



1 December 2022

To all Hall & Prior staff;

NEW CODE OF CONDUCT & AGED CARE QUALITY AND SAFETY COMMISSION POWERS

As part of the continuing Commonwealth aged care reform program, the new Aged Care Industry Code of Conduct commences on 1 December 2022. The Code aims to improve the safety and wellbeing for people receiving aged care, and boost community trust in service provision. Additionally, the Code aims to educate aged care staff across the country as to what is expected in the delivery of care.

Hall & Prior has reviewed our Code of Conduct to be in line with the expectations of the Industry Code, as well as some specific inclusions that makes us who we are. The Hall & Prior Code of Conduct outlines the behaviours every employee is expected to demonstrate every day towards our consumers, our colleagues, our customers and our organisation.

I have *attached* the new Hall & Prior Code of Conduct to this letter. Please familiarise yourself with the code, as it now becomes part of your contract of employment with Hall & Prior. Toolbox education sessions have been organised to ensure that you are familiar with the Hall & Prior Code of Conduct and our shared obligations to demonstrate the behaviours in it.

Commencing alongside the Code, additional powers have been given to the Aged Care Quality and Safety Commission to investigate employee conduct that is not aligned with the Code.

Your continued support is appreciated, your loyalty to our resident's well-being is incredible and I cannot thank you enough. As you will be aware, COVID-19 continues to impact the communities in which we operate. I will take this opportunity to encourage you to speak with your health care provider regarding suitability for having a 4th Covid vaccine. Whilst not mandatory, I would strongly encourage all staff to have the booster as available as a protection for yourself and our residents.

Should you have any questions in relation to this correspondence, please speak with your manager.

I thank you for your continuing commitment to the residents and clients in our care.

Yours sincerely & respectfully,

A handwritten signature in black ink that reads "Graeme R." with a stylized flourish at the end.

GRAEME PRIOR
Chief Executive Officer

Attached: Hall & Prior Code of Conduct effective 1 December 2022

Code of CONDUCT



HALL & PRIOR
Health & Aged Care Group

Hall & Prior's Code of Conduct outlines the behaviours every employee is expected to demonstrate every day towards our consumers, our colleagues, our customers and our organisation. We promote freedom of expression and open communication. We have clear boundaries that we will hold ourselves and each other accountable for to help us make the right choices.

Justice and integrity

We will:

- Deal with all matters in a consistent, prompt and efficient manner.
- Maintain discretion and confidentiality.
- Be honest, open and non-judgemental .
- Declare any real, potential or perceived conflict of interest that may impact the business dealings of the organisation, the quality and safety of care and/or personal relationships with consumers.
- Act with integrity, honesty and transparency.

Professionalism and duty of care

We will:

- Demonstrate pride in our organisation and the work we do.
- Conduct ourselves in a professional and safe manner at all times when providing care, support and services.
- Take pride in our appearance.
- Take and accept responsibility for our work.
- Resolve conflict constructively.
- Share our skills and knowledge.
- Deliver care, support and services free from violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
- Take steps to safeguard consumers against harm and when this occurs, we will respond appropriately and professionally.

Loyalty

We will:

Display commitment to our work, teamwork and consumer care and service.

Empathy

We will:

- Identify with consumers' feelings, situations and motives.
- Engage in active listening.
- Be open to ideas and contributions from our consumers and colleagues.

Respect

We will:

- Respect our consumers and colleagues rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
- Act with kindness, care and respect towards the values, identity, culture and diversity of our colleagues and consumers.
- Show appreciation, give praise and acknowledge achievement.
- Support our consumers' right to make choices
- Promote a culture of 'no blame' and open disclosure.
- Provide a culturally safe and LGBTI inclusive workplace for staff, volunteers, consumers, visitors and the community.

Commitment

We will:

- Display commitment to our organisations' vision, mission and philosophy of care.
- Comply with legislation, regulatory guidelines, professional standards and codes of practice and conduct.
- Encourage participation, teamwork, innovation and creativity in decision making.
- Take responsibility for our learning and development.
- Recognise our staff for their contribution.

COMPLIANCE WITH OUR CODE

All employees are expected to comply with the provisions of the Hall & Prior Code of Conduct and recognising all requirements in the Aged Care Code of Conduct, Hall & Prior's policies and procedures, regulatory guidelines as well as all other applicable legislation. When unsure of your obligations, it is each employees' responsibility to discuss this with their direct Manager.