
1. PURPOSE

- 1.1. Promote professionalism and standards of excellence in professional behaviour
- 1.2. Express shared assumptions and organisational values
- 1.3. Promote adherence to a zero tolerance of abuse of children and people with disability
- 1.4. Promote a Child Safe organisation
- 1.5. Outline ermha365's social responsibilities
- 1.6. Provide a statement on public accountability and corporate governance
- 1.7. Assist ermha365 in managing risk and conflicts of interest
- 1.8. Provide clear expectations of employees and define minimum standards of conduct and integrity as described in the Charter of Ethics

2. SCOPE

This Policy applies to individuals, who perform work for ermha365 in any capacity, including:

- 2.1. employees and directors;
- 2.2. contractors, subcontractors and outworkers;
- 2.3. apprentices, trainees, students gaining work experience and volunteers; and
- 2.4. Representatives and agents.

3. DEFINITION

- 3.1. **ermha365 employees** - all individuals who perform work for ermha365 in any capacity.
- 3.2. **Clients** - All ermha365 clients, including individuals, families, groups, organisations and communities.

4. POLICY

ermha365's Code of Conduct Policy outlines the values and expectations of ermha365's commitment to uphold ethical business practices and expectations regarding employee behaviour. The Code of Conduct is supported by and should be read in conjunction with ermha365's Charter of Ethics.

4.1. Compliance with law

All ermha365 employees must protect our company's legality. ermha365 employees must ensure they are complying with all legislation relevant to the performance of their duties. In particular employees must be aware of their Duty of Care to other employees, clients, other organisations and the community in general.

We expect employees to behave in a lawful, ethical and responsible manner when dealing with ermha365's finances, products, partnerships and public image.

Employees must undertake their job in a safe manner. Employees are obligated to report risks, unsafe practices, any form of abuse or suspected abuse. Where such a disclosure leads to a breach of relevant law, ermha365 is obligated to report these practices to the relevant authorities.

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 1 of 8 | | |

4.2. NDIS Code of Conduct

ermha365 has zero tolerance for child abuse and of abuse of people with a disability. This includes financial, emotional, physical or sexual abuse, exploitation, harassment or neglect.

The NDIS Code of Conduct requires workers and providers who deliver NDIS supports to:

1. act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
2. respect the privacy of people with disability
3. provide supports and services in a safe and competent manner with care and skill
4. act with integrity, honesty, and transparency
5. promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
7. take all reasonable steps to prevent and respond to sexual misconduct.

4.3. Respect in the workplace

All ermha365 employees must show respect in the workplace. ermha365 employees are expected to follow the spirit as well as the letter of the law relating to discrimination, sexual harassment, bullying and victimisation. ermha365 employees must create an environment that is free of discrimination, sexual harassment, bullying and victimization. Valuing and promoting diversity is an important element of demonstrating respect. ermha365 employees must comply with all of ermha365's Policies in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

4.4. Professionalism and integrity

All ermha365 employees must show integrity and professionalism in the workplace. ermha365 employees must demonstrate integrity by:

- being honest, open and transparent in their dealings;
- using authority responsibly;
- reporting improper conduct;
- avoiding any real or apparent conflicts of interest; and
- striving to earn and sustain a high level of public trust.

ermha365 employees must use their authority in a responsible way. They should not use this to provide a private benefit to themselves, their family, friends or associates. They must exercise any authority in a way that is lawful, fair and reasonable, and in a manner such that family or other personal relationships do not improperly influence their decisions. They must respect the rights and dignity of those affected by their decisions and actions.

ermha365 employees must observe the highest standards of integrity in financial matters and comply with the requirements of relevant financial management legislation, policies and procedures. They must maintain a strict separation between work-related and personal financial

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 2 of 8 | | |

matters and only use or authorise the use of public financial resources or facilities for appropriate work-related purposes.

Employees must:

- Make decisions that are free from bias, consider all relevant facts and ensure policies and programs are implemented to fairly demonstrate impartiality.
- Be transparent, responsible, use resources efficiently, invite scrutiny and demonstrate accountability.
- Never abuse, harass or neglect a person
- Report any abuse or suspected abuse to your supervisor / manager
- Treat others fairly, eliminate discrimination, harassment, bullying and victimization, and focus on improving outcomes to demonstrate respect.

4.5. Confidentiality

ermha365 employees must respect the importance of privacy and confidentiality. Confidential information requires special treatment and protection. Persons who provide confidential information to ermha365 employees have the right to expect this information will be treated as confidential, subject to the requirements of the law. ermha365 employees with access to confidential information must ensure it remains confidential, and at all times act in accordance with legislation, ermha365 Policies and the employee's contract of employment.

4.6 Conflict of Interest

Employees must conduct all business relationships in a professional and impartial manner. This requires the avoidance of business dealings and personal relationships that cause, or may cause conflicts of interest (actual or potential) or create the appearance of a conflict, with the employee's obligations to ermha365 and ermha365's clients.

