

# Code of Conduct

In everything we do we value integrity,  
respect, trust and compassion

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# Welcome to Silverchain

As part of the Silverchain Group team, you have an integral role to play in caring for our clients. Our aspiration is to create a better home care system for all Australians.



To provide a great care experience for our clients that is safe, connected, personal and effective, we work collaboratively together. We leverage our national strengths and utilise our local knowledge and expertise.

Our Code of Conduct sets out what we ask of everyone who works at Silverchain Group. It helps us to navigate complex situations, develop rewarding relationships with our colleagues and to make the best decisions for our clients and our organisation.

In everything we do, we value integrity, respect, trust, and compassion.

These ways of working are just as important as the quality and safety of our care. We are all here to contribute to a workplace built on our values and our guiding principles:

- We advocate for home care as a human right.
- We embrace people from all walks of life.
- We champion dignity, choice and independence.

- We focus on care that keeps you connected to your community.
- We care for the things our clients care about.
- We lead future advancements in home care.

By following this Code and the policies that apply to our roles, we can be confident that we are all making prudent decisions and contributing to the highest standards of client care and in doing so we secure Silverchain's ongoing prosperity for the next 100 years.

**Dale Fisher**  
Chief Executive  
Silverchain Group

# Best care together

We are proud to be a national leader in complex health and aged care in the home through our unique value proposition.

At Silverchain, we are united by our purpose and values as we strive to create a better home care system for all Australians. We are proud to be a national leader in complex health and aged care in the home through our unique value proposition.

The Code of Conduct outlines a shared understanding of the way we behave and is representative of the workplace that we want to create.

All employees, volunteers, directors, officers, contractors, consultants, agents, third parties who work for, or with Silverchain, are expected to uphold our values and comply with the Code of Conduct in all duties performed as individuals and as representatives of Silverchain.

The Code of Conduct is designed to guide you on what is the right way to represent Silverchain. If you are unsure, speak to your line manager or contact our People and Culture team.



# Working in our team

What we say and do, or do not say and do, ultimately influences and shapes the organisational culture.

When you work for and with Silverchain, you are making a commitment to conduct yourself in a way that reflects well on you, your team, and our organisation.

Our organisational culture guides our ways of working and is defined as the underlying beliefs, assumptions, values, and ways of interacting – put simply, it's the way things are done around here. It's how we work together as a team to make a positive difference to our clients, communities, and colleagues every day.

A strong part of culture is the interactions leaders and team members have with each other. It is the language which is used, the way information is received, the style of communication and the general organisational policies and processes. What we say and what we do, as well as what we do not say and do not do, ultimately influences and shapes the organisational culture.

## About our Code of Conduct

The Code of Conduct outlines a shared understanding of what is expected from all of us as Silverchain team members and reflects the workplace we want to create. It sets our guiding principles for working at Silverchain, one that encourages a caring, inclusive, collaborative and enjoyable workplace for all our team members.

Everyone has a responsibility to do the right thing and encourage each other to do the same by following the expectations in this document. We take this very seriously and a breach of the Code of Conduct is considered unacceptable, will not be tolerated and will be managed in accordance with our Performance Policy. If you are employed by another company or a contractor working alongside Silverchain team members, we expect you to follow these guiding principles while you are working with us.

If there's anything you're unclear about as you read through this document, please don't hesitate to talk to your line manager or our People and Culture team.

**We are committed to creating a healthy team culture, where everyone can develop, grow and reach their full potential.**

## Our purpose and values

We are united by our purpose and values as we strive to create a better home care system for all Australians.

- We believe in the right to be cared for at home.
- We strive for Best Care, every person, every time.
- We embrace people from all walks of life.
- We are the voice of change in home care.
- We lead the future in home care.

Our work to deliver our purpose is guided by our values. Our values are what each of us stands for and believes in. We live and breathe our values of integrity, respect, trust and compassion. Our basic underlying assumptions influence what we actually believe. When we believe that everyone is capable, cares about doing their best, and wants to improve, the approach to giving and receiving feedback, and working with others, aligns with our values.

