

CODE OF CONDUCT - BEHAVIOUR

This is a Code of Conduct - Behaviour, for use every working day by all of us. The Board Directors, Management, Staff, Volunteers and Service Providers use this as their behaviour code.

We all represent the Mission of Seton Villa and the Heritage of the Vincentian Tradition. We serve our 'Ladies' and Clients to support their safe, happy and comfortable life at Seton Villa.

- The Seton Villa Code of Conduct - Behaviour are the actions and manners you perform and show to others.
- These behaviours may be verbal, by body language, in writing, by phone, by email, or by other electronic or social media, in person or by instruction through another person.
- Along with the Seton Villa policies, procedures and other strategic documents the Seton Villa Code of Conduct - Behaviour gives us a framework for how we must work and live together.
- The Seton Villa Code of Conduct-Behaviour will help you understand what is expected of you when you are part of the Seton Villa organisation.
- If you have any doubts about the purpose of the Code of Conduct - Behaviour, you should discuss the matter with:
 - Your Manager
 - The CEO
 - A Director of the Board or
 - The Company Secretary

Dated: 7 August 2012

1. What is the reason for the Code of Conduct - Behaviour?

- Our work at Seton Villa in serving our 'Ladies' and Clients requires the highest of standards.
- This is a Code for use every working day by all of us.
- The Code has been developed so there can be certainty about the standards of behaviour Seton Villa requires of its people.
- All of us in, or working with, Seton Villa are bound by the Code.
- The Code supports the Mission being carried out by the Directors, CEO, Management, Staff, Volunteers and External Service Providers.
- When we are at work we are bound by the Code.

2. How do I manage myself and the Code of Conduct- Behaviour?

How you manage the Code requires action on your part. The Code provides you with guiding principles on how you work with the Code daily.

Ask yourself these six questions:

1. Will I feel proud of my contribution to the Seton Villa 'Ladies', Clients, Families and Friends?
2. Am I following and supporting the Seton Villa policies and procedures?
3. Are my behaviours as actions fair to all involved?
4. Will I feel good about my involvement at Seton Villa at the beginning and end of each day?
5. Will I feel good if my work and behaviour actions appear in the 6pm television news?
6. Does my behaviour respect the dignity of the 'Ladies', Clients, Families and Friends?

If the answer to any of the above questions is 'no', reflect and reconsider how to adjust your behaviour.

3. How do I comply with the Seton Villa Code of Conduct - Behaviour?

It is the policy of Seton Villa that all people in or working with Seton Villa are to comply with all of the above. The highest standards of Conduct - Behaviour are required of all persons acting on Seton Villa's behalf.

Violations of the Code of Conduct - Behaviour will result in disciplinary action, up to and including employment termination.

Seton Villa does not condone

- Excessive use of Seton Villa email for personal matters.
- Repeated use of Seton Villa vehicles, telephones, mobile phones, or technology for personal use.
- Repeated use of Seton Villa work time for personal matters.

4. Seton Villa has a nil tolerance of the following:

- Failing to care for the 'Ladies', Clients, Families, Friends, and Staff according to the Seton Villa's policies and guidelines.
- Treating any one at Seton Villa in an improper way.
- Unhygienic work practices.
- Use of the 'Ladies', Clients, Staff resources e.g. food for personal use, money, possessions.
- Requests of the 'Ladies' and anyone at Seton Villa for money or goods or services.
- Involvement, discussions, representations of any kind in 'Ladies', Clients personal affairs such as Banking, Last Will and Testament preparation or Will administration.
- Being under the influence of drugs and or alcohol.
- Bullying.
- Stealing.
- Inappropriate language, abusive language, swearing.
- Smoking inside the workplace or residence. Seton Villa is a smoke-free work environment.
- Verbal harassment.
- Sexual harassment.
- Verbal or physical assault.
- Harassment.
- Racial slurs.
- Religious slurs.
- Physical abuse.
- Sexual abuse.
- Verbal abuse.
- Demeaning communication in any form.
- Invitations to non Seton Villa staff to enter Seton Villa homes of people we support.
- Misuse of any part of Seton Villa facilities.
- Breaking the law, for example by talking on a mobile telephone while driving residents or clients.
- Using head phones to listen to music or the telephone while at work so that we are unable to hear the people we support.
- Using a private vehicle to transport Seton Villa residents or clients.
- Nil tolerance for pets in the workplace.
- Consistent late arrival at work (More than 15 minutes).
- Using or accessing social media during work time.
- Posting material about or photographs of Seton Villa staff, residents or relatives on social media sites.

