

# Code of Conduct for Visitors

## 1. Introduction

(a) This Code of Conduct applies to Catholic Healthcare Limited ABN 69 064 946 318 (“Us”, “Our”, “We”), visitors and representatives of our residents and Our contractors, agents and volunteers, and all people either within our aged care services (Homes) and/or interacting with our residents and/or employees (Visitors).

(b) Compliance with this Code of Conduct is a condition of entry to Our Homes.

(c) This Code is necessary in order to ensure the rights of those living at, working at and visiting Our Homes are respected.

## 2. Respecting the rights of others

(a) We aim to provide an environment where residents, employees and others are treated fairly, with respect, and are free from unlawful discrimination, harassment, vilification and bullying.

(b) You must treat people, including employees, with respect and must not cause any annoyance, nuisance, harm or injury, including psychological harm or injury, to another person.

(c) You must respect the Home’s rights and responsibilities in relation to the smooth running of the Home and the provision of care and services. You must not disrupt the smooth operations of the Home and must follow all reasonable directions of employees.

d) You must not cause damage to, or the loss of Our property or the property of others. If you do, you may be required to pay for its repair or replacement.

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

## 3. Statement of Rights and the Code of Conduct for Aged Care

We respect the rights of Our residents and therefore require that you will comply with:

(a) the responsibilities as set out in the Statement of Rights (attached); and

(b) the Aged Care Code of Conduct (as applicable) (attached).

## 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.

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## 5. Work, health and safety

You must, in relation to Our employees, residents and the Home:

- (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 including relating to infection control;
- (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 Home.

## 6. No smoking, drinking or illegal drugs

- (a) We aim to protect the health, safety and welfare of all workplace participants in Our Homes.
- (b) To minimise the risks associated with smoking and passive smoking in the workplace, we have adopted a policy of providing a smoke-free workplace.

(c) You must not smoke (any substance, including e-cigarettes) inside Our Home, and only outside in designated smoking areas.

(d) Except with Our prior written consent, you must not bring or consume alcohol inside our Home. You must not attend Our Home when intoxicated.

(e) You must not take illegal/illicit drugs inside Our Home and must not attend Our Home when impacted by illegal/illicit drugs.

## 7. Emergencies

In the case of an emergency contact:

- (a) the senior staff member on site to provide first aid treatment; and/or
- (b) call an ambulance, police or fire services on 000.

Our rallying point in the case of emergency is as directed by the Home.

## 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 and/or provides instructions to Our staff, including nursing and care staff, then you must comply with our reasonable directions and Our clinical policies, procedures and processes, including in respect of clinical governance, adverse event reporting and medication management.

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## 9. IT

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

## 10. Privacy Laws

(a) 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).

(b) 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.catholichealthcare.com.au/privacy-policy/>

## 11. CCTV, social media, photography and video

(a) To respect the privacy rights of others, you must obtain the consent of the residential manager at the Home before you take recordings, photos, or videos or images of any person which identifies them or otherwise capture or transmit those images in public forums, such as on social media, including Facebook.

You must also obtain the consent of all persons who may appear in the recording, photo, video or image 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) Our Homes may have CCTV cameras for security reasons. There are no CCTV cameras located in any change room, toilet facility or shower or bathing facility.

(e) We will not use any images of residents or employees in promotional material without their written agreement.

## 12. Breach of this Code

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

(b) Visitors under contract with Us may have their contracts terminated or not renewed for non-compliance with this Code.

(c) Other visitors may be asked to leave Our Home and/or denied re-entry for non-compliance with this Code.

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## 13. Complaints

If you have a complaint or concern in relation to Us, Our staff, Our Home or in relation to this Code, then you may contact either:

(a) the Residential Manager at Our Home; or

**(b) email your complaint to [complaints@chcs.com.au](mailto:complaints@chcs.com.au);**

(c) lodge your complaint via the Catholic Healthcare website.

You can also direct your complaint to the Aged Care Quality and Safety Commission at:

**<https://www.myagedcare.gov.au/contact-us/complaints>**