

our code of conduct



You're part of the Aruma team, and we're lucky to have you!

We know no two days are the same at Aruma, and we wouldn't have it any other way. Every customer is unique, every challenge and every opportunity is different.

Now, being part of our team comes with BIG responsibility.

To help steer you in the right direction, we have an Aruma Code of Conduct. No matter who you are or what your role is - we all measure ourselves against this and we're all accountable to this.

We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is: Supporting people to live a great life, the life they want, the life they choose.

Aruma is also BRAVE. That's what makes us a trailblazer.

BRAVE are also our Values.

Being part of our team means you need to be BRAVE too.

BRAVE

bold

We speak up if we see something that isn't right

We uphold the human rights of everyone

We work hard to resolve issues and complaints

respectful

We respect each other

We turn up on time - to customers, to meetings, to work

We are always polite

authentic

We do what we say

We are open, honest and down to earth

We deliver on what we promise

value teamwork

We do things together, trust and support each other

When the going gets tough - we band together

We keep each other informed and up to speed

excellent

We do things well - no matter how big or small

We deliver on our promise to our customers - You. First

We set ambitious goals and keep checking we are on track

the official stuff – our policies

To make sure we're all on the same page, we've summarised policies that guide our conduct below.

> **Customers come first, always.**

Aruma respects and upholds the human rights of all people we support. When we talk about customers, we include adults, children and young people with a disability.

All people have the right to live and work free of Mistreatment, Exploitation, Abuse and Neglect. We don't tolerate MEAN anywhere, anytime.

Every day, you must:

- Respect customers' individual rights to freedom of expression and self-determination
- Show respect for customers' cultural differences
- Respect and protect customers' privacy, including all their information, records and data
- Promptly raise concerns about the quality and safety of supports and services
- Take all reasonable steps to prevent, respond to and report all forms of actual or suspected violence against, mistreatment, exploitation, abuse and neglect of customers
- Never engage in sexual abuse or misconduct and take all reasonable steps to prevent, respond to and report sexual misconduct by any person.

You can read more about this in our *Zero Tolerance to Mistreatment, Exploitation, Abuse and Neglect (MEAN) Policy and Child and Young Person Safety and Wellbeing Policy*.

So, there's a breach...

At Aruma, we speak up! You need to report any suspected breaches of this Code of Conduct to your Manager or a member of the Executive Leadership Team. You can also use our confidential whistleblowing service, called Your Call, by calling 1300 790 228. All allegations will be investigated in a timely manner. And if a breach of the Code of Conduct is confirmed, disciplinary action, which may include termination of employment, can take place. You can find out more about complaints and feedback in our Complaints and Feedback Policy.

> **A big 'NO' to bullying, discriminating against or harassing other employees.**

Just don't do it! There's more on this in our *Prevention of Harassment, Discrimination and Bullying Policy*.

> **Think you may have a Conflict of Interest?**

You must declare any situation where you could personally benefit from actions or decisions at work. We never put anyone – not any customers or colleagues – at risk of being taken advantage of. Read more in our *Conflict of Interest Policy*.

> **Don't steal the media limelight.**

Only employees with approval can speak to the media. If you're contacted by the media for comment about Aruma, our customers or employees, you must notify your Manager and our Communications Manager immediately. Head to our *Media Policy* for all the nitty gritty on this.

> **Alcohol and drug use don't mix with work.**

If your ability to do your job safely and properly is impaired by alcohol and/or drugs, just don't come in. It's much better to be safe, than sorry! For more information please read the *Drug and Alcohol Policy and Practice Manual*.

> **Safety first. Always.**

You must take care of your own personal health, safety and well-being, as well as the health, safety and well-being of colleagues and customers – in particular children and young people. Please use our resources, equipment and property safely and for the purpose for which they are intended. There's more on this in our *Health Safety & Wellbeing Policy and Practice Manual*.

Close enough is not good enough

As part of our team you need to meet these behaviours and policy requirements every day. So, now that you've read through Aruma's Code of Conduct, let's make this formal.

Please sign on the dotted line.

Sign:

Name:

Date: