

RSL LifeCare

CODE OF CONDUCT

As a staff member of RSL LifeCare, I understand our common goal is to create an environment where our residents are safe and the quality of their life is paramount. To ensure this outcome, I will observe the following principles:

- 1** The care and safety of residents is my first concern.
- 2** Be honest and act with integrity.
- 3** Accept responsibility for my work.
- 4** Show commitment as a team member.
- 5** Take responsibility for my learning and development.

How we accomplish our goal is as important as the goal itself. The following Code of Conduct underpins everything we do.

Open and Honest Communication

- Treat each other with respect.
- Do what we say we are going to do, practice discretion and confidentiality to build trust.
- Resolve conflict constructively.
- Communicate appropriately – talk to each other and share the information.
- Attend and participate in meetings.
- Actively listen to each other.

Support Each Other

- Share the workload.
- Be flexible in the way we approach issues.
- Show empathy and understanding – especially when the pressure is on.
- Demonstrate equality.
- Give each other feedback and recognition.
- Be accountable for how we are and what we do.

Value Learning

- Work continuously to improve our care and services.
- Understand our purpose and direction.
- Share our skills and learning with others.
- Take full advantage of the opportunities offered.

Humour and Fun

- Take our work seriously and ourselves lightly.
- Remind each other to see the funny side.
- Be respectful in our humour.
- Laugh at any opportunity because it is a great stress tool and is good for your health.
- Accept things beyond our control.

Positive Attitude

- Have tangible and attainable goals.
- Look for the best in each other and the Village.
- Have enthusiasm for our job.
- Recognise our own attitude and its effect on others.
- Take time to “smell the roses”.
- Practice stress management.
- Be involved.

VISION

Continuing in the ANZAC spirit,
we promote a unique community
that fosters holistic care,
individuality, learning and innovation.

VALUES

Together in achieving our vision, we value:



First started in 1911 and since 1939 at Narrabeen,
RSL LifeCare, throughout NSW and the ACT,
is a large, veteran and community
focused organisation.

With 7,500 residents and 3,000 staff,
RSL LifeCare provides a range of aged care,
community care and retirement living services.