

AMANA LIVING INCORPORATED BOARD CODE OF CONDUCT

As a member of the Board of Directors of Amana Living, a not-for-profit aged care services provider based in Western Australia, we are committed to upholding the highest standards of ethical behaviour, transparency, and accountability.

This Code of Conduct outlines the expectations and responsibilities of each board member to ensure the effective governance and continued success of Amana Living, in compliance with the Associations Incorporation Act 2015 (WA), Australian Charities and Not-for-profits Commission Act 2012 (Cth), Aged Care Act 2024 (Cth) and Principles, the Work Health and Safety Act 2020 (WA), Retirement Villages Act 2025 (WA), National Disability Insurance Scheme Act 2013 and other applicable laws, regulations, and standards.

1 Ethical Behaviour

- 1.1 Act with integrity, honesty, and fairness in all actions and decisions made on behalf of Amana Living
- 1.2 Disclose and manage any actual, perceived, or potential conflicts of interest.
- 1.3 Use the resources, reputation, and position of Amana Living solely to advance its mission and never for personal gain.
- 1.4 Model behaviour that fosters a culture of respect, dignity, and compassion, aligned with Amana Living's values and commitment to quality aged care and retirement living services.

2 Duty of Care, Diligence, and Skill

- 2.1 Exercise due care, skill, and diligence in fulfilling Board responsibilities, in accordance with the Associations Incorporation Act, ACNC standards, and duties outlined under the Aged Care Act.
- 2.2 Remain informed about Amana Living's operations, financial status, and regulatory compliance obligations under the Aged Care Quality Standards and Retirement Villages legislation.
- 2.3 Contribute actively to Board meetings, strategic planning, risk oversight, and decision-making processes, ensuring that actions are in the best interests of residents, clients, and stakeholders.

3 Work Health and Safety (WHS)

- 3.1 Promote and uphold a strong safety culture, ensuring compliance with the Work Health and Safety Act 2020 (WA), ISO 45001 Occupational Health and Safety Management and Amana Living's WHS policies.
- 3.2 Support initiatives to maintain a safe environment for residents, employees, volunteers, and visitors.

4 Confidentiality and Privacy

- 4.1 Maintain strict confidentiality of sensitive, personal, and proprietary information obtained through Board duties.
- 4.2 Protect personal information in accordance with the Privacy Act 1988 (Cth) and Amana Living's Privacy and Confidentiality Policies.
- 4.3 Discuss organisational matters with discretion, ensuring compliance with obligations under the ACNC and Aged Care legislative frameworks.

5 Fiduciary Responsibility

- 5.1 Act honestly and in good faith in the best interests of Amana Living, placing the care, dignity, and wellbeing of residents and clients first.
- 5.2 Ensure the prudent management of Amana Living's resources, upholding the principles of financial stewardship and sustainability.
- 5.3 Protect and advance the long-term interests of Amana Living in alignment with its charitable purposes and legal obligations.

6 Respect, Diversity, and Inclusion

- 6.1 Treat all individuals — residents, clients, staff, volunteers, and stakeholders — with respect, courtesy, and sensitivity.
- 6.2 Actively promote and support diversity, equity, and inclusion, in line with aged care standards and human rights obligations.
- 6.3 Foster an inclusive environment that values the unique contributions of individuals from diverse backgrounds.

7 Transparency and Accountability

- 7.1 Ensure that decisions and actions are transparent, accountable, and defensible under scrutiny.
- 7.2 Comply fully with financial reporting, regulatory, and disclosure requirements set by the ACNC, Aged Care Quality and Safety Commission, and other relevant bodies.
- 7.3 Engage openly with stakeholders while safeguarding the confidentiality and privacy of residents and staff.

8 Collaboration and Collegiality

- 8.1 Work constructively with fellow Board members, senior management, and stakeholders to achieve Amana Living's strategic objectives.
- 8.2 Foster a culture of teamwork, shared responsibility, open dialogue, and mutual respect at Board and organisational levels.

9 Continuous Improvement

- 9.1 Pursue opportunities for professional development to enhance governance capabilities and understanding of aged care and retirement living.

- 9.2 Regularly review the effectiveness of Board governance processes, self-assess performance, and implement improvements where necessary.
- 9.3 Support Amana Living's commitment to innovation, best practices, and continuous improvement under the Aged Care Quality Standards.

10 Advocacy and Public Representation

- 10.1 Promote the dignity, rights, and quality of life of older Australians in line with Amana Living's mission and values.
- 10.2 Represent Amana Living positively and responsibly in public and stakeholder forums, consistent with the organisation's strategic priorities and communications policies.

11 Compliance and Reporting

- 11.1 Uphold and comply with this Code of Conduct and all relevant organisational policies and procedures.
- 11.2 Promptly report any concerns about breaches of this Code, misconduct, or unethical behaviour through appropriate channels, in accordance with Amana Living's Whistleblower Policy and regulatory obligations.
- 11.3 Support investigations into misconduct fairly and cooperatively.