

BAPTCARE CODE OF CONDUCT

PREAMBLE

Although a code of conduct cannot cover all situations, it can influence behaviours for the benefit of an organisation's stakeholders; it can enhance working relationships.

As well as helping readers understand responsibilities and obligations, codes of conduct can provide guidance when faced with an ethical dilemma or conflict of interest at work. They can also have value as starting points for self-evaluation or reflective learning.

CONTEXT – Baptcare Mission, Vision and Values

Baptcare's Mission, Vision and Values are grounded in the experience and theology of the Baptist faith. This Code has been developed in the light of our organisational Values and Mission and seeks to be consistent with them.

- ❖ **Our Vision:** **Caring communities for all**
- ❖ **Our Mission:** **Excellence in Christian care for Individuals, Families and the Community**
- ❖ **Our Values:** **Respect, Justice, Commitment, Integrity, Accountability, Co-operation**

Our most precious values are found in Jesus' teachings called:

- The Parable of the Good Samaritan (Luke 10:25-37)
- The Parable of the Workers in the Vineyard (Matthew 20:1-16)
- The Parable of the Talents (Matthew 25:14-30).

Parables are stories Jesus told as illustrations of his teaching. These stories teach us about:

- Truly caring for others;
- Working together; and,
- Leaving a legacy - balancing responsibility, creativity and risk-taking.

PURPOSE

Workplaces are most effective when relationships and behaviour are based on cooperation, mutual respect, openness, understanding and trust. The purpose of this Code is to provide behavioural guidelines for staff and volunteers on the appropriate way to interact with residents, clients, colleagues, volunteers, visitors, contractors and members of the general public. By helping us carry out our respective roles and responsibilities in ways that promote effective workplaces, this Code seeks to enhance the lives of all Baptcare's stakeholders.

SCOPE

This Code applies to all staff members and volunteers of Baptcare.

The Code

Baptcare seeks to demonstrate Christian faith and mission at work. Employees are therefore required to carry out their responsibilities in a way that reflects Baptcare's organisational values of **Respect, Justice, Commitment, Integrity, Accountability and Cooperation**.

Each of these Values is listed below, followed by a brief explanation and examples of how such values should influence individual behaviour.

These examples are not exhaustive and are included to encourage reflection on the impact our behaviour has on relationships. (If you are unsure of the appropriate action to take in a particular situation, discuss the matter with your colleagues, supervisor or manager.)

Respect - *We value the inherent dignity and equality of all people regardless of their circumstances.*

Examples of behaviours consistent with this Value include:

1. Speaking in a positive or constructive way about others;
2. Actively seeking others' point of view and respecting their right to a different opinion;
3. When confided in by others, respecting their right to privacy and confidentiality;
4. Expecting the best from others and assuming good motives; and,
5. Refraining from communicating in a discourteous, abusive, intimidating, sarcastic or patronising manner.

Justice - *We value equality of opportunity and consistency of outcome for all.*

Examples of behaviours consistent with this Value include:

1. Speaking truthfully and behaving honestly at all times;
2. Speaking for those not able to speak for themselves – making sure their needs and views are heard;
3. Acting toward others the way you would wish to be treated yourself; and,
4. Delivering care and services without favouritism.

Commitment - *We value dedication to meet the challenges of our Mission*

Examples of behaviours consistent with this Value include:

1. Embracing our responsibilities to understand and focus on the needs of our residents, clients and colleagues;
2. Valuing people and the task equally;
3. Putting the needs of others ahead of our own; and,
4. Completing tasks, despite unforeseen obstacles.

Integrity - *We value consistency between word and deed*

Examples of behaviours consistent with this Value include:

1. Delivering on commitments and promises made;
2. Acknowledging mistakes and making amends;
3. Declining individual gifts offered by residents and clients. (Clients or residents who wish to extend gifts to Baptcare or a whole team are acceptable and can be referred to managers);

4. Avoiding contractual or other relationships with clients, contractors, suppliers or providers from which we will personally benefit;
5. Avoiding situations where private interests impede work performance; and
6. Declaring potential conflicts of interest.

Accountability - *We value the acceptance of personal responsibility*

Examples of behaviours consistent with this Value include:

1. Accepting responsibility for your own work and behaviour;
2. Having regard for the resources we use at work and using them efficiently and responsibly;
3. Demonstrating reliability and punctuality;
4. Ensuring that physical contact with residents, clients and colleagues is guided by the professional nature of the relationships at all times; and,
5. Complying with all reasonable instructions from your supervisor.

Cooperation - *We value working together towards our goals*

Examples of behaviours consistent with this Value include:

1. Striving to be friendly and polite at all times;
2. Encouraging and listening to constructive feedback;
3. Making criticism constructive, not personal;
4. Conscientiously sharing information, and maintaining open lines of communication;
5. Listening as well as speaking and respecting others' opinions; and,
6. Participating in work as a team; achieving more together.

YOUR COMMITMENT TO THE CODE

You will read the Code, remain familiar with its requirements and act in accordance with it whilst in Baptcare's employ.

OUR COMMITMENT TO THE CODE

We will support staff members who act in accordance with the Code.

We will regularly review the Code using appropriate feedback mechanisms, so that it remains relevant to our organisation.

BREACHES OF THE CODE OF CONDUCT

A breach of this Code may result in disciplinary action under the Baptcare Disciplinary Action Guidelines.

Once you have read the Code of Conduct and understand the contents, please sign the last page and return it to Human Resources. This page will be retained on your file. If there is anything you do not understand, please discuss this with your manager or supervisor.

Graham Dangerfield
Chief Executive

