

Name:	<b>STANDARDS OF CONDUCT POLICY</b>
Approval Date:	12 September 2020
Version	3

## POLICY STATEMENT

The standards maintained by Glasshouse Country Care are critical to our organisations success. All Glasshouse Country Care Board Members, staff members and volunteers must be aware of these standards and the conduct required of them as an individual and as a member of a work team. Glasshouse Country Care as an organisation is similarly committed to building and fostering a culture in which diversity is valued and to providing a workplace that is free from discrimination, harassment, threats, intimidation and humiliation.

Staff members are expected to be aware of and comply with this policy, other relevant Organisation policies as well as obligations set out in relevant legislation. Where breaches of this policy occur, disciplinary action will be taken in accordance with the Disciplinary and Misconduct Procedure, which in serious cases may include termination of employment.

## PURPOSE

The purpose of this policy is that all staff members should understand the standards of conduct that Glasshouse Country Care expects from them. This policy sets out a number of fundamental standards in order to inform and educate staff members about the organisations expectations of their behaviour and also about what action may be taken if they engage in behaviour that is not acceptable to the organisation.

By educating and informing staff members, this policy aims to promote a safe, healthy and enjoyable workplace.

## LEGISLATIVE AND POLICY FRAMEWORK

Australian Human Rights Commission

<https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australian-human-rights-commission>

*Sex Discrimination Act 1984 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2014C00002>

*Racial Discrimination Act 1975 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2016C00089>

*Workplace Health & Safety Act 1995 (Qld)*

<https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-act-2011>

*Disability Discrimination Act 1992 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2018C00125>

*Human Rights and Equal Opportunity Act 1986 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2006C00094>

*Age Discrimination Act 2004 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2017C00341>

*Fair Work Act 2009 (Commonwealth)*

<https://www.legislation.gov.au/Details/C2017C00323>

*Anti-Discrimination Act 1977 (Qld)*

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

## SCOPE

This policy applies to all Glasshouse Country Care Board Members and employees (full-time, part-time, fixed term, casual, voluntary and temporary) for the duration of their employment.

## ORGANISATIONAL COMMITMENT

Glasshouse Country Care is committed to providing a safe and healthy workplace committed to building and fostering a culture in which diversity is valued and to providing a workplace that is free from discrimination, harassment, threats, intimidation and humiliation.

## Definitions

<b>“Organisation”</b>	Staff members should read references to the “Organisation” as a reference to Glasshouse Country Care Ltd who is their employer or has engaged them in any capacity.
<b>“Organisation Premises”</b>	Means any place or thing used by any Glasshouse Country Care Ltd in the course of conducting its business, (whether or not owned by or within the exclusive control of Glasshouse Country Care) including, but not limited to: <ul style="list-style-type: none"> <li>(a) vehicles;</li> <li>(b) offices;</li> <li>(c) car parks</li> <li>(d) lunchrooms;</li> <li>(e) cottages</li> <li>(f) community venues (e.g. shops, events activity groups);</li> <li>(g) Consumer / participants home environment</li> </ul>
<b>“Conduct”</b>	Includes acts and omissions.
<b>“Disciplinary action”</b>	Means action taken in response to unsatisfactory performance, unacceptable behaviour, misconduct or serious misconduct. Disciplinary action may involve, but is not limited to, action such as formal warnings, counselling, demotion, suspension, dismissal or summary dismissal.
<b>“Dismissed” / “Dismissal”</b>	Refers to when the Organisation terminates a staff member’s employment by giving them the appropriate period of notice, or payment in lieu of notice, as required by their award, workplace agreement or contract of employment.
<b>“Drugs”</b>	Means substances or medications capable of causing dependency, alteration of mood or impaired judgment, concentration or coordination. These include, but are not limited to: <ul style="list-style-type: none"> <li>a) Illegal drugs;</li> <li>b) Prescribed psychoactive medications not approved by a Medical Officer;</li> <li>c) Prescription medications for which no medical authorisation has been given; and</li> <li>d) Medications or ‘over-the-counter’ substances which are used contrary to the manufacturer’s instructions or recommended dosage.</li> </ul>

