

RYDER-CHESHIRE VICTORIAN HOMES FOUNDATION INC.



Patron: The Honourable Linda Dessau, AC
Governor of Victoria

Founders: The Late Group Captain Lord Cheshire of Woodhall, VC OM DSO DFC
The Late Baroness Ryder of Warsaw, CMG OBE

10-14 Donaldson Street,
Ivanhoe, Victoria, 3079. Australia

Tel: (61-3) 9254 2400

Fax: (61-3) 9254 2499

Web: www.rydercheshirehomes.org.au

ABN: 94 074 894 677

Registration No: A14367U

STANDARDS OF BEHAVIOUR POLICY

Ryder-Cheshire Victorian Homes Foundation Inc. is the group who run the Ryder-Cheshire Ivanhoe Homes, and are described in this policy as 'the Homes'.

1. Objectives

The objectives of this policy are to:

- a) Outline what is acceptable behaviour at the Homes, and
- b) What is unacceptable behaviour at the Homes,
- c) To show the Homes commitment to a fair and safe, work, and residential environment.

2. Scope

This policy and associated procedural principles apply to all (noted as all, or team, in this document) involved in RCVHF. This includes

- Personnel employed by RCVHF,
- Volunteers,
- Resident Carer's,
- Sub-Contractors,

3. Standards and Expectations – Which is consistent with our mission: *'The relief of suffering'*

The standards and expectations set out in this policy are consistent with the mission and core values of RCVHF.

These values are:

- a) Creating a culture of warmth and belonging, where everyone is welcome;
- b) Providing a non-denominational and non-discriminatory environment;
- c) Treating all with dignity, and respect;
- d) Providing exceptional service;
- e) A commitment to operational excellence;
- f) A commitment to integrity, responsibility, and fairness;
- g) Providing direct, open, and honest communication;
- h) A strong commitment to the people and communities we serve;
- i) Understanding that our team are the source of our strength;
- j) Committed to the advancement, training and support of our staff and volunteers;
- k) Holding ourselves to the highest integrity and ethical values and standards.

4. Personal and Professional Behaviour

Acceptable behaviour:

- a) Act in good faith and using skill, care, and diligence in the performance of their duties and responsibilities;
- b) Uphold the values of RCVHF as set out at section 3;
- c) Maintain a standard of conduct and behaviour required by RCVHF and demonstrate professionalism and courtesy in dealing with other others associated, visiting, or residing at RCVHF;
- d) Respect the opinions and beliefs of others and their legal right to practise their beliefs;
- e) Comply with RCVHF codes, rules, and policies;
- f) Abide by any directions given by the Management Team and Committee Members.
- g) Ensure that all interactions with residents are professional, trusting, and respectful;
- h) Be mindful always that our residents are vulnerable;
- i) Take all reasonable steps to avoid and resolve conflict;

To meet the standards and expectations set by RCVHF, all are encouraged to actively participate in training and development activities.

5. Promoting a Diverse and Inclusive Workplace

RCVHF is committed to:

- a) Continually developing and improving its practices and structure to provide an inclusive and diverse workplace;
- b) Making fair, just and transparent decisions based on merit;
- c) Regularly reviewing policies, processes, practices, and official documentation consistent with equal opportunity, and health and safety principles;
- d) Supporting and assisting all staff, volunteers, and management to ensure a supportive, flexible, safe, and inclusive work environment;
- e) Providing continued advice and support through awareness and training to promote a diverse and inclusive environment.

6. Unacceptable Behaviour

All must not directly or indirectly, or incite others, to engage in any of the following behaviours, in any circumstance related at all to RCVHF or its operations:

- a) Abuse;
- b) Harassment;
- c) Bullying;
- d) Discrimination;
- e) Victimisation;
- f) Physical or verbal assault;
- g) Sexual harassment;
- h) Sexual assault;
- i) Any form of sexual relationship or activity with residents or their carers;
- j) Taking actions and decisions that may harm the health and safety of themselves or others;
- k) Illegal drug use;
- l) Personal use of alcohol or any other substances that may adversely affect their performance or the health and safety of others.

- m) Acceptance of personal gifts, remuneration or benefits (noted below)
- n) Intentionally causing harm to the reputation or viability of RCVHF;

RCVHF encourages those who consider they may have experienced an incident set out in this section to seek assistance from the Management Team, the RCVHF Complaints Sub-Committee or via the submission forms in line with the Complaint and Grievance Policy.

7. Conflict of Interest

To address conflict of interest, all should:

- a) Act in the best interest of RCVHF when carrying out their duties and responsibilities and not allow their private interest or the interest of others to interfere with that obligations;
- b) Disclose any conflict of interest and adhere to RCVHF's determination on the management of conflict.

8. Theft, Fraud and Corrupt Conduct

RCVHF does not tolerate fraudulent, dishonest, corrupt, or improper activity or behaviour.

PRACTICALITY OF CODE

9. Physical, Sexual, Verbal and Other Assaults

RCVHF urges a victim of or a witness to any apparent physical, sexual or other assault to bring the matter to the immediate attention of RCVHF through the Management Team, the RCVHF Complaints Sub-Committee or via the submission forms in line with the Complaint and Grievance Policy. RCVHF deals with all matters confidentially and sensitively.

