

Introduction from Chief Executive Officer

Amaroo Care Services Inc (Amaroo) will only succeed in achieving our objectives where we have the respect of our stakeholders (including our residents, their representatives and carers, and our colleagues) and the communities in which we operate. Our reputation is dependent on a culture where every one of us acts with the highest level of integrity and honesty and takes responsibility for their actions. Our Board of Directors is committed to ensuring our organisation operates with the highest level of integrity and expects all employees to do likewise.

Amaroo's values the contribution of all members of the community in volunteering their time and effort.

To assist Amaroo in providing a safe environment and a positive educational climate, volunteers are expected to comply with the following guidelines.

This Code of Conduct applies to all volunteers of Amaroo. This Code of Conduct sets out the ethical behaviour expected of us. It will assist every employee in solving ethical dilemmas they may face in their working environment.

Commitment to an ethical culture within our organisation involves us capturing opportunities to increase the awareness of this Code of Conduct and making it part of our daily business decisions and actions. It is up to all of us to ensure the Code of Conduct becomes part of the operational fabric of our organisation. Successfully implemented, this Code of Conduct will result in:

- more effective compliance with relevant laws
- more effective management
- maintenance of the integrity and reputation of Amaroo.

This Code of Conduct outlines our key values and our expectations of you in our workplace environment. We expect every person within our organisation to uphold the key values and expectations of this Code of Conduct when acting on behalf of or representing Amaroo.

Yours Sincerely,

Lisa Brennan

Lisa Brennan

Chief Executive Officer

Volunteer Safety

Volunteers must:

- comply with sign in/out requirements when volunteering at the organisation
- observe safe work practices and take care of their own health and safety and that of others affected by their activities
- only work according to their level of competency and capacity
- follow reasonable safety instructions given by supervisors
- report any injury, safety hazard or hazardous practice they observe as soon as possible
- where personal protective equipment (PPE) is supplied then it must be worn as instructed
- assist in implementing evacuation procedures if required
- advise the organisation if they have any allergies or medical conditions that they have that the organisation needs to be aware of or that may impact their ability to undertake their volunteer role.

Resident Safety

Volunteers must:

- report any instances of actual or suspected resident safety incidents and elder abuse immediately to their Coordinator and/or the Residential Care Manager
- in the absence of staff where a volunteer becomes aware of an immediate threat to resident safety they must notify the Clinical Nurse Manger on duty, and take reasonable measures to protect the resident from harm.

Respect for Others

Volunteers must:

- treat residents, their representatives, families and carers, staff and other members of the Amaroo community with courtesy, and consideration
- avoid swearing or profanities, discriminatory, bullying or harassing language
- dress appropriately having regard to safety, the ethos of the organisation, and the nature of the volunteer activity
- assist in the creation of an environment free from fear, harassment, discrimination, bullying or exploitation
- respect the cultures, beliefs, opinions and decisions of others
- take reasonable instruction from staff and not obstruct staff in the execution of their duties.

Confidentiality and Privacy

Volunteers must:

- maintain confidentiality in respect of all information gained through their participation in volunteering at the organisation. This includes information both oral, visual and written relating to Amaroo's activities, operations, residents and their representatives, staff, family members/carers, and other key stakeholders. Personal information relating to residents, their representatives, families and carers is protected by Privacy legislation
- not discuss or pass on confidential information with other volunteers, family, friends, or others outside the organisation
- not discuss confidential or personal information which has been provided on a need to know basis with anyone inside or outside the organisation unless authorised to do so
- not take photos or recordings of residents without the authorisation of the organisation
- not use confidential information which they have gained through their participation in volunteering at the organisation.

Communicating with the Media

Only the Chief Executive Officer is authorised to communicate with the media. Volunteers must refer all requests for comment from the media to the Chief Executive Officer.

Prohibited Conduct

While volunteering and/or on Amaroo property, volunteers must not:

- smoke or use tobacco products
- use, possess, or be under the influence of alcohol
- use, possess, or be under the influence of illicit drugs.