<b>“EEO”</b>	Means Equal Employment Opportunity
<b>“IR”</b>	Means Glasshouse Country Care Industrial Relations
<b>“Manager”</b>	Means anyone who manages or supervises a staff member.
<b>“Misconduct”</b>	Means improper or unlawful conduct and includes but is not limited to: <ul style="list-style-type: none"> <li>a) Disobeying or disregarding a lawful direction;</li> <li>b) Negligence or carelessness in the discharge of duties;</li> <li>c) Performing inefficiently or incompetently for reasons within the staff member’s own control;</li> <li>d) Conviction by a court of an offence which constitutes a serious impediment to the carrying out of the staff member’s duties;</li> <li>e) Engaging in conduct which brings, or is likely to bring, the Organisation into disrepute; or</li> <li>f) Deliberately providing incorrect or misleading information, at any time, which is relevant to the staff member’s employment.</li> <li>g) Insubordination, chronic tardiness or absences, inappropriate or rude comments to co-workers</li> </ul>
<b>“HR Representative”</b>	Means a person engaged by Glasshouse Country Care to perform human resource functions.
<b>“Medical Officer”</b>	For the purposes of the definition of “Drugs”, means a registered medical practitioner nominated by Glasshouse Country Care in that capacity.
<b>“Serious Misconduct” “Gross Misconduct”</b>	Means misconduct of a serious nature is usually conduct that is inconsistent with the continuation of the staff member’s employment. Serious Misconduct may include, but is not limited to: <ul style="list-style-type: none"> <li>a) Theft, fraud, assault or intoxication during the course of employment;</li> <li>b) Conduct in breach of the Cardinal Rules or other conduct that causes serious risk to the health or safety of a person; or</li> <li>c) Conduct that damages or is likely to damage the reputation, viability or financial wellbeing of the Organisation</li> </ul>
<b>“Staff”</b>	Means Employees, Contractors, Volunteers and Board members (whether paid or unpaid) who perform work for Glasshouse Country Care.
<b>“Summary Dismissal” / “Summarily Dismissed”</b>	Refers to when the Organisation terminates a staff member’s employment immediately, without the provision of notice or any payment in lieu of notice.
<b>, “Unacceptable Behaviour”</b>	Means conduct that does not meet the standard of conduct required by the Organisation and/or is in breach of Glasshouse Country Care policy

## Application

- 1.1 This policy applies to Employees, Volunteers and Board Members of Glasshouse Country Care Ltd., referred from here on in as staff members.
- 1.2 This policy operates in conjunction with other relevant Organisation policies.
- 1.3 This policy applies in respect of conduct which relates to or is connected with, in any way, employment with Glasshouse Country Care or in connection with a Glasshouse Country Care provided benefit. This includes, but is not limited to, Staff members who are:
  - (a) On Organisation Premises;
  - (b) While on duty in any place where Staff of Glasshouse Country Care are working;
  - (c) Representing Glasshouse Country Care;
  - (d) At a work function organised by Glasshouse Country Care

## Responsibilities of Managers and Staff Members

### 2.1 Managers are responsible for:

- a) Ensuring that their Staff are aware of and comply with Glasshouse Country Care policies and procedures;
- b) Upholding and promoting these standards of conduct and providing Staff with a positive role model;
- c) Ensuring that all work and employment processes and practices comply with relevant policies, procedures and legislation;
- d) Taking reasonable steps to prevent Staff engaging in conduct contrary to this policy;
- e) Ensuring that Staff members are familiar with internal avenues for resolving complaints;
- f) Dealing with complaints about unacceptable behaviour and misconduct including discrimination, harassment and bullying, quickly, effectively and confidentially;
- g) Taking all reasonable steps to secure Glasshouse Country Care premises and property;
- h) Seeking further information or assistance from HR where necessary.