## Best care together

Being part of a great team is an amazing feeling and we want you to love being a part of Silverchain.

We are committed to creating a healthy team culture, where everyone can develop, grow and reach their full potential.

We know that Best Care starts with the way we care for our people. Our [People Hub](#) links you to information and services to help you grow and thrive on your journey with us.

We are passionate about our work and recognise that we all have a role to play in delivering Best Care.

Our people are at the heart of Silverchain and together we make a real difference.

## Community impact and inclusion

Silverchain is committed to the difference we can make to the communities we serve. This includes considering the impact we make to the vulnerable communities we serve

through culturally safe care, universal access, environmental impact and the diversity of our workforce.

We are committed to the following outcomes:

- People - Our people thrive and represent the communities we serve, and our clients are empowered towards Best Care with accessible health and ageing services.
- Place - Our spaces are sustainable and a place all people belong through strong cultural and progressive environmental leadership.
- Community - Our communities are economically and environmentally thriving through consumer partnerships, visibility, inclusion and advocacy. We actively embrace volunteering as a core part of community inclusion to minimise social isolation.

## Related documents and information:

- [Community Impact and Inclusion Strategy](#)



We are united by our purpose and values as we strive to create a better home care system for all Australians.







# Caring for self

We have a responsibility to ensure that we maintain the compliance and competence we need to perform our work safely and well.

We must all strive to do the right thing and treat each other with care and respect. This includes looking out for our own safety and the safety of our team members, clients and communities. We also have a responsibility to ensure that we maintain the compliance and competence we need to perform our work safely and well.

## Safe, healthy and well

Your health, safety and wellbeing are of utmost importance to us and we provide safe systems of work and work collaboratively to eliminate or minimise risks. You have several personal responsibilities to create a safe workplace for yourself, your colleagues and clients who are in our care.

You demonstrate this by:

- Creating a safe environment for yourself and others.
- Alerting others to hazards.
- Following infection control guidelines.
- Being responsible for your physical and mental health and wellbeing.

- Driving safely in the course of your duties.
- Reporting hazards and incidents to protect yourself and others.
- Following the advice and instructions given by your line manager and speaking up despite hierarchy when you are concerned.
- Maintain your personal safety.
- Look out for your colleagues and clients and escalate concerns as soon as possible.
- Practising mindful safety.

### Related documents and information:

- [Work, Health and Safety Policy](#)
- [Lone Worker Safety and Security Procedure](#)
- [Work, Health and Safety Procedure](#)
- [Mandatory Reporting Procedure](#)
- [Safe, Healthy and Well Learning Module.](#)

## Case studies

**Q. You notice your client is limping and he mentions he fell in the bathroom as it is slippery. You report the incident to your line manager and log the incident via the Incident Management system. Is this okay?**

**A.** Yes, you followed our client incident reporting procedure. Through reporting the incident, we can look into how to make the client's bathroom safer and prevent future falls.

**Q. Your client is having a headache and asks you not to report it. You decide to report it anyway. Is this okay?**

**A.** Yes, you are obliged to record client incidents so that we can ensure we treat the client appropriately and are not missing any information.



## Professional standards and behaviours

It is your responsibility to ensure you have the required knowledge, skills, certifications, and competence to perform your work safely and ethically. It is important that you assume responsibility for your own actions and personal behaviour and expect the same of others to create a healthy and inclusive work environment.

We demonstrate this by:

- Living the values of integrity, respect, trust and compassion in everything we do.
- Maintaining all compliance requirements to do your job.
- Working within the scope of practice, training and position description.
- Following all relevant policies and procedures and speaking up when there are challenges in doing so.
- Undertaking mandatory and compulsory training.
- Respecting and maintaining professional boundaries.