A conflict of interest will arise where an employee is in a decision making position and participates in an activity or acquires another interest or loyalty that jeopardises, or could jeopardise, the employee's judgement, objectivity or independence

Avoiding a Conflict of Interest

Employees must:

- (a) advise their supervisor or manager in writing of any outside activities, financial interests or relationships that may either involve a conflict of interest or the appearance of one;
- (b) obtain appropriate approval before accepting an officer or director position with another company or organisation;
- (c) recuse themselves from any decision making process where there is an interest that influences, or is perceived as influencing, their ability to make an objective decision and fulfil their responsibilities to ermha365.

Employees must not:

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 3 of 8 | | |



- (d) place themselves in a position where there is a conflict of interest, whether actual or perceived, between their personal interests and the best interests of ermha365;
- (e) use their position for personal benefit or advantage;
- (f) hold positions in organisations that have business dealings with ermha365 if in a position to influence transactions or if the relationship itself creates an actual, potential or perceived conflict of interest;
- (g) misuse ermha365's resources, their position at ermha365 or influence ermha365 to promote or assist an external activity;
- (h) personally pursue or undertake any opportunities ermha365 could have an interest in and that are identified through their position at ermha365 or use of ermha365's information and property.

Dealing with a Conflict of Interest

Should an actual or perceived conflict of interest arise, employees must promptly advise their supervisor or manager of the conflict in writing.

The employee must cease all involvement whilst the situation is reviewed.

It is the supervisor or manager's discretion whether it is appropriate for the employee to resume any activity in which an actual or perceived conflict of interest arises.

Conflicts of interest include internal conflicts concerning ermha365 clients. This includes, but is not limited to, the following situations:

- When ermha365 employees provide services to two or more people who have a relationship with each other (for example, couples, family members), employees must clarify with all parties which individuals will be considered clients and the nature of their professional obligations to the various individuals who are receiving services.
- ermha365 employees who anticipate a conflict of interest among the clients receiving services or who anticipate having to perform in potentially conflicting roles (for example, when an employee is asked to testify in a child custody dispute or divorce proceedings involving clients) must clarify their role with the clients and seek guidance from their Supervisor or Manager before providing services.

4.7 Employment Outside of ermha365

Whilst employed at ermha365, employees must seek approval from their Manager to obtain additional employment outside of ermha365. Employees who do not seek approval may be subject to disciplinary action. Any paid or voluntary employment outside of ermha365, whether ermha365 is the main source of employment or not, should not conflict, either directly or indirectly, with the interests of ermha365 and should not compromise standards of service delivery. ermha365 employees involved in employment outside of ermha365 must immediately disclose this to their Supervisor or Manager and must disclose any conflicts of interest as they arise.

4.8 Personal Presentation

All ermha365 employees are required to act in a professional manner, ensure that their attire is neat and presentable at all times, maintain a good standard of personal hygiene and present themselves in a manner that is professional and appropriate to the nature of their role and responsibilities.

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 4 of 8 | | |



4.9 Protection of Company Assets and Property

Employees are responsible for safeguarding the assets and property of ermha365. Assets include leased rights; information such as trade secrets, client listings, supplier listings and employee listings; trademarks; business names; copyright; logos; patents and licences.

Employees must not use any assets or property improperly or for personal benefit or allow those assets to be damaged. No assets or information are to be destroyed, loaned or disposed of in any way except with the appropriate authorisation.

Any fraud, misappropriation, false claims, misleading entries in financial records or unauthorised removal or wilful damage of equipment must be reported to a Supervisor or Manager immediately.

5.0 Accepting Gifts

Gifts may only be accepted strictly in compliance with this clause. If an employee is uncertain whether a proposed gift should be accepted, the employee should seek advice and approval from their Supervisor or Manager.

What is a Gift?

A “gift” is real or personal property or anything of benefit received by an employee for no or no material benefit. Gifts can include offers of free products, airline tickets, sporting or entertainment tickets, sporting equipment, dinners, alcohol, etc.

Employee Requirements

In determining whether it is proper to accept a gift, you must consider and adhere to the three equally important principles listed below;

- (i) Acting ethically
 - It is unacceptable to take advantage of your position to seek product or services from suppliers and other parties for personal use.
- (ii) Disclosure
 - Any gift offered to you that is of greater value than \$50 is to be disclosed to your Supervisor or Manager before it is accepted;
- (iii) Assessing potential compromise or conflict of interest
 - Your Supervisor or Manager will assess whether acceptance of the gift could in any way compromise or influence or be seen to compromise or influence you in your official capacity or create a conflict of interest in the performance or non-performance of your duties and responsibilities. Your Supervisor or Manager will decide whether the gift can be accepted.

General Requirements

- Any gift of greater value than \$50 not approved by Your Supervisor or Manager must be immediately returned to the donor.
- If you take a day off to attend a sponsored recreational event for a supplier or customer then annual leave should be applied for.

