



Shaping positive
ageing lifestyles

INFORMATION SHEET - STANDARDS OF BEHAVIOUR

CHURCHES OF CHRIST
LIFE CARE LIMITED

Standards of Behaviour – Information Sheet

A copy of our information sheet on standards of behaviour (referred to in clause 36 of our Support at Home service agreement) is set out below.

What this information sheet is about

Before you enter into an agreement with us to receive funded aged care services in the home or community, it is important that you understand the standards of behaviour we expect of you and other people present when you are receiving services.

This information sheet sets out those standards of behaviour. It explains how we have a legal duty to our workers (and to other people present, such as other people who live at your home or visitors to your home) to ensure their health and safety so far as it is reasonably practicable to do so. It also explains how you and others have an obligation to comply, so far as you are reasonably able, with any reasonable instructions we give which support our obligations to provide a safe work environment for our workers and a safe environment for everyone present.

This will be a requirement of your agreement with us (**agreement**).

Our obligations

When we are providing services to you at your home, your home is a workplace under the *Work Health and Safety Act 2012* (SA) (**Work Health and Safety Act**). We have a duty to ensure, so far as is reasonably practicable, the health and safety of our workers and any other person at the workplace. Under that law, 'health' means physical and psychological health.

Setting standards of behaviour is a way for us support our obligation to provide a safe work environment for our workers and a safe environment for everyone present. The Aged Care Act acknowledges that the rights of individuals receiving care and services are not absolute. They must be balanced against the rights of others, including the rights and freedoms of aged care workers and other people and against our obligations to comply with other laws, including the Work Health and Safety Act. This is specifically confirmed in section 24 of the Aged Care Act (see clause 34 of the Support at Home service agreement).

We can give a reasonable instruction to a person at the workplace (including you and other people present) to allow us to comply with the Work Health and Safety Act, including our duty in relation to the health and safety of our workers and other people present.



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ABN 67 390 593 649
This information sheet is Schedule 6 as per the service agreement

Your obligations

As a person at a workplace, you have a duty under the Work Health and Safety Act to take reasonable care for your own health and safety and to take reasonable care that your actions (or lack of action) do not adversely affect the health and safety or other people at the workplace.

You also have a duty under the Work Health and Safety Act to comply, as far as you are reasonably able, with any reasonable instruction we give to allow us to comply with our duty in relation to the health and safety of our staff and other persons at the workplace.

The standards of behaviour are reasonable instructions given by us to you (and your visitors) for the purposes of the Work Health and Safety Act.

Standards of behaviour

For the purposes of the agreement and the Work Health and Safety Act, following are our instructions as at the start day as to standards of behaviour:

1. You must treat our workers, contractors, and volunteers with dignity and respect.
2. You must respect the rights of our workers, contractors and volunteers to work in an environment free from bullying and harassment and free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct.
3. You must respect the rights of others to safe, fair, equitable and non-discriminatory treatment and must not abuse, discriminate against and/or engage in bullying or harassment of, any of our workers, contractors, volunteers or any other person living in or visiting your home while it is a workplace.
4. You must care for your own health and well-being, as far as you are capable.

You acknowledge that we may give you and / or other people present any other reasonable instructions for the purposes of the Work Health and Safety Act from time to time if we think they are required to meet our obligations under the Work Health and Safety Act.

What happens if they are not met

The obligations relating to the standards of behaviour that we have identified above are fundamental to our relationship in providing funded aged care services. If they are not met, this will be a breach of both the agreement and the Work Health and Safety Act. Penalties can apply under the Work Health and Safety Act for breaching a health and safety duty under that Act.

In some circumstances, the breach may also form the basis for us to terminate the agreement (see clause 48 of the Support at Home service agreement) or implement restrictions, for example, about how the services are delivered or who may be present while services are being delivered.

Designating the above standards of behaviour does not limit or change your other obligations under the agreement, including for example your obligations to comply with any other requirements relevant to behaviour in your home while it is a workplace.

Acknowledgements

By signing a service agreement with Life Care, you acknowledge that you have read and understand the information in this information sheet as to the standards of behaviour and our reasonable instructions in relation to them.



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