

Our Purpose

We enrich Veterans and Seniors lives and create connected, supportive and vibrant communities.

Our Values



RESPECTFUL

We respect and embrace diversity by understanding and tailoring to individual needs.



IMAGINATIVE

We inspire our people and others to think differently, to challenge and look for new ways to care.



COLLABORATIVE

We build trusted, transparent and deep connections with our people, clients and the communities we serve.



COURAGEOUS

We stand up for what is right and fair, ensuring we always act with integrity and honesty.



PASSIONATE

We are proud about the positive difference we make by going above & beyond to enrich the lives of the people we care for.



RESPONSIBLE

We are accountable for our actions and commitments by doing what we say.

Our Code empowers us to

Uphold our values and conduct ourselves honestly, ethically and with integrity.

Comply with the laws, regulations and standards that apply to RSL LifeCare.

Maintain the trust of our clients, residents, employees and community.

Understand what action may be taken when there is a breach of Our Code.

Our Code requires us to

Ourselfes

- ✓ Take *personal accountability* for our behaviour and conduct in the workplace
- ✓ *Communicate* and *act* in a respectful, compassionate and courteous manner
- ✓ Provide the *highest standards of care* for our residents and clients
- ✓ *Share skills and knowledge*, seeking opportunities to learn and grow
- ✓ Present a *professional image* to our residents, clients and community
- ✓ Behave in a way that promotes the *good reputation* of RSL LifeCare and the wellbeing of others at work and at work sponsored social occasions

Our Organisation

- ✓ Protect the *integrity* of RSL LifeCare and uphold our country's ethics and laws
- ✓ *Report* any conflicts of interest and not use our positions for personal gain
- ✓ *Declare* any gifts or benefits offered to us
- ✓ Not enter into any monetary or legal transaction with respect to residents or clients
- ✓ Ensure that any other employment does not conflict with our commitment to RSL LifeCare
- ✓ Not externally distribute, reproduce or publish any RSL LifeCare intellectual property without formal authorisation
- ✓ Refrain from making *any public comment* or representation about RSL LifeCare without appropriate authorisation

Our Policies

- ✓ Adhere to our Policies, Procedures and Term and Conditions of employment.
- ✓ Take care of RSL LifeCare *resources* and use them responsibly and appropriately
- ✓ Maintain any business *record* in a confidential, complete, accurate and objective manner
- ✓ *Protect the privacy and confidentiality* of our residents, clients, colleagues, contractors and business affiliates
- ✓ Promote a *safe working environment* and exercise due diligence in identifying risks and minimising harm
- ✓ Promote a culture that treats everyone equitably, appropriately and consistently

Upholding Our Code

Failure to comply with the Code of Conduct may lead to disciplinary action, and in serious cases may lead to termination of employment and/or criminal prosecution.

If you have questions about the Code of Conduct, please talk to your manager or supervisor.