



Code of Conduct

1. Introduction

This Code of Conduct applies to BlueWave Living (**Our**) ABN 85 247 695 587, (**You**) **our employees, our residents, residents' visitors and our contractors and agents and volunteers**, in fact all people either within our facility/facilities and/or interacting with our Residents and/or Employees.

Compliance with this Code of Conduct is a condition of entry for Residents [and is included by reference to policies in the Resident's Agreement]; as a condition of employment for employees; and as a condition of entry for Visitors to our Facility.

This Code is necessary in order to ensure the rights of those living at, working at and visiting our Facility are respected.

2. Respecting the rights of others

We aim to provide an environment where Residents, Employees, Volunteers and others at BlueWave Living are treated fairly and with respect, and are free from unlawful discrimination, harassment, and vilification and bullying.

To this end, You will not cause any annoyance or nuisance nor cause harm or injury to another person.

In addition, You will not cause damage to, or the loss of Our property or the property of others. If you do cause damage or loss of that property, you may be required to pay for its repair or replacement.

Please note that we have the right to search your bags for security reasons.

3. Charter of Aged Care Rights

We respect the rights of our Resident's and therefore require that You will comply with the Charter of Aged Care Rights.

4. Compliance with laws

You are required to comply with all relevant laws, including but not limited to work, health and safety laws and privacy laws.

5. Work, health and safety

You must, in relation to our Employees, Residents and the Facility:

- (a) avoid injury to yourself and others and damage to plant and equipment;
- (b) take reasonable care of the health and safety of yourself and others;
- (c) comply with any reasonable direction given by Us for health and safety;
- (d) not misuse or interfere with anything provided for health and safety;
- (e) report all accidents and incidents; and
- (f) report all known or observed hazards to persons and/or property and equipment at the Facility.

6. No smoking and illegal drugs

We aim to protect the health, safety and welfare of all workplace participants in Our workplace.

To minimise the risks associated with smoking and passive smoking in the workplace, we have adopted a Policy of providing a smoke-free workplace.

You must not smoke (any substance, including e-cigarettes) inside our Facility or grounds. There is a designated smoking area for staff. BlueWave Living does not provide smoking areas for visitors or residents.

You must not take illegal/illicit drugs inside our Facility.

7. In the case of an emergency

In the case of an emergency contact Our Registered Nurse in Charge or Management.

Our rallying point in the case of emergency evacuation is at the Evacuation Point located at The Shores car park adjacent to the oval.

8. Health care workers

If you are a medical practitioner, nurse, allied health (such as physiotherapist), or other health care worker who visits our Residents on a regular basis and/or provides instructions to our staff, including nursing and care staff, then you must comply with Our clinical policies and procedures, including in respect of clinical governance, adverse event reporting and medication management.

9. Visitors

Our principal obligation is to Our residents and to Our staff. Where the behaviour of a family member or a visitor threatens to compromise BlueWave Living's ability to provide care and services to Our residents and/or Our duty of care to Our employees then BlueWave Living will take action in response to the behaviour.

BlueWave Living reserves the right to exclude anyone from Our facility in the event that a visitor is behaving in a way that places any person on Our premises at risk.

BlueWave Living will take immediate action in response to a visitor who behaves in an inappropriate manner and who places Our residents or employees at risk. BlueWave Living will clearly identify the behaviour that is inappropriate and ask the person to desist. BlueWave Living will investigate any complaints by a visitor to ensure that Our processes are being followed and we will keep the

visitor informed of the progress of Our investigations. BlueWave Living will remind the visitor that unless they desist BlueWave Living have the right to ask them to leave.

10. IT

If you wish to access Our information technology or Our computer system, then You must obtain the prior written approval of Our management and comply with all of Our IT policies, including in relation to privacy and data security.

11. Privacy Laws

We take the privacy of all of our Residents seriously and take great care to protect their information. We provide a detailed privacy policy and confirm our adherence to the Australian Privacy Principles mandated by the *Privacy Act 1988 (Cth)* (**Privacy Act**).

You must comply with all relevant Privacy Laws, including the Australian Privacy Principles under the Privacy Act 1988 (Cth), a copy of which is available at: <https://www.legislation.gov.au> and our Privacy Policy, a copy of which is available at <https://www.bluewaveliving.org.au> or on request.

12. CCTV, Social media, photography and video

- (a) To respect the privacy rights of others, You must obtain the consent of Residents, Employees and other people at the Facility before You take recordings, photos, or videos or images of them which identify them or otherwise capture or transmit those images in public forums, such as on social media, including Facebook. Consent may be obtained in writing, by talking to them or by implication, such as asking them to smile for the camera, but You must let them know that You are taking the image and what You intend to do with it.
- (b) You must not take or publish indecent images.
- (c) If a person objects to their photos or image being captured or transmitted, that direction must be respected.
- (d) BlueWave Living monitors our social media accounts and will remove any posts that may be false, misleading or deceptive. BlueWave Living reserves the right to moderate and filter any and all content on its social media accounts and to block users from interacting with social media accounts for breaches of this Code of Conduct.
- (e) We will not use any images of Residents or Employees in promotional material without their agreement.
- (f) Our facilities have CCTV cameras for security reasons. These CCTV cameras are clearly visible and there are signs in each monitored area notifying people that they may be under surveillance. There are no CCTV cameras located in any change room, resident room, toilet facility or shower or bathing facility. Staff time and attendance is under surveillance. In the security context, camera surveillance is generally used to achieve the following objectives: To deter security incidents e.g. theft, vandalism, violence etc. To gather information that may be used in evidence if a crime is committed within view of the camera.

13. Breach of this Code

You are required to comply with this Policy at all times.

If an Employee breaches this Policy then they may be subjected to disciplinary action. In serious cases this may include termination of employment.

Consultants and contractors (including temporary contractors) may have their contracts with Us terminated or not renewed.

A breach of this Code by a Resident may be a breach of the Resident's Agreement.

Visitors may be asked to leave our Facility, and to delete recordings or images.

Breaches may require police intervention.

14. Consent

In this Code, a reference to obtaining the consent or agreement of a Resident, may if that Resident lacks the ability to make a decision, is a reference to obtaining the consent of that Resident's appointed representative such as a guardian, attorney or responsible person.

15. Complaints

If you have a complaint or concern in relation to Us, Our staff, Our Facility or in relation to this policy, then you may contact:

- (a) the Chief Executive Officer [by mail at P.O. Box 21, Woy Woy or phone: 4344 2599]; or

You can also direct your complaint to the Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/> or by phone on 1800 951 822 or if relevant the Police.

Annexure A

Charter of Aged Care Rights

I have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have my identity, culture and diversity valued and supported;
4. Live without abuse and neglect,
5. Be informed about my care and services in a way I understand;
6. Access all information about myself, including information about my rights, care and services;
7. Have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. My independence;
10. Be listened to and understood;
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly,
13. Personal privacy and to have my personal information protected;
14. Exercise my rights without it adversely affecting the way I am treated.

Everybody involved in the delivery of your care must respect your rights.