### 2.2 Staff members are responsible for:

- a) Their own behaviour and actions at all times;
- b) Being aware of and complying with this policy, other Glasshouse Country Care policies, procedures and relevant legislation;
- c) Treating customers and other Staff fairly and with respect;
- d) Acting in the best interests of the Organisation at all times;
- e) Promptly informing their Manager or Team Leader if they believe that they or someone else has been the victim of harassment, bullying or discrimination;
- f) Taking all reasonable steps to secure Glasshouse Country Care premises and property;
- g) Seeking advice and/or authorisation before undertaking an action or activity that may be contrary to Glasshouse Country Care policies.

### 2.3 Authorisation required

Where this policy provides that authorisation or approval is required prior to undertaking an action or activity, advice should be sought from a staff member's Manager or from a HR Representative about the level of authority required.

## Cardinal Rules

- 3.1 The Cardinal Rules define conduct which is so unsafe that it has the potential to cause serious injury to individuals or damage to property.

3.2 The Cardinal Rules strengthen and define Glasshouse Country Care's organisational safety culture and commitment to Staff and clearly demonstrate that the organisation will not tolerate unsafe behaviour in the workplace.

### 3.3 The **Cardinal Rules**

Staff members will not wilfully or recklessly:

- a) Tamper with, ignore or fail to use any device/equipment or process identified for the purpose of safety, including, but not limited to, fixed or portable equipment, personal protective equipment (PPE), signage; or
- b) Possess, consume or distribute alcohol, prescription (other than from a licenced medical practitioner for a genuine medical reason) or illegal drugs in the workplace or be under the influence of any of these upon arrival or during the course of work; or
- c) Use any Fleet vehicle or allied equipment unless authorised and deemed competent to operate it, or use it for an unauthorised purpose; or
- d) Jeopardise or bring into question Glasshouse Country Care's business reputation, partnerships and/or relationships through any omission, statement, fraudulent activity or act of negligence;
- e) Unauthorised passing of sensitive or confidential information obtained by or relating to Glasshouse Country Care or its operations, to a third party or posting of such information in a public domain e.g. external website;
- f) Participate in any action which causes, or has the potential to cause, serious injury (physical and/or emotional) to any person or damage to property
- g) Under NO circumstance: bring a weapon (other than a necessary tool of trade for work) into any work environment or engage in any act of physical violence, including into work vehicles. Provocation will not be considered a reasonable excuse.
- h) Remove any Glasshouse Country Care property or the property of other persons without authorisation. Wilful damage of Glasshouse Country Care property is equally not permitted
- i) Take part in any illegal activity during work time or with the use of work provided resources

### 3.4 **Breach of the Cardinal Rules**

- a) If a staff member breaks a Cardinal Rule, it means they have potentially put themselves or others at risk. This is in breach of each worker's Primary Duty of Care for health and safety, and is considered unacceptable.

Glasshouse Country Care will identify Due Diligence, by conducting a formal investigation of any identified breach of a Cardinal Rule. Should this be proved, the breach will be considered an act of Serious Misconduct. Disciplinary action will be taken in accordance with the Staff Misconduct and Disciplinary Policy, which may include termination of employment

## **Standards of Personal Behaviour**

- 4.1 Glasshouse Country Care is committed to maintaining the highest standards of professionalism, honesty, integrity and fairness in line with our Corporate Values.

Staff members are required to conduct themselves in a manner consistent with this commitment and consistent with:

- (a) **Flexibility & Innovation** – we are responsive, respectful and thoughtful about the needs of individuals, putting them first and foremost and finding creative solutions within available resources.
- (b) **Quality of Life** – we consider all aspects of an individuals total wellbeing, physically, emotionally and socially and value their right to make informed choices and decisions.
- (c) **Team Work** – we actively listen to and engage with others, valuing their input and perspectives and work together to achieve more than we can do on our own.
- (d) **Inclusiveness** – we are respectful of others and their right to retain their culture, religion, beliefs and opinions

4.2 Where these standards are breached, action will be taken in accordance with the Disciplinary and Misconduct Procedure, which in serious cases may include termination of employment.

