunity to bring a support person to any meetings that they are invited to.

Should the matter not be resolved to the satisfaction of the complainant, it may be escalated to the Executive General Manager or Executive General Manager People & Culture.

WHS Concerns and Issues

Please note that in the case of WHS concerns and issues:

- A HSR may advocate for workers
- A HSR can issue a provisional improvement notice
- A relevant health & safety regulator may be requested to appoint an inspector to assist with resolution.

TO FIND OUT MORE

genU's policies, procedures, guides and work instructions are available on genU's intranet site

[Acceptable Behaviours Policy](#)

[Acceptable Use of ICT Assets and Systems Policy](#)

[Access and Diversity Client Foundational Policy](#)

[Client Wellbeing Rights and Responsibilities Foundational Policy](#)

[Conflict of Interest Procedure](#)

[Financial Delegations of Authority Policy](#)

[Disputes and Internal Complaints Procedure](#)

[Family Violence Policy](#)

[Fraud & Corruption Prevention Policy & Procedure](#)

[Health and Safety Charter](#)

[Key WHS Responsibilities of Site Managers Guide](#)

[Key WHS Responsibilities of Supervisors Managers Guide](#)

[Key WHS Responsibilities of Workers Guide](#)

[Media Policy](#)

[Mobile Phone, Smartphone, and Tablet Use Policy](#)

[Online Communication and social media Policy](#)

[Performance and Behaviour Improvement Procedure](#)

[Privacy Foundational Policy](#)

[Procurement and Purchasing Policy](#)

[Quality Management Framework](#)

[Recruitment & Selection Policy](#)

[Whistleblower Policy](#)

[Worker Screening Policy and Procedure](#)

[WHS Concern and Issue Resolution Procedure](#)

If you need guidance on any topic related to the Code of Conduct, contacting your Manager is usually the best option. If you feel more comfortable, contact a People & Culture Business Partner, the WHS or Quality, Risk & Compliance Branch, or a Manager.

External stakeholders can also contact the Executive Management Team for any questions relating to genU's Code of Conduct.

DEFINITIONS

Abuse & neglect

An act or acts which endangers a person's health, wellbeing and/or development. This includes physical, emotional, psychological, sexual abuse and serious neglect.

Bullying

Repeated, unreasonable behaviour directed toward a worker, or group of workers, that creates risk to health and safety.

Confidentiality

Any personal or other information about a person (including genU) or their affairs will not be disclosed to other parties without their consent except where allowed by the law, relevant contracts or genU policies.

Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race, or disability.

Equal employment opportunity

The right to be treated without discrimination on the basis of protected personal characteristic (e.g., race, religion, disability, disease or injury, parental status, age, gender, sexual orientation, etc.) and provides redress for people who have been discriminated against. It also aims to eliminate, as far as possible, discrimination, sexual harassment, and victimisation.

Fraud / Corruption

Dishonestly obtaining a benefit, by misuse of power, position, authority, or resources. Examples include bribery, extortion, or blackmail; permitting personal interest to override genU's interests; secretly giving or receiving gifts or benefits in return for preferential treatment; collusion; nepotism or cronyism; engaging in modern slavery practices including all forms of human trafficking, forced labour and slavery-like practices.

Harassment

Harassment is any uninvited behaviour that undermines, humiliates, offends, or frightens any worker within the workplace.
It covers a range of physical, verbal, and non-verbal behaviours of a sexual, racial, political, or religious nature experienced by a worker on the job.
It is irrelevant whether or not the inappropriate behaviour was intended.

Inducement

Payment or receipt of gifts or gratuities which create an inherent conflict between the genU's own interests and those of its clients.

Merit

The merit of a person eligible for appointment to a position is to be determined according to their behaviours, attitudes, abilities, qualifications, experience, and standard of work performed according to the nature of the duties of the position.

Professional Boundaries

Boundaries are the borders or limitations that a professional establishes (or can assist other professionals or persons in their care to establish) in order to protect them and their clients from developing unprofessional, unethical, confusing or conflicting relationships.

Sexual misconduct

Sexual harassment is any unwanted, unwelcome, or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated, or offended and may take the form of physical contact, verbal comments, jokes, propositions, the display of offensive material or other inappropriate behaviour.

Social media

Websites and applications that enable users to create and share content or to participate in social networking, for example Facebook, Twitter, Snapchat, Instagram, etc.

Victimisation

Subjecting or threatening to subject a person to some form of detriment because they have:

- lodged, or is proposing to lodge, a complaint of discrimination or harassment
- provided information or documents to an internal investigation or an external agency
- attended a conciliation conference
- reasonably asserted their rights, or supported someone else's rights, under federal anti-discrimination laws
- made an allegation that a person has acted unlawfully under federal anti-discrimination laws.

Victimisation is against the law. It can also be a criminal offence.

Workers

Includes directors, management, employees, contractors, students on placement, subcontractors, apprentices, trainees, work experience students and volunteers

Appendix 1A – Aged Care sector Code of Conduct

Current as at January 2023

The following Code sets out how approved providers and their workers and governing persons must behave and treat consumers when providing aged care services.

When providing care, supports and services to people, I must:

- a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions*
- b) act in a way that treats people with dignity and respect, and values their diversity*
- c) act with respect for the privacy of people*
- d) provide care, supports and services in a safe and competent manner, with care and skill*
- e) act with integrity, honesty and transparency*
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services*
- g) provide care, supports and services free from:*
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse*
 - (ii) sexual misconduct*
- h) take all reasonable steps to prevent and respond to:*
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse*
 - (ii) sexual misconduct*

Appendix 1B - Disability sector Code of Conduct (NDIS Code)

Current as at January 2023

The NDIS Code of Conduct applies to registered NDIS providers and their employees.

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- *act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions*
- *respect the privacy of people with disability*
- *provide supports and services in a safe and competent manner with care and skill*
- *act with integrity, honesty, and transparency*
- *promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability*
- *take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability*
- *take all reasonable steps to prevent and respond to sexual misconduct.*