



A.03 Code of Conduct

REVIEWED: JUNE 2021

1. PURPOSE

In line with the ethos of Mercy Services, this policy seeks to provide the means and knowledge towards maintaining the highest ethics and behaviour in accordance with the Organisation's vision, mission and values.

This Code of Conduct Policy (Code) outlines the behaviour and professionalism of people engaged in activities associated with or on behalf of Mercy Services in all settings, including online and in social media. The Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of your role. Instead, it is intended to provide a broad framework that will help you decide on appropriate behaviours when performing your role or when you are faced with an ethical issue.

2. WHO DOES THIS POLICY APPLY TO

This policy applies to:

- Board members;
- All employees, including: heads of teams, managers and supervisors, full-time, part-time or casual employees, temporary or permanent staff, job candidates, student placements, trainees, apprentices, contractors, sub-contractors and volunteers;

Further guidance on the application of this Code can be obtained from People and Culture.

3. POLICY

Mercy Services is committed to maintaining the highest ethics possible. In all our business activities, people have the right to expect our Organisation to conduct its business with efficiency, fairness, impartiality, honesty and above all, integrity. The Code aims to maintain that trust, confidence and integrity for Mercy Services by outlining the minimum behaviours required of each person to perform their role in line with the Mission, Vision and Values of Mercy Services.

The Code adopts a principles-based approach to clarify the standards of behaviour and conduct expected in the performance of all our duties and in the provision of all care endeavours. It provides guidance in areas where we need to make personal and ethical decisions and reflects the Organisation's core values of Respect, Justice, Care, Unity and Service.

The Code does not form part of an Employee's contract of employment with Mercy Services. It also does not replace any relevant legal codes or legislation. Where conflict arises between this document and the provisions of any law or legal code, the latter prevail.

Mercy Services reserves the right to vary, replace or terminate this Code at any time.

4. STATEMENT OF PRINCIPLE

At Mercy Services we are committed to the values of Respect, Justice, Care, Unity and Service. At all times, we will behave in a way that upholds these values both as individuals and as members of the Organisation.

When associated with Mercy Services we shall:

1. Demonstrate behaviours which are consistent with Mercy Services Values
2. Act honestly, in good faith and in the best interests of Mercy Services
3. Carry out our duties in accordance with the law, using due care and diligence
4. Promote and advocate for better standards of care for people who reside with us and within the broader community, including children, young people and those who are vulnerable and/or frail
5. Comply with all Mercy Services policies, procedures and relevant statutory regulations
6. Assign to Mercy Services all intellectual property rights in the works you create during your association with Mercy Services

5. RESPONSIBILITIES

Employees, volunteers, heads of teams, managers, coordinators, team leaders and board members each have specific responsibilities for maintaining the highest ethics and behaviour possible while performing their duties and/or representing themselves as a part of Mercy Services.

Employees are responsible for ensuring they:

- Meet or exceed the behavioural and ethical standards of Mercy Services at all times;
- Participate fully and engage with Mercy Services in accordance with its policies, procedures and processes at all times;
- Speak to their team leader, supervisor, coordinator, manager, Head of Team or People and Culture if they have any concerns in understanding any part of this Code; and
- Raise awareness of this Code for any contractors and/or volunteers who you are responsible for engaging.

Heads of teams, managers, coordinators, team leaders and board members are responsible for ensuring:

- Employees are provided with:
 - A sound knowledge of this policy;
 - The context and purpose for the work that they and the organisation does; and
 - The knowledge of the behavioural and ethical expectations Mercy Services has of them while they are performing their duties or representing themselves as a Mercy worker/volunteer.
- They lead by example and at all times role model the highest level of positive behaviour, ethics and integrity in line with Mercy's values; and

- Contractors and/or volunteers who are engaged are made aware of this Code and its expectations/requirements.

6. CONSEQUENCES

Most people choose to work for Mercy Services because of its Mission, Vision and Values and for the care that it provides to its residents and clients. For this reason it is likely that all employees will comply with this Code through their everyday work. This Code outlines the minimum expectations for those working at Mercy Services. Breaches of the Code will be taken seriously and may result in disciplinary action which may include termination of employment. To assist employees with understanding their obligations in more detail, examples of the behaviours which do and do not demonstrate the Mercy Services values are included in the document. It is expected that all those who work within Mercy Services will be familiar with this document and the example behaviours.

7. LINK WITH ORGANISATIONAL VALUES

7.1. The Mission, Vision and Values of Mercy Services

The *Mission* of Mercy Services outlines why we exist. Our mission is to provide holistic, proactive and inclusive service, in the spirit of our foundress, Catherine McAuley, to all those we support and work with, both in the community and in a residential setting.

The *Vision* of Mercy Services outlines the type of service we want to be. Our vision is to be a leading provider of compassionate care and quality services. We will excel in the delivery, management and measurement of service and quality; and will be implementers of innovative and integrated care delivery models.

The *Values* of Mercy Services outline the type of behaviours we demonstrate in all that we do. These are Respect, Justice, Care, Unity and Service.

To assist with everyone’s understanding of our *Values* and how they apply in the workplace, the following are some examples of what these values look like and do not look like within the workplace.

7.1.1. Respect

Treating people in a way that we would like to be treated and being considerate to all, regardless of their position or status.