#### 4.3 Personal Behaviour Standards

All Staff members are expected to:

**(a) Abide by laws and regulations.** This means Staff members must:

- (i) Comply with all relevant laws and regulations, including local laws and regulations when travelling interstate or overseas on Glasshouse Country Care business;
- (ii) Meet all legislative or regulatory requirements which are applicable to their position, for example holding and remaining eligible to hold a driver's licence or other relevant operating licences and credentials where necessary;
- (iii) Behave in a fair and consistent manner in all dealings with Glasshouse Country Care clients and service providers;
- (iv) Work safely and ensure the health, safety and security of themselves, other Staff, customers and Organisation assets; and
- (v) Have regard for the protection of the environment and the well being of the various communities in which Glasshouse Country Care operates.

**(b) Demonstrate Glasshouse Country Care values.**

This also means staff members must:

- (i) Protect and enhance Glasshouse Country Care's image, financial viability and success;
- (ii) Promote the Organisation's spirit of service excellence;
- (iii) Ensure that their behaviour or actions do not cause Glasshouse Country Care public embarrassment or bring the image of the Organisation into disrepute;
- (iv) Maintain a standard of appearance at work that is appropriate to the work environment and the duties performed and comply with any applicable uniform or dress policies or guidelines;
- (v) Ensure that work is carried out conscientiously, efficiently, economically and effectively; and ensure that confidential information obtained by the Organisation remains confidential at all times.

#### 4.4 Second / additional employment

- a) Whilst in paid employment by Glasshouse Country Care, Staff members must not be engaged, either directly or indirectly, in any capacity, in any other employment, occupation, trade or business without the prior written approval of Glasshouse Country Care. In considering whether to grant approval, Glasshouse Country Care will require that any additional employment with other organisations will not:
  - (ii) Interfere with their employment with the Organisation in any way;

- (iii) Result in a real or perceived conflict of interest; or
- (iv) Reflect unfavourably on the Organisation.

b) If Staff members are unsure about whether additional employment may involve a conflict of interest, they should consult their Manager.

## **Unacceptable Behaviours**

Staff must not engage in Unacceptable Behaviour. Unacceptable behaviour includes, but is not limited to:

- 5.1 Breaches of reasonable safety standards which are life threatening in nature, create the potential for harm or the risk of harm, or cause serious injury.
- 5.3 Reporting to work under the influence of alcohol or illegal drugs (repeat offence), possession, consumption or distribution of alcohol or illegal drugs in the workplace;
- 5.4 Making false or misleading statements or claims with the intent to defraud the Organisation, any client or family, or gain unfair advantage;
- 5.5 Failure to follow a lawful instruction;
- 5.6 Damage to or theft of Glasshouse Country Care property (physical or intellectual) or property entrusted to the care of the Organisation;
- 5.7 Falsifying Glasshouse Country Care information, including attendance records;
- 5.8 Intentional damage to property;
- 5.9 Negligent work practice resulting in personal injury or property damage;
- 5.10 Horseplay / skylarking;
- 5.11 Possession of firearms, other weapons or hazardous substances at work;
- 5.12 Verbal or written abuse, physical abuse or assault;
- 5.13 Discrimination, harassment, bullying or victimisation;
- 5.14 Threatening or intimidating behaviour;
- 5.15 Breach of relevant laws and regulations;
- 5.16 Unauthorised use of Organisation time, resources or facilities (including electronic communication facilities) for personal benefit or private purposes;
- 5.17 Using the Organisation's electronic communication facilities (e.g. internet, e-mail, phone, fax, electronic organiser) for any illegal purpose, or in a manner which causes interference or disruption to other network users, services, and equipment and information assets.
- 5.18 Using image recording devices, such as cameras or mobile phones with cameras, without written organisational permission to capture and/or distribute images of:
  - (a) Private, confidential or copyrighted documents or other material;
  - (b) Glasshouse Country Care property or facilities that are not accessible to the general public;
  - (c) Any person without their express permission; or
  - (d) Any person, object, act or incident where the image would reasonably be considered inappropriate or offensive.
- 5.19 Accessing, storing, processing or transmitting any information of a threatening, obscene, pornographic, discriminatory or harassing nature;
- 5.20 Unauthorised selling or promotion on behalf of another organisation;
- 5.21 Making unauthorised public statements about Glasshouse Country Care, or their position in respect of any matter;
- 5.22 Directly or indirectly engaging in any activity which could by association cause Glasshouse Country Care public embarrassment or other damage;
- 5.23 Unauthorised passing of sensitive or confidential information obtained by or relating to Glasshouse Country Care or its operations, to a third party or posting of such information in a public domain e.g. external website;
- 5.24 Seeking or accepting tips, gifts or gratuities from customers;
- 5.25 Unauthorised use of the Glasshouse Country Care name or logo.
- 5.26 Failure to comply with Glasshouse Country Care's Cardinal Rules;
- 5.27 Failure to comply with any Organisation policy;

