



## Policy – Code of Conduct

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8.0	October 2020	November 2017	Chief People and Culture	Chief Executive Officer

## Review History

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1.0	October 2001	Initial Release	
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8.0	November 2017	Updates as required by format & content	Chief People and Culture

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## Target Audience

IPC Health's Code of Conduct (the **Code**) applies to:

- Persons who are employed by IPC Health whether on a permanent, casual or temporary basis;
- Contractors including agency employees and people undertaking or delivering training or education at IPC Health;
- Visiting practitioners;
- Volunteers and Community Members;
- Students;
- Researchers.

## Definitions

Serious misconduct	<p>Defined under the Fair Work Regulations 2009 as:</p> <ul style="list-style-type: none"><li>• Willful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment;</li><li>• conduct that causes serious and imminent risk to the health and safety of a person, or the reputation, viability or profitability of the employer's business;</li><li>• theft;</li><li>• fraud;</li><li>• assault;</li><li>• the employee being intoxicated (alcohol or drugs, other than prescribed drugs) at work;</li><li>• the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.</li></ul>
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## Policy statement

The Code sets the minimum requirements and expectations of conduct for employees in carrying out their role at IPC Health.

The purpose of the Code is to assist employees to:

- understand the standards of behaviour and conduct that are expected of them;
- enable them to fulfill their duty to act honestly and exercise a reasonable degree of care and diligence; and
- act in a way that enhances public confidence in the integrity of IPC Health.

Failure to behave in the ways described in the Code may lead to action under relevant performance management or disciplinary policies.

## Policy principles

### 1. General Conduct

#### 1.2 Work ethic

- 1.2.1 You must not conduct yourself in carrying out your functions in a manner that is likely to bring IPC Health into disrepute. Specifically, you will:
- commit to the mission statement and objectives of the organisation;

- reflect the values of the organisation in your work and behaviours;
- demonstrate attitudes, language and behaviour that treats your co-workers with respect;
- demonstrate commitment through your work effort, punctuality and conscientiousness;
- conduct yourself appropriately and speak positively in a manner that is consistent with the organisation's philosophy, values and operations, when representing the organisation in public forums;
- meet agreed performance standards following adequate training;
- continually endeavor to improve your performance;
- respect and seek as required, the professional opinions of colleagues in their areas of competence and acknowledge their contribution;
- work collaboratively with all stakeholders of IPC Health;
- foster teamwork and team spirit in an effort to create harmony and co-operation;
- comply with legislative, industrial or administrative requirements in addition to lawful and reasonable directions given by persons in authority;
- make yourself aware of and comply with IPC Health policies and procedures.

### **1.3 Safety**

- 1.3.1 It is important that at all times you consider your own safety and the safety of those around you while at work. This includes following health and safety guidelines and procedures and using protective clothing and equipment provided.

### **1.4 Child safety and wellbeing**

- 1.4.1 IPC Health's Child Safe Policy sets the minimum expected conduct for engaging in child-related work including holding a valid Working With Children Check at all times as required by your role.
- 1.4.2 You must remain committed to the safety and well-being of all children accessing our services and ensure that at all times, the welfare of children in our care will always be given a high priority.
- 1.4.3 IPC Health is committed to zero tolerance of child abuse and will take all concerns and allegations of abuse and safety concerns very seriously.
- 1.4.4 Failure to adhere to the Child Safe Policy or the Child Safety and Wellbeing Act 2005 may result in disciplinary action under the Disciplinary Policy.

### **1.5 Professional conduct**

- 1.5.1 You will maintain the highest standards of professional conduct in attitudes and behaviours towards clients.
- 1.5.2 You must not verbally or physically abuse a fellow employee, volunteer, client, supplier, visitor or contractor (this includes physically striking, threatening violence, intimidation or using abusive language).

### **1.6 Dress code**

- 1.6.1 You should ensure that your standard of appearance is neat, clean and appropriate for your particular area of work.
- 1.6.2 Your personal safety attire must be professional, conservative and respectful of diverse client cultural beliefs.
- 1.6.3 Your attire should not be provocative nor cause offence.
- 1.6.4 You must demonstrate a high standard of personal hygiene at all times.
- 1.6.5 You must ensure that your identification is worn at all times while working at IPC Health, including at offsite locations and home-visits.

