Birchmere.

PUBLISHED POLICY

Code of Conduct

The standards every Birchmere carer agrees to

Version 1.0 · Effective 1 September 2026



Every Birchmere carer agrees to this Code before their first visit, and it is a term of their employment. It sets what a client and their family are entitled to expect from anyone who comes into their home wearing our name.

The standards

A Birchmere carer must:

- act with respect for people's rights to freedom of expression, self-determination and decision-making;
- act in a way that treats people with dignity and respect, and values their diversity;
- act with respect for people's privacy;
- provide care and services in a safe and competent manner, with care and skill;
- act with integrity, honesty and transparency;
- promptly raise and act on concerns about matters that may affect the quality and safety of care;
- provide care free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct; and
- take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

These standards are drawn from the Code of Conduct for Aged Care. Birchmere is a private-pay provider and is not a registered aged care provider, so the Code does not apply to us as a matter of law. We hold our carers to it anyway, and we make it a contractual obligation.

What this means in practice

Money and property

- A carer must not accept a gift, tip, bequest, loan or benefit from a client or their family, beyond a token of nominal value they declare to us.
- A carer must not borrow from or lend money to a client or their family.
- A carer must not become a client's attorney, guardian, executor, beneficiary or financial administrator.
- Where a carer handles a client's money or shopping, every receipt is kept and the change and receipt returned the same day.

Boundaries

- A carer works within their training and what they are authorised to do, and declines anything outside it.
- A carer does not administer medication. They may remind a client that medication is due.
- A carer does not photograph, film or record a client, their home or their documents, except where our policy allows it for care purposes and the client has consented.
- A carer does not discuss a client on social media, or identify themselves as a Birchmere carer in any public comment about a client.

Speaking up

- A carer must report any incident, concern or allegation of harm immediately, including one involving themselves.
- No carer will be disadvantaged for raising a concern in good faith.

If a carer falls short

Tell us. Any concern about a carer's conduct goes to your care coordinator, or to us by phone or email, and is handled under our Complaints and Feedback Policy. A breach of this Code is a disciplinary matter and may end that carer's employment immediately.

Birchmere.

Care that feels like family.

CALL 02 5115 1162

EMAIL hello@birchmere.com.au

ONLINE birchmere.com.au

Birchmere acknowledges the Traditional Custodians of the lands on which we live and work, and pays respect to Elders past and present.

Private-pay home care. We don't provide NDIS-funded supports.

Birchmere Group Pty Ltd · ABN 47 700 637 896