

Policy and Procedures

Title: Code of Conduct Policy

Date: 18th January 2023

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Summary: This Code of Conduct Policy will provide staff of BACHS with information regarding the responsibilities, general standards of work, conduct and behaviour expected of all Bourke Aboriginal Corporation Health Service (BACHS) employees.

Replaces

Classification: Corporate

Functional Group:

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Applies to: All BACHS staff

National Standard that this P&P applies to:

Approved by: BACHS Board

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1. PURPOSE

The Code of Conduct outlines the responsibilities, general standards of work, conduct and behaviour expected of all Bourke Aboriginal Corporation Health Service (BACHS) employees.

The purpose of the Code of Conduct is to encourage the commitment, contribution and development of each employee in striving to achieve best practice and an exceptional quality service for BACHS clients and the wider community.

As an organisation BACHS will ensure it always conducts business in a manner that complies with relevant laws and regulations.

The aim of this policy are to set out the standards of conduct and behaviour expected by BACHS Board members, employees, volunteers, students and contracted parties and outline related responsibilities and guiding principles.

2. SCOPE

The Code of Conduct applied to all Board members, employees (full-time, part-time, contract, casual, and temporary), volunteers, students and contracted parties (referred to as "Employees") of BACHS for the duration of their employment.

3. LEGISLATIVE REFERENCES

- Anti-Discrimination Act 1977
- Age Discrimination Act 2004 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Fairwork Act 2009 (Cth)
- Work Health & Safety Act 2011 (NSW)

4. PRINCIPLES

The Code of Conduct is based on the following guiding principles. Employees are expected to adhere to the following principles:

- Undertake a commitment to provide a quality service to clients at all times;
- To always act in a culturally sensitive, understanding and appropriate manner;
- Observe relevant legislation, Codes of Practice, Operational Guidelines, Human Resource Policies and job requirements;
- Be fair and equitable in their dealings with clients, other employees and visitors of BACHS;
- Maintain safe work practices and a concern for the welfare of other employees;
- Be honest and courteous in all contact with clients, other employees and members of the public;
- Undertake responsibility for their actions, and be accountable for the consequences;
- Uphold the philosophy of continuous improvement; and
- At all times act in the best interests of the organisation and its clients.

5. RESPONSIBILITIES

Each Board member, employee, student, volunteer or contracted party has a responsibility for maintaining BACHS's reputation by observing the principles of the Code of Conduct.

Employees are expected to:

- Behave honestly and with integrity;
- Act with care and diligence;
- Act in a culturally appropriate manner;
- Treat everyone with respect and courtesy, and without harassment;
- Comply with all applicable Australian laws and regulations;
- Comply with any lawful and reasonable direction;
- Disclose, and take reasonable steps to avoid, any conflict of interest (real or perceived);
- Use organisational resources in a proper manner;
- Not provide false or misleading information in response to a request for information;

- Not make improper use of:
 - Patient or BACHS information, or
 - the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- Behave in a way that upholds BACHS's Vision of "**First Nations Caring for our Community**" and the integrity and good reputation of BACHS.
- Uphold BACHS' organisation values: Respect, Commitment, Integrity, Empowerment, Teamwork and Collaboration.

Where an employee believes that a direction given is unlawful, improper, or unsafe they should raise the issue in accordance with the **BACHS Grievance Resolution Policy**.

6. USE OF BACHS RESOURCES

Employees are expected to use resources economically and only for work-related purposes. Resources should not be used for private purposes unless there is a written agreement to the contrary.

Personal telephone calls (both incoming and outgoing) must be kept to a minimum and be within reason.

Overseas telephone calls cannot be made without prior approval from a Manager.

BACHS vehicles must be used strictly in accordance with the BACHS Motor Vehicle Policy. Personal use of BACHS vehicles is not permitted, unless allowed for under an Employment Contract.

7. SECURITY AND CONFIDENTIALITY

Employees are expected to maintain a high level of confidentiality in regard to the work they undertake and any other client matters they may encounter.

Employees are expected to respect all confidential information they may have access to in the course of their work. Confidential information obtained in the course of employment must not be used or disclosed to any party other than for appropriate work purposes. Information held in official files must not be used to gain any personal advantage or to take advantage of others.

Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.

Employees must comply with the **BACHS Email & Internet Usage Policy**.

All Employees / contractors are required to sign a Workplace Confidentiality Agreement prior to commencing with BACHS. Employees must also comply with the **BACHS Confidentiality & Privacy Policy**.

8. ACCEPTING GIFTS AND BENEFITS

Employees should not request or receive any benefit in connection with their work at BACHS, other than authorised remuneration entitlements. Employees are expected to disclose to their Manager any gift or benefit offered or suggested to them in carrying out their duties.

9. DRESS AND APPEARANCE

In accordance with the professional image BACHS wishes to portray, it is expected that all employees will undertake a standard of dress that is clean, tidy and in accordance with any uniform requirements.

Casual or indiscrete dress is unacceptable. Where required, uniforms, name tags and appropriate footwear are to be worn at all times whilst on duty in accordance with work health and safety standards.

Where an employee wears a BACHS uniform or uniform item in public (ie. when attending functions, before/after work etc), the employee is required to act in accordance with the Code of Conduct and demonstrate professional standards of behaviour.

Exemplary dress and appearance standards are expected at all times when at work. A guide to what is acceptable is outlined below:

- Jewellery if worn, is to be consistent with Workplace Health and Safety risk assessment standards of the position the individual holds;
- Shoes must be worn and appropriate to the area in which the employee works;
- Clothes must be appropriate for the workplace and be appropriate to the position.

10. WORKPLACE BEHAVIOR

At BACHS, we maintain a professional workplace. To that end we support staff in dealing with inter-personal issues with other staff in a proactive and professional manner.

In order to have a productive workplace where staff respect each other, we expect that communications are carried out in a professional and courteous manner.

Employees must refrain from speaking negatively or engaging in gossip about other Employees, clients or stakeholders. If an issue or concern arises it must be dealt with under the appropriate BACHS policy.

11. SOCIAL MEDIA AND SOCIAL NETWORKING

Employees must comply with the **BACHS Email and Internet Usage Policy** at all times.

With the increasing use of social media and social networking websites such as Facebook, Twitter and personal blogs, Employees must be aware that their:

- on-line presence reflects on BACHS.
- actions captured via images, posts, or comments can reflect that of BACHS.

Employees must therefore maintain and observe standards of personal and professional conduct that are consistent with the good reputation of BACHS. Employees should not refer to BACHS or any employment related matters on social media forums without prior approval from a Manager.

12. ALCOHOL AND DRUGS

Employees must not attend work under the influence of alcohol or illicit drug substances. Breach of this requirement is a significant workplace health and safety risk and Employees breaching this requirement may face disciplinary action including termination of employment.

13. DISCRIMINATION / HARASSMENT

Employees must comply with the **BACHS Sexual Harassment, Discrimination and Workplace Bullying Policy**.

In keeping with the spirit and intent of anti-discrimination legislation, it is BACHS's intention to encourage a non-discriminatory and harassment free work environment. All work conditions and practices, including provision of services to clients, visitors and interactions with other employees and Board of Director members are to be free from all forms of discrimination, bullying and harassment.

Discrimination, bullying and/or harassment of any kind should be reported in accordance with the **BACHS Grievance and Resolution Policy**.

14. ON LEAVING BACHS

When Employees leave the employ of BACHS they must not use or disclose confidential information gained as a result of their employment with BACHS. Confidential information includes but is not limited to financial information relating to the business, any information that is not public knowledge and any personnel details relating to other BACHS employees and BACHS' clients.

BACHS reserves the right to act against employees who disclose confidential information.

It is the relevant Manager's responsibility to ensure that all BACHS assets and property are returned when an employee is leaving BACHS.

15. CONFIDENTIAL INFORMATION

Employees must comply with the **BACHS Privacy Policy**.

16. BREACHES OF THE CODE OF CONDUCT

Breaches of this Code may be grounds for using Disciplinary Procedures up to and including termination of employment, as outlined in the **BACHS Disciplinary Policy**.

17. RELATED POLICIES AND DOCUMENTATION

- BACHS Sexual Harassment, Discrimination and Workplace Bullying Policy
- BACHS Grievance Resolution Policy
- BACHS Disciplinary Policy
- BACHS Workplace Health and Safety Policy
- BACHS Code of Conduct Acknowledgement
- BACHS Privacy Policy