5. Can I be involved in Residents' Financial Affairs?

Seton Villa staff may not be the Financial Manager for a Seton Villa resident. Support staff are expected to manage our resident and client's housekeeping and spending money in accordance with Seton Villa's *Cash Handling Policy*. This limits the amount of money you may assist the person to spend and requires you to provide receipts to account for where the money has been spent.

6. Can I visit the Seton Villa 'Ladies' in their home as part of my work or for another reason?

The shared group homes that the Seton Villa residents live in are their homes. The homes are governed by the Daughters of Charity Seton Villa Constitution which the Directors are accountable for. The homes are also a workplace for Seton Villa staff. The Seton Villa Board of Directors, and Management have a duty of care to the residents and Work Health and Safety responsibilities for the staff.

In most instances the residents, the management and the Board of Directors of Seton Villa welcome visits to the homes.

People should only visit the homes if the residents consent or invite the visit.

If staff as part of their work need to visit another home, for example, to speak to the staff member on shift at that home, they should greet any residents who are home FIRST and then ask if they may speak to the staff member they need to see.

With regard to Seton Villa management's duty of care to the residents, people who are not relatives of the residents and not paid employees of Seton Villa should advise the Seton Villa CEO between two and four hours ahead of a visit to any of the homes.

This can be done in one of two ways:

1. If during business hours visit the Seton Villa administration office at 162A Balaclava Road, Marsfield and complete the sign in process through the Seton Villa Visitors' book.
2. At any time email the CEO at info@setonvilla.org.au to advise of an impending visit.

This gives Seton Villa management a written record of your intention to visit which is important in the event of any subsequent insurance, work health and safety or other liability claim.

Visitors Book in the houses to be signed by all visitors including relatives, friends and Official Community Visitors.

7. When do I report breaches of the Code of Conduct - Behaviour?

- Immediately.
- To your Manager
- To the CEO.
- Or to a Director of the Board or the Company Secretary

8. How do I report a breach of the Code of Conduct - Behaviour?

- Firstly contact your Manager, the CEO, the Company Secretary or a Director of the Board to lodge a verbal report.
- Secondly within 24hrs give a written and signed statement.
- Thirdly make a time with the person you have lodged the complaint with to discuss the steps following your report.
- If your report names the CEO for the breach of the Code, lodge your verbal and written report with the Company Secretary or a Director of the Board.
- 'Hearsay' or grapevine gossip is not grounds on which to lodge a report. Lodgement of a Code breach must be based on fact. If you are lodging the breach you must have witnessed the breach yourself.

9. What happens when I report a breach of the Code of Conduct?

- The person you have made the report to will discuss the steps to be taken to follow your report.
- The breach will be investigated internally if appropriate or by an independent external investigator
- A report of the investigation will be provided to the Board of Seton Villa.
- You will be advised when the Board has received the report of the investigation.

10. Who do I contact to report a breach or find out more?

- ***The CEO contact mobile number is 0417 490 166.***

MY COMMITMENT TO THE SETON VILLA CODE OF CONDUCT – BEHAVIOUR

I have read and agree to actively support the Seton Villa Code of Conduct - Behaviour.

Given or First Name: _____

Family Name: _____

Role: _____

Mobile Phone Number: _____

Signature: _____

Date: _____

Witness Signature: _____

CEO's Signature: _____

Date lodged with Seton Villa Board: _____

I wish for a signed copy of the Code of Conduct - Behaviour to be stored in my work file.