- Never seeking or accepting any personal or financial gift or benefit from a client and/or supplier.
- Following reasonable direction from your line manager.
- Letting your line manager know if there is a reason you can't perform your duties.
- Being accountable for the responsibilities of your role and associated actions.
- Promoting continual improvement in the workplace.

### Related documents and information:

- [PDMS](#)
- [Learning Centre](#)
- [Training and Development Policy](#)
- [Conflict of Interest Policy](#)
- [Gifts or Benefits Offered to Staff Policy.](#)

## Case study

**Q. Your aunt asks you whether you could be her professional carer.**

**You decline because you feel this would be inappropriate.**

**Is this right?**

**A.** Yes, it is unethical to provide professional services to people that you have a personal relationship with.



# Caring for others

At Silverchain, we celebrate all the differences our people and clients bring to our workplace and believe inclusion is a universal right.

We must work together to do the right thing and treat each other with care. This includes being respectful of our differences, looking out for our own safety and the safety of our team members, clients and communities. It's also important to speak up or do something if we see something that doesn't look right.

## Positive relationships

At Silverchain we celebrate all the differences our people and clients bring to our workplace and believe inclusion is a universal right.

As a community-based organisation, we respect and value people's differences and understand that these differences add value to our organisation, which in turn help us to reach our full potential.

We genuinely acknowledge and respect each other's individual values, beliefs, efforts and ideas.

We recognise that diversity is essential for us to deliver a client centred approach and that there are many benefits a diverse workforce brings.

"It's not our differences that divides us, it's our inability to recognise, accept and celebrate those differences." – Audre Lorde

We create an inclusive environment by treating one another with mutual respect, valuing differences and making sure everyone feels accepted and valued for who they are.

We demonstrate this by:

- Promoting equal opportunity.
- Treating everyone fairly and with respect.
- Not discriminating, harassing, bullying or participating in any offensive or intimidating behaviour.
- Supporting and respecting people's individuality.
- Taking action when you see something that is not right.
- Giving and receiving feedback in line with the behaviours outlined within this document.

## Related documents and information:

- [Diversity & Inclusion Policy](#)
- [Celebrate Diversity Learning Module](#)
- [Create Positive Relationships.](#)

## Case study

**Q. You are a line manager working in an office environment in a small team of four – Peter, Bill, Jill and Wilma. You invite Peter, Bill and Jill to go to lunch with you as they are a lot of fun and interact easily. Wilma is older than the others and is very quiet. She always brings her lunch with her and you think she is an introvert so would not want to come anyway so you never ask her. Is this okay?**

**A.** No, it is important to extend invitations to all members in the team, regardless of whether you think they will want to join in. Wilma may feel left out and ignored.



## Best Care

Best Care is the way we work to ensure safe, personal, connected and effective care and services for every person, every time.

[The Best Care Strategic Quality and Safety Framework](#) (the Framework) provides guidance for all involved with Silverchain to perform their role in achieving Best Care.

We all have a specific part to play, including:

- Clients who receive and partner in care and services, operational care team members and contractors who provide direct care services, support care team members who support care and service delivery.
- Managers and leaders, and those who govern Best Care.

The Framework ensures everyone is on the same page regarding what Best Care is, the actions we will take every day to achieve it, how team members will be supported and how we will track our progress towards Best Care for every client.

We demonstrate this by:

- Providing a physically, culturally and emotionally safe client experience.
- Working in partnership to provide care and services focused on clients' needs and preferences.
- Facilitating a smooth, integrated care experience that meets the client's needs.
- Providing the right care in the right way.
- Responding sensitively and respectfully to clients and families, considering their culture and language and always involving them in planning and decisions about their care.
- Working in partnership with clients to ensure they are safe from harm and able to exercise informed decision making.
- Working as a team player to make sure care is organised around the client and is well connected.
- Ensuring you are competent and skilled in your work to deliver care that provides a quality experience for the client, their carer, and support/kinship network.