10. Harassment, Discrimination, Bullying and Associated Matters

In response to the above:

- a) A person engaged in activities connected with RCVHF who considers they may have experienced one or more of the above issues committed by an employee, resident carer, volunteer, or subcontractor of RCVHF is encouraged to seek assistance at any time by contacting the Management Team or following the Complaint and Grievance Policy guidelines.
- b) Any matter deemed by RCVHF to be sufficiently serious may be treated as potential misconduct.
- c) RCVHF has an active duty to prevent and eliminate unlawful discrimination, sexual harassment, bullying and victimisation.
- d) Separate to the workplace matters set out in this policy, individuals may also be personally liable for external complaints, including criminal complaints. In such circumstances, RCVHF will not provide support where the person has not complied with this policy.
- e) RCVHF may, at its discretion, determine that suspected or alleged non-compliance with this policy may warrant investigation of the matter without necessity of a complaint being raised.
- f) RCVHF may take appropriate action necessary in response to concerns regarding the health, well-being, or safety of an individual.
- g) While all are encouraged to use the options set out in this policy, they have a right to seek advice from and/or lodge a complaint with external bodies, including Victoria Police, the Victorian Equal Opportunity and Human Rights Commission, the Fair Work Ombudsman, the Fair Work Commission and WorkSafe Victoria.

- h) Making a complaint to an external body does not preclude RCVHF from investigating a matter as set out in this policy, although RCVHF will be mindful of the need to ensure co-operation with external agencies.

11. Guide to Dealing with Verbal Complaints

Complaints can be dealt with using the ALERRT acronym as a guide:

- A** Answer each call in a positive way
- L** Listen to what the person is saying
- E** Empathise with what they are saying (but offer no opinions)
- R** Repeat / reinforce your understanding of the situation
- R** Resolution (attempt to offer a resolution to the situation within guidelines)
- T** Terminate the call in a positive manner

12. Resolving Workplace Conflict

If there is conflict within the RCVHF team that cannot be resolved independently, and regardless of a complaint being substantiated or not, the Manager will refer the complaint to the RCVHF Complaints Sub-Committee. They will work to resolve the conflict in collaboration with those involved following the Complaint and Grievance Policy.

13. Protected Disclosure

To ensure RCVHF compliance with the Protected Disclosure Act 2012 (Vic), RCVHF expects transparency and accountability in all its practices, and supports the making of disclosures that reveal:

- a) Corrupt conduct or improper conduct
- b) Conduct involving mismanagement of resources
- c) Conduct involving risk to public health and safety or the environment.

RCVHF takes all reasonable and practicable steps to protect people who make disclosures from any detrimental action.

In relation to protected disclosures made under the Protected Disclosure Act, RCVHF aims to:

- a) Protect the confidentiality of the disclosure and the identity of the person who made the protected disclosure;
- b) Provide procedural fairness to all parties including the person who is the subject of the protected disclosure.

14. Gifts & Income

All staff and volunteers involved in RCVHF may accept a gift of a nominal value less than \$100 and retain that gift for their own use without reporting it. There is a limit of one gift per giver/benefactor in any given year. Any gifts above this value must be reported to the Management Team or Committee.

All involved in RCVHF are not to encourage or accept kickbacks, bribery or commissions for services rendered, provided to, or for the Homes.

No business entities, other than RCVHF, are to use the Homes as a base to conduct business.

15. Agreement & Responsibility

All involved must comply with:

- a) RCVHF codes, rules, and polices;
- b) Their respective terms and conditions of Agreements or Contracts;
- c) All relevant Commonwealth and State Legislation, Regulations, Codes and Agreements as listed at the end of this document.

All must take reasonable steps to bring to the attention of RCVHF at the first available opportunity and, where appropriate, take action to prevent any:

- a) Apparent instances of non-compliance with this policy;
- b) Behaviour that breaches any RCVHF codes, rules, polices or state or federal laws;
- c) Possible instances of corrupt or improper conduct.

Failure to comply could result in your relationship with RCVHF being severed.

References & Resources

Ryder-Cheshire Victorian Homes Foundation Inc. policies are found at:

https://rydercheshirehomes.org.au/home/more_information/policiesohs/

- *Code of Conduct for Working with Vulnerable People 2019*
- *House Rules*
- *Privacy Policy*
- *Complaint and Grievance Policy*
- *Complaint Submission Form*
- *Grievance Submission Form*

Our policies are in line with the following legislations:

- Age Discrimination Act 2004 (Cth);
- Australian Human Rights Commission Act 1986 (Cth);
- Charter of Human Rights and Responsibilities Act 2006 (Vic);
- Crimes Act 1958 (Vic);
- Child Wellbeing and Safety Act 2005 (Vic);
- Disability Discrimination Act 1992 (Cth);
- Equal Opportunity Act 2010 (Vic);
- Fair Work Act 2009 (Cth);
- Independent Broad-based Anti-Corruption Commission Act 2011 (Vic);
- Occupational Health and Safety Act 2004 (Vic);
- Privacy and Data Protection Act 2014 (Vic);
- Protected Disclosure Act 2012 (Vic);
- Racial and Religious Tolerance Act 2001 (Vic);
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Workplace Gender Equality Act 2012 (Cth)