5.28 Possession, sale, use, distribution, or being under the influence of, Drugs (see the Alcohol and Other Drugs Policy for further information);

## **Equal Employment Opportunity**

6.1 Glasshouse Country Care is an equal opportunity employer. Equal employment opportunity' refers to employment practices that are designed to enable existing and potential staff members to compete on their merits for employment, promotions, transfers, training and other employment related benefits, without reference to irrelevant personal characteristics such as those outlined below at paragraph 7.4.

### **6.2 Merit Based Decisions**

In making employment related decisions, the Organisation will strive to:

- a) Award jobs and promotions based on merit;
- b) Ensure that the requirements of the position are always the primary focus. Unlawful criteria (see 7.4 below) shall not be considered; and
- c) Make judgments about people in the workplace only on the basis of their ability to perform the inherent requirements of the position.

## **Discrimination**

7.1 Discrimination occurs when one person is treated less favourably than another. Discrimination may be direct or indirect.

7.2 **Direct discrimination** occurs where one person is unlawfully treated less favourably than another person because of a particular personal characteristic, as set out at 7.4.

7.3 **Indirect discrimination** occurs where a condition or requirement is imposed which is unreasonable in the circumstances and which, although apparently neutral on its face, has an adverse impact on a particular person or who are unable to comply with that condition or requirement, by reason of a characteristic as set out at 7.4.

7.4 **Unlawful discrimination** in most countries, there are laws that make discrimination on a variety of grounds unlawful. Consequently, reference must be made to relevant legislation to determine whether it is unlawful to discriminate against a person on the basis of a particular personal characteristic. In Australia, grounds of unlawful discrimination include, but are not limited to:

- (a) Sex;
- (b) Race, colour, descent, nationality or national origin;
- (c) Age;
- (d) Impairment / disability;
- (e) Sexual preference, gender identity and transgender status;
- (f) Pregnancy or potential pregnancy;
- (g) Marital status;
- (h) Family responsibilities, responsibilities as a carer and/or parental/carer status;
- (i) Religious or political beliefs; and
- (j) Trade union membership, union or industrial activity or membership of an Employee organisation.

### **7.5 Discrimination and our clients/contractors**

Discrimination laws also extend to the provision of goods and services to clients and contractors. Glasshouse Country Care is required to ensure that it does not unlawfully discriminate against clients or contractors.



## Harassment

8.1 Harassment is a form of discrimination and may be unlawful if it is based on particular grounds (see paragraph 7.4 above). Harassment can take many forms. It may be verbal, physical, written or pictorial. Harassment is usually a pattern of behaviour but one act may constitute harassment if it is serious.

### 8.2 Harassment defined

To constitute harassment, the relevant conduct must:

- (a) Be unwelcome or unwanted;
- (b) Cause offence, intimidation or humiliation;
- (c) Occur in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated; and
- (d) Be of a type that is covered by discrimination law (i.e. it must relate to race, sex etc (see paragraph 7.4 above).