**Related document and information:**

- [Living Best Care Hub](#)
- [Best Care Policy](#)

## Case study

**Q. You are looking after a client who speaks Chinese and has difficulty speaking English. You decide to learn some Chinese greetings and phrases to improve your relationship with the client. Is this okay?**

**A. Yes, you are going out of your way to learn the client's native language and this is an example of providing Best Care.**

# Caring for the business

As team members, we take pride in the work we do and strive for excellence in the care we give to each other, our clients, and our communities.

Silverchain has a rich history as pioneers, innovators and leaders of care in the home. As national leaders, we set the course and national agenda for home care, leveraging our reputation in care, safety and quality and reinvesting in research and innovation to create the care of tomorrow. We all have a role to play in upholding the standards of care Silverchain deliver, driven by our values of integrity, respect, trust and compassion.

Silverchain values and respects all human rights and strongly opposes all forms of modern slavery. We have a multidisciplinary internal working group to spearhead and coordinate our modern slavery risk management and response on an ongoing basis.

## Living our purpose and values

As team members, we take pride in the work we do and strive for excellence in the care we give to each other, our clients, and our communities. Our organisational beliefs act as our moral compass and guide our daily decisions.

We care about the organisation and are thoughtful about our actions and views when representing the organisation.

We demonstrate this by:

- Being committed to our purpose and values.
- Being fair, honest and impartial.
- Considering the impact of your behaviour and actions on your colleagues, our clients, yourself and the wider community.
- Dressing in accordance with our National Dress Code and Personal Appearance Policy.
- Being responsible for what you say and how you communicate.
- Behaving in an ethical manner.
- Disclosing any personal interest or activity that may be a conflict of interest.
- Being open and transparent in my communication.

## Related documents and information:

- [National Dress Code and Personal Appearance Policy](#)
- [Conflict of Interest Policy](#)
- [Social Media Policy](#)
- [Our purpose and values.](#)

## Case study

**Q. You notice a team member has posted a statement on Facebook that contradicts with Silverchain's values while openly disclosing that they work for Silverchain. You report this to your line manager. Is this the right thing to do?**

**A.** Yes, by posting this statement your team member is not being responsible for what they say and how they communicate. You did the right thing by escalating this to your line manager.





## Confidentiality and privacy

Silverchain protects personal information and provides Best Care by valuing the privacy of everyone including our clients, their families and our team members. We maintain high standards of honesty and integrity and are conscientious in our approach to work.

We demonstrate this by:

- Securing work information you have access to.
- Not disclosing confidential information.
- Using work information you have access to appropriately.
- Adhering to privacy legislation.

### Related documents and information:

- [Confidentiality Policy](#)
- [Privacy Policy](#).

## Information, property, equipment and resources

As a team member, you are provided with the equipment and resources

you need to be successful in your role. You have responsibility to take care of all equipment and resources provided and adhere to company guidance on usage.

We demonstrate this by:

- Using resources for business purposes only.
- Being considerate of the economic and environmental impact of your choices.
- Caring for equipment.
- Ensuring intellectual property remains property of the organisation.
- Only approving expenditure/ payroll information to your level of delegation.
- Not tampering with GPS settings on company devices.

### Related documents and information:

- [Intellectual Property Management](#)
- [Use of Mobile Devices Policy](#).

## Case studies

**Q. You notice that your client's lights are broken. You ask your husband, who is an electrician, to go and change the light bulbs as the client is too fragile to do it themselves. Is this okay?**

**A.** No, you are not maintaining confidentiality and professional boundaries by disclosing to your husband that your client is too fragile to change light bulbs and by asking your husband to fix the client's light bulbs.

**Q. To entertain yourself during your breaks, you are streaming TV shows on your work mobile phone. Is this okay?**

**A.** No, your Silverchain mobile phone is only to be used for work purposes.





# Speak up

At Silverchain, we demonstrate integrity, trust, respect and compassion at all times.