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE RESPECT

- Acknowledging and accepting the differences between people, cultures and religions
- Actively listening to what others have to say

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE RESPECT

- Gossiping and talking about others behind their backs
- Bullying, abusing or intimidating others

- Doing what we say we are going to do
- Explaining our reasons for doing things and the impact it will have on others
- Using a person's preferred name
- Being sensitive to the language used in the presence of others, including children and young people
- Acting appropriately with children, young people, vulnerable people, frail people and others who we come into contact with, maintaining all professional boundaries and protecting their rights
- Taking any complaints seriously and responding effectively, including providing support
- Seeking consent and only initiating physical contact with people, especially children and vulnerable people, if necessary.
- When conducting duties, using appropriate bathrooms when rest rooms are required
- Not respecting privacy
- Telling people how to act or what to believe in
- Not taking the time to talk to those we care for
- Engaging in age inappropriate discussions in front of children and young people
- Making threats, developing 'special relationships' or engaging in physical and/or online contact outside of that necessary for care
- Dismissing complaints without responding or providing support
- Initiating unnecessary physical contact or physical, sexual, verbal or psychological abuse
- When conducting duties, not using appropriate bathrooms when rest rooms are required

7.1.2. Justice

The processes that promote equality, fairness and participation for those who we care for and with whom we work with.

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE JUSTICE

- Being inclusive and treating everyone with dignity, respect, understanding and courtesy
- Promoting a culture that does not tolerate discrimination, bullying, belittling, intimidation or harassment
- Valuing the ideas of others and their contributions
- Respecting a range of views and opinions whether we agree with them or not
- Acting to create a fair, inclusive and safe environment for everyone and valuing diversity

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE JUSTICE

- Excluding somebody because you don't like them
- Speaking in a nasty manner to a colleague or client.
- Making another person feel that their opinion is not valid and trying to tell them what to believe
- Taking advantage of a client by exploiting them or using your relationship with them inappropriately
- Not listening to another person when they ask for something they are entitled to because they might be suffering cognitive decline or illness

- Seeking to understand people's rights and responsibilities and integrating the principles of equality of opportunity, natural justice and inclusivity into day-to-day practices and behaviours
- Making decisions that are unbiased or uninfluenced by patronage, favouritism or conflicts of interest. Decisions are based on logical and relevant evidence
- Providing better care to a client because they are related to a staff member

7.1.3. Care

Demonstrating in our actions a kind hearted spirit at all times while providing for a person's health and protection in looking after their welfare whether they are a resident, client or colleague

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE CARE

- Talking in a friendly manner and treating people like you would like to be treated
- Listening to people without interrupting
- Making time for people even when you feel you are busy
- Telling people that they are doing well and how important their work is
- Helping others whenever we can
- Greeting people with a smile and showing a helpful attitude
- Offering to help people who look lost, confused, concerned or anxious
- Paying attention to the cultural or religious needs of others
- Making necessary reports or talking to your supervisor or manager when you observe things that are not right with residents, clients or colleagues

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE CARE

- Shouting at people or speaking to them with your back turned
- Interrupting others when they are speaking or not letting them speak
- Doing your job without showing interest or recognising others around you, residents or clients
- Putting others down either in person or behind their backs
- Not doing things because you believe it is not your job
- Not listening to another person when they ask for something they are entitled to because they might be suffering cognitive decline or illness
- Ignoring people or not giving them your full attention when they speak to you
- Not saying please and thank you when appropriate
- Being too busy to take time to understand the needs of another person

- Following care plans and ensuring appropriate reviews are performed when due
- Ignoring cultural or religious needs
- Neglecting to keep care plans up-to-date

7.1.4. Unity

When individuals work constructively and openly together to achieve common goals it builds trust in one another and allows people to feel safe and comfortable. It also boosts morale at work as employees are happier in their jobs. When employees are happier at work then they are able to provide better care to our residents and clients in accordance with the ethos of the Sisters of Mercy.

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE UNITY

- Giving feedback to others for a job well done
- Involving people who we care for in making decisions
- Arriving on time and being fit for work
- Being flexible to accommodate the needs of the department and other team members
- Speaking openly with your manager about any issues that might be impacting your performance
- Being friendly and approachable to everyone
- Being open to the thoughts and ideas of all colleagues, residents and clients

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE UNITY

- Taking the credit for work other people have done
- Making decisions without talking to those who will be affected
- Arriving late for work and not telling people if we are not coming to work
- Attending work under the influence of illegal drugs and/or alcohol or consuming such things whilst on duty
- Covering up or blaming others for issues that impact on the teams performance
- Refusing to work with particular people or at particular times
- Working in an unsafe manner or asking someone to do something that is unsafe or not in alignment with organisation policy, procedure or practice

7.1.5. Service

Working together and serving one another while being accountable for our actions and all of the resources we have been given to help and care for others.

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE SERVICE

- Helping others to achieve their goals even when not asked to do so

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE SERVICE

- Not making time to help another person because you think you are too busy

- Acknowledging our founding story and the rich history of the Sisters of Mercy by participating in celebrations such as Mercy Day
- Treating my workplace like I would expect others to treat my home
- Using equipment with care and resources appropriately
- Asking people to help when we are unsure or we don't know something
- Being honest and trustworthy and complying with Organisational policies, procedures, practices and statutory regulations
- Not making time to listen to the story of the Sisters of Mercy, our founders
- Sticking papers on painted walls, recklessly banging furniture and machines into walls
- Being careless or reckless with equipment and resources
- Wasting time, money and/or resources
- Being dishonest and not complying with policies, procedures, best practice or legislation

8. KEY PERFORMANCE INDICATORS

Employee will have full awareness of this Code and their behaviour and ethics will be in accordance with what is described in this document.

9. EXPECTED OUTCOME

Mercy Services and its employees will display and maintain the highest business and practice ethics possible in all dealings maintaining trust confidence and integrity for the Organisation.

10. VERSION CONTROL AND CHANGE HISTORY

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