

Our Code

Your guide to the Code of Conduct ('Our Code') and Our Values every day.

The logo for ACH Group, featuring the text "ACH GROUP" in white capital letters on a dark green rectangular background.

Ensuring Trust, Respect, and Quality in Your Care

At ACH Group, our decisions and actions are guided by Our Purpose and Values – our purpose of good lives for older people and our core values of accountability, honesty, integrity, respect, and trust.

Our Code of Conduct, also known as **Our Code**, reflects how we live our values in every aspect of our work, it reminds us why values are important and helps us understand them in practice.

Operating with integrity is everyone's responsibility so **Our Code** applies to you if you work for us, with us, or on our behalf, it also guides how ACH Group operates with our communities and outlines is our commitment to you – outlining the high standards of professionalism and ethical behaviour you can expect from every member of our workforce.

This document serves as our commitment that all ACH Group employees, contractors, volunteers, and

students (**'our Workforce'**) operate with integrity, professionalism, and respect in every interaction. It guides how we work together and interact with you, our valued customers, your families, partners, supporters and the wider community, ensuring our actions consistently reflect our deep commitment to your well-being.

Our Commitment to the Aged Care Code of Conduct ACH Group is committed to delivering care that aligns with the Aged Care Code of Conduct (**Code**). This national Code sets clear expectations for all providers and aged care workers across Australia and forms an integral part of **Our Code**.

ACH Group ensures every member of our Workforce – including employees, contractors, volunteers and students – receives the training, guidance, supervision and support to meet the standards set by the Code.

The Aged Care Code of Conduct

When delivering funded aged care services, I must:

- (A) Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (B) Act in a way that treats individuals with dignity and respect, and values their diversity; and
- (C) Act with respect for the privacy of individuals; and
- (D) Deliver funded aged care services in a safe and competent manner, with care and skill; and
- (E) Act with integrity, honesty and transparency; and
- (F) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services;

(G) Deliver funded aged care services free from:

- (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
- (ii) sexual misconduct;

(H) Take all reasonable steps to prevent and respond to:

- (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
- (ii) sexual misconduct.

Where the Code refers to "I", this represents the commitment of all members of our Workforce.

What You Can Expect from Our Workforce:

When providing your care, supports, and services, you can ACH Group workforce to always:

- **Respect Your Rights and Choices:** Act with respect for your freedom of expression, self-determination, and decision-making, in accordance with all applicable laws.
- **Treat You with Dignity and Respect:** Treat you with dignity and respect, valuing your unique background and diversity.
- **Protect Your Privacy:** Safeguard your privacy at all Times. Act with the utmost respect for your personal privacy.
- **Provide Safe and Competent Care:** Deliver care, support, and services in a safe, competent, and skilled manner.
- **Act with Integrity and Honesty:** Behave with integrity, honesty, and transparency in all our dealings.
- **Address Concerns Promptly:** Proactively raise and act on any concerns that may impact the quality and safety of your care, support, and services.
- **Ensure Freedom from Harm:** Provide care, support, and services free from all forms of violence, discrimination, exploitation, neglect, abuse, and sexual misconduct.
- **Prevent and Respond to Harm:** Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse, and sexual misconduct.

SCOPE: Who Our Code Applies To

Our Code applies to everyone in the ACH Group Workforce, including employees, contractors, volunteers, and students.

It sets the standard for how all individuals involved in delivering or supporting your care are expected to behave - whether working directly with you or associated with providing your care.



Our Commitment to Protection and Accountability:

ACH Group takes these expectations seriously. Any failure to uphold this Code by our Workforce will result in disciplinary action.

Importantly, ACH Group prohibits any victimisation of a person who genuinely reports a concern or participates in an investigation regarding a potential breach of this Code or any related policy.

Your safety and your right to speak up are protected.

What if you have a question or concern about our Code?

We encourage open communication. If you have any questions about this Code or a concern about how our Workforce is applying these standards, please do not hesitate to speak with your ACH Group leader, your Care Partner, or contact our Customer Service Centre on **1300 22 44 77**.

We are committed to addressing your concerns promptly, fairly, and confidentially.

THE CODE: What This Means for You

Here's a breakdown of the specific commitments you can expect from the ACH Group Workforce:

1. Our Leadership Commitment

Our Executive Leadership Team guides our culture and is accountable for ensuring the highest standards.

You can expect our leaders to:

- Always comply with this Code and the Aged Care Code of Conduct.
- Model professionalism and respectful behaviour in all their actions.
- Ensure that all members of our Workforce are aware of these Codes and uphold them consistently.
- Actively hold our Workforce accountable for delivering care in line with ACH Group's purpose and values.

2. Workforce Commitment

Every member of the ACH Group Workforce is committed to:

- Performing their duties professionally, responsibly, and conscientiously.
- Complying with this Code and the Aged Care Code of Conduct at all times.
- Proactively seeking ways to improve our services and your experience.
- Taking accountability for their decisions and being open to feedback to continuously enhance the care they provide.

3. Zero Tolerance for Unacceptable Behaviour

ACH Group has a zero-tolerance policy for:

- Unlawful discrimination, bullying, harassment, sex-based harassment, and sexual harassment. You can expect to be treated with respect and fairness always.