- 1.6.6 You must be mindful of your occupational health and safety and ensure that your clothing, including footwear is appropriate for the work environment.
- 1.6.7 You must keep your clothing well laundered and in good order.
- 1.6.8 Any employee who is wearing inappropriate clothing will be approached by their manager and be asked to make a more suitable choice of clothing/footwear in the future.

### **1.7 Mind altering substances**

- 1.7.1 You must not arrive for work under the influence of alcohol or illegal drugs or become intoxicated (including chemicals and prescription medication) whilst at work.
- 1.7.2 During working hours, you must not consume alcohol or illegal drugs.
- 1.7.3 Consumption of alcohol on the premises or at IPC Health sponsored functions is only permitted where authorised by the CEO. In these circumstances you must ensure that you drink in moderation, behave in a professional manner and do not engage in conduct that may risk your safety or the safety of others (including driving and engaging in inappropriate, harassing behaviour).
- 1.7.4 If you are taking medication that could affect your performance or the safety of yourself or others, you must inform your manager to ensure any necessary precautions or adjustments to work can be put in place.

### **1.8 Notification of criminal offences**

- 1.8.1 You must immediately inform your manager if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect your ability to perform your normal function.

### **1.9 Leadership**

- 1.9.1 If you are in a leadership position, you must:
  - lead your teams effectively to meet performance targets and objectives as agreed;
  - involve your team in decisions that affect them where reasonable and appropriate;
  - manage your team in a fair, consistent and reasonable manner; and
  - provide equal opportunity to all of your teams.

## **2. Fairness and equity**

### **2.2 Equal Employment Opportunity (EEO)**

- 2.2.1 Your decision making and professional conduct shall be consistent with the provisions of Equal Opportunity legislation and IPC Health Policy.
- 2.2.2 You must ensure that you observe the EEO principles, exhibit appropriate behaviours and provide a work environment free from harassment (including sexual), bullying and discrimination.

### **2.3 Fair business**

- 2.3.1 You must behave openly and honestly in your dealings with IPC Health.

## **3. Harassment and discrimination**

- 3.2 You must treat your colleagues with respect and dignity and ensure your behaviour does not constitute bullying or harassment.
- 3.3 IPC Health will not tolerate any form of discrimination or harassment against existing, past or prospective employees or clients.

#### **4. Conflict of Interests**

- 4.2** Conflicts of interest exist when it is likely that you could be influenced, or it could be perceived that you are influenced, by a personal interest when carrying out your duty. Conflicts of interest that lead to biased decision making may constitute corrupt conduct.
- 4.3** Some situations that may give rise to a conflict of interest include, but are not limited to situations where you have:
- Financial interests in a matter that IPC Health is involved with or the employee is aware of friends or relatives that have a financial interest in the matter;
  - Directorships or memberships of Boards of outside organisations;
  - Secondary employment, business, commercial or other activities outside of the workplace, which impacts on clients and / or employees;
  - Access to information that may be used for personal and / or financial gain;
  - Personal attitudes or beliefs that influence the impartiality of advice given;
  - Personal relationships which go beyond the level of a professional working relationship.
- 4.4** You may be the only person aware of any potential for conflict, therefore it is your responsibility to avoid any situation that may compromise the ability to perform duties impartially and to avoid any situation that may reflect badly on you and the organisation.
- 4.5** It is your responsibility to report any potential or actual conflicts of interest to your manager or the CEO.
- 4.6** If an employee is uncertain whether a conflict of interest exists, they should discuss the matter with their line manager and attempt to resolve any conflicts that may exist.

#### **5. Other business or employment**

- 5.2** If you are considering outside employment or contract work that relates to the business IPC Health or that might conflict with your regular duties, you must notify and seek the approval of your manager in writing.
- 5.3** You must ensure that any outside employment or business you engage in will not:
- conflict with your duties;
  - give rise to a perceived or actual conflict of interest;
  - involve using confidential information or IPC Health resources obtained through your work with the organisation;
  - require you to work while on IPC Health duty; or
  - discredit or disadvantage IPC Health.

