



CODE OF CONDUCT

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1. Purpose

The Bethanie Group's Code of Conduct identifies the behaviours that we collectively display, designed to guide those covered by the Code in their dealings with colleagues, customers and the wider community.

2. Scope and Applicability

Who must use this Code:	This Code applies to all: <ul style="list-style-type: none">• Directors of the Bethanie Group and its subsidiaries• Employees of the Bethanie Group and its subsidiaries whether permanent, temporary, full-time, part-time, contract or casual• Labour-hire (Agency) staff• Volunteers• Students / Interns
Why this Code is important:	<ul style="list-style-type: none">• Supports a person's right to personal choice, dignity and respect• Promotes kind, honest and respectful behaviour• Keeps people receiving care and services safe from harm.
When this Code applies:	This Code applies: <ul style="list-style-type: none">• At all times when performing work for or on behalf of Bethanie;• At any time when your conduct could affect Bethanie's reputation.

	Work activities include but are not limited to in person interactions, emails, virtual meetings, social events, business trips, work functions and interactions on social media.
Who to ask for more information:	<p>If you are uncertain about the application of any aspect of this Code or if you have any questions in relation to it, you should speak with:</p> <ul style="list-style-type: none"> • Your People Leader, Human Resources or the Governance, Risk and Compliance team if you are an employee; • The Board Chair if you are an officer or director; or • Your contract manager if you are a contractor.

3. Code of Conduct

Bethanie's Code of Conduct is consistent with the Code of Conduct for Aged Care (governed by the Aged Care Quality and Safety Commission), the National Disability Insurance Scheme (NDIS) Code of Conduct (governed by the NDIS Quality and Safeguards Commission) and the Retirement Living Code of Conduct provided by the Property Council of Australia.

- ✓ Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- ✓ Act in a way that treats people with dignity and respect and values their diversity.
- ✓ Act with respect for the privacy of people.
- ✓ Provide care, supports and services in a safe and competent manner, with care and skill.
- ✓ Act with integrity, honesty and transparency, including with sales contracts and ongoing obligations.
- ✓ Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- ✓ Provide care, supports and services free from:
 - all forms of violence, discrimination, exploitation, neglect and abuse and
 - sexual misconduct.
- ✓ Take all reasonable steps to prevent and respond to:
 - all forms of violence, discrimination, exploitation, neglect and abuse and
 - sexual misconduct.

4. Objectives

We are all responsible for our conduct in the workplace and for ensuring that the Mission and Bethanie Behaviours are upheld to provide a positive environment for all and to prevent the Bethanie Group from being brought into disrepute.

Everyone covered by the Code shall have the interests of the Bethanie Group, our customers, their families, carers and other users of the aged, community housing and health care system uppermost in their decisions and actions.

5. Principles

Bethanie Mission

To demonstrate the love of God by positively changing the way Australians experience ageing - every customer, every family, every community, every day.

Bethanie Behaviours

The Bethanie Behaviours guide us as individuals, teams, and as an organisation, strengthening our commitment to advancing Bethanie's Mission in service to our customers and in our care for each other.

- We listen with humility
- We care with understanding
- We make connections with purpose
- We provide a trusted service
- We create special moments

Duty of Care

Everyone covered by the Code has a duty to ensure that the Code of Conduct is upheld.

6. Consequences of breaching this Code

- This Code is binding as per Section 2: Scope and Applicability.
- Roles and Responsibilities in relation to this Code are set out in Section 7 below.
- Any action as a result of a breach of the Code must take into account the nature and seriousness of the breach. Consequences of a breach may include:
 - Informal or formal counselling
 - Performance management process
 - Disciplinary action, which may include termination of employment
 - Ban of an aged care worker or governing person from working in the aged care industry
 - Civil penalties set by the Regulator
 - Reporting of individuals to the Regulator where there is a registrable qualification
 - Infringement notice from the Regulator (where a person has not complied with a civil penalty provision)
 - Provider sanction or revocation of Provider status
 - Referral to the police (in cases of suspected criminal offences).

7. Roles and Responsibilities

Role	Responsibilities
Board and Executive (governing persons)	<ul style="list-style-type: none"> • Ensure everyone understands the Code; behaviours must also be consistent with the Code; investigate and act accordingly where allegations of breaches of the Code of Conduct are raised
Managers and Employees (workers)	<ul style="list-style-type: none"> • Behaviours displayed must always help people feel safe and supported; workers must always act in a way that's respectful, kind and consistent with the Code

8. Committees and Working Groups

Committee / Working Group	Contribution
N/A	

9. Related Documents

Legislation
<i>Aged Care Act 1997</i>
<i>Aged Care Quality and Safety Commission Act 2018</i>
<i>Age Discrimination Act 2004</i>
<i>Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022</i>
<i>Australian Human Rights Commission Act 1986</i>
<i>Disability Discrimination Act 1992</i>
<i>Disability Services Act 1993</i>
<i>Equal Opportunity Act 1984</i>
<i>Racial Discrimination Act 1975</i>

<i>Sex Discrimination Act 1984</i>
<i>National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) 2017</i>
<i>Residential Tenancies Act 1987</i>
<i>Workplace Gender Equality Act 2012</i>
Governance frameworks & policies
N/A
Standards
<i>Standard 1 (The Person): 1.2 - Dignity, respect and privacy; 1.3 - Choice, independence and quality of life</i>
<i>Standard 2 (The Organisation): 2.2 - Quality and safety culture; 2.3 - Accountability and quality system; 2.9 - Human resource management</i>
<i>Standard 3 (The Care and Services): 3.2 - Delivery of care and services</i>
References
<i>Code of Conduct for Aged Care (Aged Care Quality and Safety Commission)</i>
<i>National Disability Insurance Scheme (NDIS) Code of Conduct (NDIS Quality and Safeguards Commission)</i>
<i>Bethanie Behaviours</i>
<i>Aged Care Quality and Safety Commission Regulatory Bulletin Infringement Notices</i>
<i>Property Council of Australia, Retirement Living Code of Conduct</i>

10. Document Control

Approved by	BGI Board	Next Review	March 2028
Document Owner or Author	Chief People and Transformation Officer	Review Cycle	3-Yearly
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Description of Change	Updated to specifically reference the Aged Care Code of Conduct, NDIS Code of Conduct and the Retirement Living Code of Conduct		
Positions Consulted	Bethanie Executive, Manager Governance, Risk and Compliance		
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1.0	Published	Executive Team	12/1/2013
2.0	Reviewed	GM - HR	5/12/2018
3.0	Full review and reformatting	CPTO	7/3/2025
3.1	Update Next Review date	CPTO	29/7/2025