At Silverchain, we demonstrate integrity, trust, respect and compassion at all times. We are not only accountable for our own behaviours and the potential impact of our behaviours on our clients, colleagues and the organisation, it is also our duty to support those around us as we have a collective responsibility. If you see something that is not right, it is important that you speak up.

There are different ways to raise your concerns; you may speak to your line manager, log a concern via our online system [Datix](#), or contact the [Human Resources team](#).

For more information, please refer to our [Whistleblower Policy](#).

## Questions and help

We encourage you to always ask questions and provide your feedback. The resources below are available to support you.

### Line Manager

Your first point of contact for questions, advice and support.

### Human Resources Advisory team

For people matters, including understanding your contract and other workplace legislation and policies.

### Payroll team

For your payroll matters, such as your pay slips and superannuation.

### Health, Safety and Wellbeing team

For any matters concerning your health and wellbeing and to raise any safety queries and concerns.

### Group Capability team

For any training and induction related matter.

### The People Hub

Your accessible platform for all people related matters. To access the People Hub, [click here](#).

### PDMS

For policies, processes and guidance materials. To access PDMS, [click here](#).

### Your enterprise agreement

For more information about your entitlements and responsibilities, you can find a copy on the [People Hub](#).

### Privacy Officer

For queries regarding privacy of Silverchain's clients' and team members' information.

## Important contact details

### Human Resources

1300 724 463 Option 3  
[hr@silverchain.org.au](mailto:hr@silverchain.org.au)

### Payroll

1300 724 463 Option 2  
[payroll@silverchain.org.au](mailto:payroll@silverchain.org.au)

### Recruitment

1300 724 463 Option 7  
[recruitment@silverchain.org.au](mailto:recruitment@silverchain.org.au)

### Health, Safety and Wellbeing

[hsw@silverchain.org.au](mailto:hsw@silverchain.org.au)  
To log a Datix: 1300 724 463 Option 4

### Group Capability

1300 216 740  
[groupcapabiltiysupport@silverchain.org.au](mailto:groupcapabiltiysupport@silverchain.org.au)

### Digital Services

1300 724 463 Option 1  
[ServiceDesk@silverchain.org.au](mailto:ServiceDesk@silverchain.org.au)

### Contact Centre

1300 650 803

### Privacy Officer

[privacy@silverchain.org.au](mailto:privacy@silverchain.org.au)  
1300 650 803

# Disclaimer

It is your responsibility to ensure you have the required knowledge, skills, certifications, and competence to perform your work safely and ethically.

The Code of Conduct is not designed to be an exhaustive list of Silverchain's policies and procedures. It calls out key expectations regarding behaviour and should be read in conjunction with your Position Description, Employment Contract, Enterprise Agreement, and Silverchain's policies and procedures.

Silverchain's policies and procedures can be accessed via our Policy Document Management System.

Silverchain expects all employees to comply with their professional registration standards (if applicable) and any Code of Conduct relevant to their profession.

Silverchain expects all employees to be aware of, and comply with, your duties and obligations under all laws and regulations relating to your work. We encourage you to actively understand the laws which affect or relate to Silverchain's operations. If you have a question as to whether particular laws apply or how they

may be interpreted, please contact either your Line Manager, People and Culture representative or General Counsel. Examples of laws that apply are:

- Crimes such as theft, fraud, assault, possession or use of illegal substances.
- Privacy laws.
- Discrimination and harassment (including sexual harassment) laws.
- Workplace requirements such as bullying and equal opportunity.
- Workplace health and safety laws.
- Bribery and corruption.

If you are aware of, or suspect that there is, behaviour that amounts to a breach of law, bribery or corruption or fraud during the performance of your role at Silverchain please contact either your Line Manager, a People and Culture representative, the Silverchain Whistleblower Hotline or General Counsel.







To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit [www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

## Contact us

### Silverchain

Enquiries: 1300 650 803

[info@silverchain.org.au](mailto:info@silverchain.org.au)

[silverchain.org.au](http://silverchain.org.au)



Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.