8.3 Some examples of conduct that may be considered harassment are:

- (a) Sexual harassment (see below);
- (b) Verbal or written abuse or comments that degrade or stereotype people because of their race, sexuality, pregnancy, disability, etc;
- (c) Verbal or written public statements that may incite hatred or negative beliefs about an individual or a group of people;
- (d) Jokes based on race, sexuality, pregnancy, disability etc;
- (e) Mimicking someone's accent, or the habits of someone with a disability;
- (f) Offensive gestures based on race, sexuality, pregnancy, disability, etc;
- (g) Ignoring or isolating a person or group because of their race, sexuality, pregnancy, disability, etc; or
- (h) Display or circulation (e.g. by email or text message) of racist, pornographic or other offensive material.

8.4 Some examples of conduct that is not harassment are:

- (a) Standard performance and/or behavioural counselling, where the feedback is appropriate, reasonable and focused on the work or behavioural improvement required;
- (b) Mutual friendships or relationships based on welcome conduct;
- (c) Personality conflicts; and
- (d) Reasonable managerial decisions about employment related issues such as rosters, leave, competitive tendering and resources.

### 8.5 Sexual harassment

Sexual harassment is one form of unlawful harassment. Unlawful sexual harassment may include, but is not limited to, behaviour such as:

- (a) Pressure or demands for dates or sexual favours;
- (b) Unnecessary familiarity – for example, deliberately brushing against a person or constantly staring at a person;
- (c) Unwanted physical contact – for example, touching or fondling;
- (d) Sexual jokes or innuendo (whether they be verbal or transmitted via electronic or any other media);
- (e) Offensive telephone calls and/or text messages of a sexual nature;
- (f) Offensive sexual gestures;
- (g) Unwelcome comments (e.g. in person or by phone, email or text message) or questions about a person's sex life;
- (h) Display or circulation (e.g. by email or text message) of sexual material, including magazines, posters or pictures and messages; or sexual assault.

## 8.6 Criminal Offences

Some forms of harassment (e.g. sexual harassment) may also constitute criminal behaviour. For example, sexual assault, stalking, physically molesting a person and indecent exposure are criminal offences. If a staff member becomes aware that a criminal offence has or may have been committed or attempted, they should advise their Manager or Glasshouse Country Care Management Committee immediately.

## 8.7 ICT abuse

The Information Management Policy 3.7 Computers, details all requirements that need to be complied with in respect of Information, Communication and Technology. All Staff members are required to read this policy and sign in acceptance prior to commencing duties with Glasshouse Country Care.

## Bullying

9.1 Glasshouse Country Care promotes a safe working environment free from workplace bullying and violence. Bullying and any form of occupational violence in the workplace will not be tolerated and may be unlawful pursuant to relevant Occupational Health & Safety laws.

### 9.2 Bullying defined

- (a) Workplace bullying is repeated, unreasonable behaviour directed towards an Employee, or of Staff members, that creates or may create a risk to health and safety.
- (b) Workplace bullying is a pattern of behaviour which has or may have the effect of injuring (physically or psychologically) an Employee or of Staff members. Generally bullying is not a one off incident.

9.3 Some examples of conduct that may be considered workplace bullying are:

- (a) Persistent verbal or physical abuse;
- (b) 'Initiation' practices that involve humiliating, intimidating or abusing Staff;
- (c) Psychological abuse such as the exclusion or isolation of a Staff member; or
- (d) Deliberately withholding information necessary for effective work performance.

9.4 Some examples of conduct that is not workplace bullying are:

- (a) Reasonable performance management and/or disciplinary action;
- (b) Personality differences;
- (c) Managerial prerogative and reasonable allocation of work; or
- (d) Implementation of organisational change.

## Victimisation

10.1 Victimisation occurs when a person (the Respondent) subjects another person (the Complainant) to a disadvantage as a result of the Complainant making, being suspected of making or intending to make, a complaint or an allegation against the Respondent or giving evidence or information in connection with a complaint or allegation against the Respondent.

