
 1.15 - WORKERS CODE OF CONDUCT

Policy and Procedure

The Code of Conduct outlines how we will deliver services to Raya Healthcare Pty Ltd.'s clients. A philosophy of ethics starts with our director and is expressed by our board members and all employees. The intent of this Code of Conduct is to ensure that all employees, managers and stakeholders are treated in a way that represents the provider's purpose, philosophy, and legal requirements.

The organisation is focused on being a leading provider and creating a safe, secure and productive work force. Raya Healthcare Pty Ltd takes pride in the professional skills of its employees and the ability to meet clients and other stakeholder needs. This policy and procedure is relevant to all employees and clients at Raya Healthcare Pty Ltd.

Compliance

Raya Healthcare Pty Ltd Employees and management are expected to comply with all policies and procedures of the Raya Healthcare Pty Ltd, abide by all relevant legislation, regulations and standards and act in accordance with all reasonable, lawful orders and decisions related to their work.

Employees and managers must protect the confidentiality of the activities of the company during and after their employment with regard to business tasks, private records and working practices. Raya Healthcare Pty Ltd employees and managers must achieve a high degree of professionalism, integrity, fairness and integrity when working with clients, other employees and stakeholders.

Ethics

Raya Healthcare Pty Ltd employees cannot harass other employees, clients or stakeholders based on gender, age, ethnicity, religion, disabilities, pregnancy, marital status or sexual orientation. Employees must not participate in confrontation or disorderly behaviour or sexually harass other employees, clients or stakeholders.

Internet use and email

Employee emails may be used as evidence if legal action is taken against an employee, while respecting the privacy of all workers, this could also be used as evidence of a breach of the Code of Conduct or Raya Healthcare Pty Ltd.'s Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure. Employees are supplied with the internet and emails for legitimate profession-related use. Employees and managers must:

- Keep personal use as low as possible
- Not reveal personal or classified information through the internet or via email
- Not use the internet to access websites or send emails that violate the Equity, Anti-Discrimination and Workplace Harassment policy and procedure.

Unauthorized use of confidential information could potentially damage the service's credibility and compromise the privacy of the individual. Workers and management only need to use Raya Healthcare Pty Ltd communication and information devices for officially approved purposes and restrict personal use. Workers and management are not allowed to share their passwords with another employee.

Honesty and Integrity

Employees must be fair and respectful towards all other employees, clients and stakeholders and when in a public place, an employee must behave in a way that does not negatively represent Raya

Company Name:	Raya Healthcare PTY LTD	Document Name:	Raya Healthcare Operations Policy and Procedure Manual 2023 Support Workers Copy 2023	Date Created:	19/08/2021
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Healthcare Pty Ltd. Employees must act in a manner which is consistent with the values of Raya Healthcare Pty Ltd

Workers are not to:

- Accept gifts or services that can impact or be perceived as fairly influencing your decision making.
- Work intoxicated, under the influence of illegal substances or bring illegal substances to the workplace
- Steal, damage or destroy property belonging to the company, its employees' clients or stakeholders
- Smoke on the business premises or in its vehicles

Dress code

All Raya Healthcare Pty Ltd employees should be dressed in compliance with workplace health and safety regulations appropriate to their work positions, presenting a clean, neat and tidy look. If supplied, employees should wear a uniform and maintain it in good condition. Employees should consult the management if they are unsure of the type of clothing that suits their job position. Employees who knowingly break this dress code can face disciplinary action.

Behaviour Code of Conduct violation

Raya Healthcare Pty Ltd does not accept any form of aggressive, threatening or abusive behaviour by other employees, clients or stakeholders towards their employees. It is expected that employees and managers will provide a high standard of service.

Management should be notified when dealing with aggressive behaviour if an employee is unable to de-escalate a situation or believes a situation puts them or others at risk.

Where an employee violates the requirements listed, disciplinary measures may be taken. If a violation of behaviour is of a legal nature, this will be dealt with in compliance with appropriate federal, state or local laws.

Related documents

- Raya Healthcare Pty Ltd Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure
- Raya Healthcare Pty Ltd Privacy and Confidentiality Policy and Procedure

Policy review

Raya Healthcare Pty Ltd may make changes to this policy and procedure on occasion to improve the efficacy of its operation. Generally, this entire policy will be reviewed annually, taking into consideration any feedback from participants, families and staff.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback.

Raya Healthcare Pty Ltd.'s Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Raya Healthcare Pty Ltd.'s service planning and delivery processes.

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By signing this document, I acknowledge that I have read and understand the Code of Conduct. I agree to comply with this policy and procedure and acknowledge that Raya Healthcare Pty Ltd can change or update the policy at any time.

Name: _____

Signed: _____

Date: _____

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0	A.V	Andrew Velez	Initial Release	19.08.2021
2.0	A.V	Andrew Velez	Updated for relevancy	08.08.2022
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