

Award-winning
care that connects,
inspires and enriches
lives every day.

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Memo

Whiddon

To: All team members, Whiddon Grafton

CC: Sandra Osborne, DCS

From: Ines Reynolds, Regional General Manager (North)

Date: 14 July 2023

Subject: Code of Conduct Expectations – Out of Hours Functions

It has been brought to Management's attention that some staff are planning to attend an out of hours celebration to recognise staff milestones which may involve dressing up as residents.

We ask that you remember you are all Whiddon Brand Ambassadors and we want you all to work in an environment that is inclusive, respectful and transparent.

As an employee of Whiddon, you are expected to follow a range of policies, procedures and guidelines including the **Code of Conduct**. All these documents guide you in how to perform your duties, how you are to interact with others including residents and family members and the expectations of you as a Whiddon employee.

Staff are reminded that you are required to:

- Represent the Whiddon brand by behaving in a consistently professional and ethical manner to ensure no harm to Whiddon's reputation, brand and standing in the community;
- Act with integrity, honesty and transparency;
- Act with respect for the privacy of people;
- Report any instances of team member's behaviour which is perceived to be in breach of the Code of Conduct.

Whiddon does not take breaches of the Code of Conduct lightly.

This MEMO is to remind all staff that should an employee be found to be behaving in a way that is unacceptable, performance management action may need to be taken.

Above all, while we encourage staff celebrations, we expect they are held in a manner that is always respectful and considers the reputation of our wonderful residents, their family members and the staff at Whiddon Grafton.