

# 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>**

# Statement of Rights



## Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
    - (i) the funded aged care services the individual has been approved to access;
    - (ii) how, when and by whom those services are delivered to the individual;
    - (iii) the individual's financial affairs and personal possessions; and
  - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
  - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.



## Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
  - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
  - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
  - (c) have the individual's complaints dealt with fairly and promptly.



## Equitable access

- (2) An individual has a right to equitable access to:
- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
    - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
  - (b) palliative care and end-of-life care when required.



## Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
  - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
  - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.



## Quality and safe funded aged care services

- (3) An individual has a right to:
- (a) be treated with dignity and respect; and
  - (b) safe, fair, equitable and non-discriminatory treatment; and
  - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
  - (d) funded aged care services being delivered to the individual:
    - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) in an accessible manner; and
    - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
  - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.



## Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

To find out more visit the Government website:

[www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/statement-of-rights](http://www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/statement-of-rights)

# Aged Care Code of Conduct

## Aged Care Rules 2025 (Cth)

When delivering funded aged care services to individuals, I must:

- (a) act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (b) act in a way that treats individuals with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of individuals; and
- (d) deliver funded aged care services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services; and
- (g) deliver funded aged care services free from:
  - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
  - (ii) sexual misconduct; and
- (h) take all reasonable steps to prevent and respond to:
  - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
  - (ii) sexual misconduct.