All customers must be treated with respect and fairness. Disciplinary action will be taken against any member of our Workforce found engaging in such behaviour.

3.1 Inclusion and Diversity

We promote a diverse and inclusive environment where everyone is treated with mutual respect and dignity. We strictly prohibit discrimination based on factors such as race, gender, age, disability, sexual orientation, religion, or any other personal characteristic. This commitment applies to all interactions between our Workforce, our customers, and their families and friends.

3.2 Freedom from Bullying and Harassment

ACH Group absolutely prohibits bullying or harassment towards any customer or their family members. We define bullying as any repeated and unreasonable behaviour that intimidates, offends, degrades, insults, or humiliates. This includes verbal abuse, aggressive behaviour, spreading misinformation, or deliberate exclusion. We are committed to providing a safe and respectful environment for all.

3.3 Freedom from Sexual Harassment

Sexual harassment is strictly prohibited and will not be tolerated. This includes any unwanted, unwelcome, or uninvited behaviour of a sexual nature that is likely to humiliate, intimidate, or offend. Such behaviour can be physical, verbal, written, or implied, and even a single act can be unlawful. Our Workforce is trained to prevent and report any such incidents.

3.4 Complaints Handling

If you experience or witness any form of unlawful discrimination, bullying, or harassment by an ACH Group staff member, we encourage you to report it immediately. You can speak to your Care Partner, an ACH Group leader, or contact our Customer Service Centre. All complaints are investigated promptly, thoroughly, and confidentially. You will be protected from any negative treatment for raising a genuine concern.

4. Your Health and Safety

Your safety and wellbeing is central to everything we do. We are committed to providing a safe environment for your care. Our Workforce is vigilant, disciplined, and follows all work health and safety legislation, regulations, and policies to ensure your safety and their own. They are trained to identify and manage any potential hazards.

5. Alcohol and Drugs

You can expect our Workforce to be fit to perform their duties safely.

- **Direct customer contact roles:** We have a zero-tolerance approach to illicit drugs and alcohol. Workforce members must always have a Blood Alcohol Concentration of 0.00% when working with you or driving for work purposes.
- **All roles:** No member of our Workforce should be under the influence of illicit drugs and/or alcohol while at work.

6. Professional Conduct at Work-Related Events

When representing ACH Group at any function or event, our Workforce is expected to act professionally and uphold this Code. We ensure that such events are managed responsibly, with a focus on safety and professional conduct.

7. Managing Health Conditions

Our Workforce is required to discuss any health conditions that may impact their work with their leader. This ensures that appropriate safeguards are in place to prevent any risk to your care or their colleagues.

8. Smoking or Use of Electronic Cigarettes

Our Workforce is prohibited from smoking or using electronic cigarettes (vaping) while undertaking their duties, including while transporting a customer. Designated smoking areas are to be used when not on duty.

9. Professionalism in Service Delivery

You can expect our Workforce to manage their time effectively and be punctual, ensuring reliable and consistent service delivery.

10. Social Media Responsibility

Our Workforce is expected to use social media responsibly and professionally. This includes respecting your privacy and avoiding any comments or actions that could negatively impact our relationship with you or ACH Group's reputation.

11. Public Comments

When making public comments, especially concerning ACH Group or the aged care sector, our Workforce is expected to do so responsibly and professionally, respecting confidentiality and privacy.

12. Avoiding Conflict of Interest

Our Workforce is committed to avoiding any situation where their personal interests could conflict with their duties to you or to ACH Group. This ensures that decisions are always made in your best interest.

- **Providing services to family/friends:** Strict rules are in place to prevent conflicts of interest when providing care to personal acquaintances.

- **Gifts or benefits:** Our Workforce cannot accept gifts or benefits that could influence their professional judgment or compromise their integrity.

13. Compliance with Laws and Regulations

You can have confidence that ACH Group and its entire Workforce fully comply with all relevant laws, regulations, policies, and contracts, ensuring our services are delivered legally and ethically.

14. Confidentiality and Privacy

Protecting your personal and confidential information is a fundamental commitment.

- **Your Private Information:** Any personal details you share with us are treated with the strictest confidence and handled according to privacy laws.
- **Confidential Information:** All information related to your care and ACH Group operations is considered confidential and protected.

15. Your Personal Information

We are committed to protecting your personal information. Our policies detail how we collect, store, use, and disclose your information, always adhering to privacy laws and ensuring your data is secure.

16. Responsible Use of Resources

Our Workforce uses ACH Group's computer networks and equipment responsibly and only for legitimate work purposes, ensuring efficient and secure service delivery.

17. Valuing Innovation and Integrity

Our Workforce respects intellectual property rights, fostering an environment of integrity and responsible innovation.

18. Maintaining Company Equipment

Our Workforce is responsible for the proper care and use of all ACH Group equipment, ensuring resources are available and functional to support your care.

19. Physical Security

Our Workforce adheres to strict physical security measures to protect individuals, property, and confidential information within ACH Group premises and when providing services in your home.

Acknowledgement of Our Code

Every member of the ACH Group Workforce acknowledges and commits to upholding this Code of Conduct. We believe this strong framework ensures you receive the highest standard of care, respect, and ethical service every day.