#### **6. Gifts and entertainment**

- 6.2.1** No financial transactions of a personal or commercial undertaking will be entered into with clients.
- 6.2.2** You must not accept cash or non-cash gifts or benefits from a client, agent, contractor or supplier to the organisation, for any reason (excluding promotional items or samples) as these may, or may be perceived to, influence you in your official capacity. Where any doubt exists regarding the acceptance of any gift, advice should be obtained from your manager.
- 6.2.3** Gifts can create a perception of conflict of interest that can undermine the integrity of our business and client relationships and could be subject to potential abuse.
- 6.2.4** There may be occasions when refusing a small gift would offend or upset the giver. On these occasions you should:

- Indicate that you are accepting the gift on behalf of the other members of your team; and
  - Report the receipt of the gift to your line manager to determine how it may be best used
- 6.2.5 Particular care should be exercised to ensure that any business related entertainment function falls within the limits of socially acceptable behaviour and that your behaviour does not reflect badly on the organisation.
- 6.2.6 If a gift is received, it is the expectation of the organisation that you comply with the process outlined in the Gift Policy.

## **7. Improper and undue influence**

- 7.2.1 You should be aware of the power imbalance and unconscious processes within any client dealings and should be aware of the particular vulnerability of some clients.
- 7.2.2 You must build and maintain a relationship of trust with clients, and avoid any behaviours or actions that may damage this relationship. In particular there must be no personal relationship with a client during the professional relationship as this may compromise your professional boundaries and your own personal safety.
- 7.2.3 Various professional boards set standards of behaviour for health professionals in their relationships with clients. These standards apply during the course of the professional relationship until it has concluded and in many instances may continue once that relationship has ceased.

## **8. Usage of technology and social media**

### **8.2 Inappropriate material**

- 8.2.1 You must not store, display or send material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate.

### **8.3 Personal Business in work time**

- 8.3.1 The use of the internet, devices such as phones, (mobile and landline) for personal calls, and attending to personal business is to be kept to a minimum and must be restricted to designated break times only. Personal calls are to be conducted away from areas where there is potential for clients to overhear conversations.

### **8.4 Email usage**

- 8.4.1 You must comply with the organisation's Information Technology (IT) policy and procedures.
- 8.4.2 All electronic communications undertaken using IPC Health provided IT resources will be considered to be for business purposes.
- 8.4.3 You must ensure that all electronic communication is conducted so that it will not bring disrepute to the organisation or individuals.

### **8.5 Social media**

- 8.5.1 When using social media, you must:
- at all times behave in a way that upholds the integrity and good reputation of IPC Health;
  - not post comments or images that are, or could be perceived to be unreasonable criticisms of IPC Health's clients or other stakeholders;



- disclose confidential client information or internal policies, procedures and other operational information not available via public sources;
- be aware of your association with IPC Health as your posts not only reflect on you, but can reflect on the organisation, particularly if you identify as one of its employees;
- remember that where you are identified, or could reasonably be identified as an employee of the organisation, be polite and respectful of the opinions of others at all times, and you must not disparage the organisation's employees, customers and other stakeholders;

## **9. Access to information and IPC Health resources**

### **9.2 Confidentiality**

- 9.2.1 You must maintain the integrity and security of confidential documents or information in your possession, or for which you are responsible in line with the Privacy and Confidentiality of Client Information Policy.
- 9.2.2 In addition to the above general obligation, you must:
- protect confidential information;
  - only release confidential information if you have authority to do so;
  - only use confidential information for the purpose it is intended to be used;
  - not use confidential information gained through your position for the purpose of securing a private benefit for yourself or for any other person;
  - not use confidential information with the intention to cause harm or detriment to IPC Health or any other person or body; and
  - not disclose any information discussed during a confidential session of an IPC Health meeting.

### **9.3 Personal information**

- 9.3.1 When dealing with Personal Information you must comply with:
- the Privacy and Personal Information Protection Act 1998;
  - the Health Records and Information Privacy Act 2002;
  - the Information Protection Principles and Health Privacy Principles.

### **9.4 Use of organisational resources**

- 9.4.1 You must not steal or misuse equipment, stock, cash, files or other property belonging to IPC Health.
- 9.4.2 You must not intentionally mislead or defraud, or assist another person to mislead or defraud their fellow employees, customers, suppliers, contractors or IPC Health.
- 9.4.3 You must not deliberately misuse or damage organisational property in your possession.

## **Associated frameworks, policies, procedures and guidelines**

Disciplinary Policy

Gift Policy

Information Technology (IT) Policy

Child Safe Policy

Bullying in the Workplace Policy

Performance Improvement Policy

Equal Opportunity Policy

Harassment Prevention Policy

## **Associated standards**

Child Safe Standards

QIP standards 1.2, 1.3

National Safety and Quality Health Service Standards, 1.1

## **Associated legislation**

Child Safety and Wellbeing Act 2005

Fair Work Act 2009

Equal Opportunity Act