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 5 of 8 | | |

- [At Christmas, all gifts must be put into a central pool of gifts managed by your Supervisor or Manager.]
- You must not give a gift out of ermha365 funds without prior approval.

Failure to report a gift offered or received, failure to seek approval for retention of a gift or any other breach of this clause may result in disciplinary action being taken and may lead to termination of employment.

4.10 Job duties and authority

All ermha365 employees must fulfil their employment duties with integrity and respect. Supervisors and Managers must not abuse their authority. Supervisors and Managers are expected to delegate duties to their team members, considering their competencies and workloads. Likewise, team members must follow team leaders' instructions and complete their duties with skill and in a timely manner. We encourage mentoring throughout ermha365.

4.11 Absenteeism and tardiness

ermha365 employees must follow their agreed schedules and arrive promptly at the agreed start time and location. Exceptions may be made in exceptional circumstances, at ermha365's absolute discretion, which prevent employees from following standard working hours or days. When an issue arises, which may impact an employee's ability to arrive at the expected time, this must be communicated to the employee's direct supervisor immediately.

4.12 Collaboration

ermha365 employees should be friendly and collaborative. They should avoid disrupting the workplace or presenting obstacles to their colleagues performing their duties.

4.13 Benefits

ermha365 employees must respect and not abuse their employment benefits. This includes use of leave or time off, insurance, facilities, subscriptions or other benefits ermha365 offers.

4.14 Policies & Procedures

All ermha365 employees must read and adhere to all ermha365 Policies, Procedures and Operating Guidelines. If they have any questions, they should ask their Supervisor or Manager or a member of the People & Culture team.

5. FORMS AND ATTACHMENTS

5.1. Nil.

6. RELATED DOCUMENTS

- GOV110 Charter of Ethics
- P&C 300 Equal Opportunity (Anti-Discrimination) Policy
- P&C 302 Sexual Harassment Policy
- P&C 301 Bullying Policy
- P&C 312 Complaints and Dispute Resolution Policy and Procedure

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 6 of 8 | | |



- BUS 403 Financial Delegation of Authority
- BUS 407 Purchasing and Accounts Payable
- BUS 409 Gifts Benefits and Hospitality
- GOV 102 Information Security policy
- GOV 106 Media Liaison Policy
- GOV 108 Whistleblowing Policy and Procedure

7. REFERENCES

- Fair Work (Registered Organisations) Act 2009
- Fair Work Regulations 2009
- Disability Discrimination Act 1992
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Equal Opportunity for Women in the Workplace Act 1999
- Racial Discrimination Act 1975
- Age discrimination Act 2004
- Sex Discrimination Act 1984 (F)
- Australian Human Rights Commission Act 1986
- Ombudsman Act 1974
- Anti Discrimination Act 1977 (NSW)
- Anti Discrimination Act 1991 (QLD)
- Racial and Religious Tolerance Act 2001 (VIC)
- Equal Opportunity Act 2010 (VIC)
- Equal Opportunity Amendment Act 2011 (VIC)
- Charter of Human Rights & Responsibilities Act 2006 (VIC)
- Victoria's Code of conduct for disability service workers
- Child Safe Standards
- Disability Act 2006 (VIC)
- Privacy Act 1988 (F)
- Information Privacy Act 2000 (VIC)
- Health Records Act 2001 (VIC)
- Freedom of Information Act 1982 (VIC)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (VIC)
- Privacy and Data Protection Act 2014 (VIC)
- Information Privacy Act 2009 (QLD)
- Information Privacy Regulation 2009 (QLD)
- Right to Information Act 2009 (QLD)
- Right to Information Regulation 2009 (QLD)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Privacy and Personal Information Protection Regulation 2014 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Health Records and Information Privacy Regulation 2012 (NSW)

| | | |
|------------------------|---------------------------------------|---------------------------|
| Doc No: GOV 109 | Version No: 4 | Date of Issue: 01/02/2017 |
| Author Title: QSO | Authoriser Title: MQS | Approver Title: CEO |
| CONTROLLED COPY | Uncontrolled Copy When Printed | |
| Page 7 of 8 | | |



8. VERSION CONTROL

| VERSION NO. | DATE APPROVED: | SHORT DESCRIPTION OF AMENDMENT | DATE TO BE REVIEWED: |
|-------------|----------------|---|----------------------|
| 1. | 29/04/2011 | Formatting, merging policy and procedure. | 01/06/2014 |
| 2. | 01/02/2017 | Reworked - name change | 01/02/2018 |
| 3. | 11/5/18 | Included 4.3 Code of Conduct for Disability Service worker. Zero tolerance for abuse. | 2018 |
| 4. | 14/7/20 | Rebrand and switch NDIS code of conduct in place of Disability Service Worker Code of Conduct | 2020 |

9. EMPLOYEE STATEMENT

I have read and understand the ermha365's Code of Conduct in conjunction with ermha365's Charter of Ethics and agree to abide by this policy.

Employee (Full Name)

Employee Signature

Date