10.2 The victimisation of any person who has complained of harassment or discrimination (and who has a right to make such a complaint under legislation), or who has been asked to assist in investigating a complaint, is generally unlawful.

10.3 A staff member who victimises another person may be subject to appropriate action taken by the organisation. Such action may involve disciplinary action and in serious cases, termination of employment.

### **Theft, Fraud and Removal of Property**

11.1 The theft, fraud, attempted theft or fraud or unauthorised removal of Glasshouse Country Care property, the property of Glasshouse Country Care Staff or property entrusted to the care of Glasshouse Country Care, is an act of Serious Misconduct.

#### **11.2 Allegations of theft and/or fraud**

- (a) Any allegations of theft, fraud, attempted theft or fraud or removal of property must be managed in accordance with the Staff Misconduct and Disciplinary Policy.
- (b) If allegations are substantiated, disciplinary action will be taken, which may include termination of employment.

#### **11.3 Authorised removal of property**

- (a) When the organisation agrees that a staff member may remove materials, or any items not belonging to them, an approval signed by an authorised officer must be obtained.
- (b) The authorisation must be presented to their manager or team leader when leaving the premises.

### **Smoke-Free Workplace**

12.1 Glasshouse Country Care provides a smoke-free environment for all workers and others in all workplaces. During any work related activity requested by Glasshouse Country Care, and accepted by the worker, all Staff members, including paid and unpaid workers, are expected to abide by these smoke-free workplace requirements.

#### **12.2 Smoke Free Areas**

- (a) All Glasshouse Country Care workplaces, and relevant workplace areas, are smoke-free. This includes:
  - (i) Offices and allied work areas
  - (ii) Glasshouse Country Care car parks, storage facilities and enclosed spaces;
  - (iii) Glasshouse Country Care fleet vehicles;
  - (iv) Within a client's home, where the worker is in attendance for the purposes of work at the request of Glasshouse Country Care.
- (b) Smoking during normal working hours is restricted to designated breaks only, and must not occur within the confines of a Glasshouse Country Care workplace or relevant workplace area, nor impact on business delivery or productivity.
- (c) Staff members who observe Staff engaging in conduct in breach of this policy should report the matter to their Manager immediately or to the General Manager if a report to their Manager is not possible or appropriate.

### **Breach of this Policy**

A complaint of harassment, discrimination or bullying is a very serious matter for everyone concerned. The organisation will take whatever action is considered appropriate against a staff member who makes such a complaint against another person without reasonable grounds. In serious cases, such action may include termination of employment.

### 13.1 Breach of Policy

(a) Where a staff member breaches this policy, action will be taken in accordance with the Staff Misconduct and Disciplinary Policy. In serious cases, such action may include termination of employment.

(b) Any appeals regarding disciplinary action or grievances will be dealt with in accordance with the Staff Appeals Policy.

### 13.2 Legal / Financial implications

Staff should be aware that it is possible for an individual to be sued separately from an Organisation in respect of complaints of workplace harassment or discrimination and that they may be personally liable for any penalties imposed by a court for breach of legislation.

## RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy and the General Manager has primary responsibility for the management of staff and services covered by this policy.

## RELATED DOCUMENTS:

Duty of Care Policy  
 Human Resource Management Policy  
 Application for Employment Form  
 Information Management Systems Policy  
 Disciplinary and Misconduct Procedure  
 Work Health & Safety Policy  
 Workplace Bullying Policy  
 Sexual Harassment Policy

I hereby acknowledge receipt of a copy of the *Standards of Conduct Policy* and agree to abide by these *Standards of Conduct* in relation to all dealings undertaken on behalf of **Glasshouse Country Care Ltd.**

Name of Staff Member	Signature	Date

Date	Version Number	Changes	Review Date
12/8/2020	3	Added version control box, added review date Removed hyperlinks to related documents Updated legislation Added (f) & (g) to Definitions - Organisations Premises Added (g) to Definitions - Misconduct	August 2023