Message From The CEO:
Albury Wodonga Health (AWH) expects that all its employees will always display the highest standards of professional and ethical behaviours, values and personal conduct when serving the needs of our patients and community.

The Code of Conduct is essential in establishing the desired culture at AWH and reflects our current strategic priorities. It reinforces personal responsibility of all employees to interact in a positive, inclusive way and in being committed to making AWH an inspirational and rewarding place to work.

AWH is committed to promoting and celebrating and adhering to its adopted values:
◊ Patient and client focused.
◊ Equity.
◊ Trust.
◊ Ethical.
◊ Respect.
◊ Compassion.
◊ Accountability.
◊ Teamwork.

The AWH Code of Conduct provides a public statement on it’s social responsibilities, accountability and how AWH aims to be perceived which helps to assure public trust in the administration and supports strong community values. Compliance with the Code of Conduct will foster and maintain employee, patient and public trust and confidence in the integrity and professionalism of all it’s employees.

It is an expectation that all employees at all times adhere to the Code of Conduct.

Leigh McJames
Chief Executive Officer
Objective:
AWH requires a Code of Conduct as we believe operating with integrity and high ethical standards is the way we will do business.
This Code of Conduct provides a valuable guide to ethical issues that may arise from time to time in your contacts with fellow employees, consumers and the general public.
The Code cannot describe all laws regulations or policies that apply to a specific situation.
Instead the Code creates a framework of ethical standards within which all employees must operate. Those standards can sometimes be higher than the minimum legal obligations.
The Code is an important reference guide for AWH to operate with integrity and ethical standards.
As an employee of AWH, reading and understanding the Code of Conduct is an important first step in getting to know our culture and expectations. The Code is fundamental in demonstrating and understanding the ethical and integrity standards.

Compliance With Legislation, Policies And Procedures:
The AWH Code of Conduct was written with reference to both the New South Wales (NSW) Health Code of Conduct and the Victorian Public Sector Employees Code of Conduct, and is consistent with applicable legislation in both NSW and Victoria. The Code also reflects the relevant AWH policies and procedures.
AWH employees must ensure they are aware of and comply with all relevant legislation, policies and procedures. Non-compliance will result in disciplinary action.

The Code Applies To All Of Us:
Every one of us has an obligation to read and understand the Code of Conduct. The Code applies to every AWH employee, including the Board, Senior Leadership Directors, Directors Managers contractors, students and volunteers.
We are responsible for our own compliance with the Code, to report suspected violations and to cooperate in the organisations investigation of potential violations.

The Chief Executive Officer (CEO), Directors and Managers have responsibility to ensure that the employees they supervise are aware of and understand their individual and collective responsibilities under the code.
**Definitions:**
The following definitions are provided to assist staff and managers in understanding the context within which the terms are applied.

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<tr>
<th>Reference Term</th>
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<tr>
<td>Bribe</td>
<td>Means money, reward or service offered to procure action, decision, or preferential treatment in favour of the giver or another person.</td>
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<tr>
<td>Conflict of Interest</td>
<td>Means any private or personal interest, which could prejudicially influence, or be perceived to influence, a person in the performance of his or her public or professional duties.</td>
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<td>Disciplinary Action</td>
<td>Refers to action by AWH, to discipline an employee for unsatisfactory or unacceptable performance, behaviour and/or conduct or breach of AWH policies, procedures or legislation.</td>
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<td>Employees</td>
<td>Any individual that works for AWH such as full-time, part-time, temporary and casual employees; contractors, volunteers, and those funded by grants or other organisations.</td>
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<tr>
<td>Ethics</td>
<td>The guiding values, principles and standards that enable people to determine how things should be done and how they should act. Ethics refers to the judgements that people make and the process that determines those judgements. It is the process by which people make value based decisions which ultimately guides their actions and behaviours.</td>
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| Gifts              | Gifts are unsolicited and meant to convey a feeling of goodwill on behalf of the giver and where there is no expectation of favours or repayment. Some examples of these types of gifts could include:  
   - Clothes.  
   - Products; and/or  
   - Tickets. |
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<tr>
<td>Hospitality</td>
<td>Hospitality is the provision of food or beverages, travel, accommodation or entertainment offered to convey goodwill on behalf of the giver for which there is no expectation of favours or repayment. Hospitality is a form of Gift but for the purpose of this policy is dealt with separately.</td>
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| **Independent Broad-Based Anti-Corruption Commission Act 2011 (Vic)** | **S 54**: It is an offence to (unless an exception applies) prevent or hinder the forwarding, unopened, of a letter:  
- Addressed to the IBAC from a detained person; or  
- To a detained person from the IBAC.  
**S 185**: If a body corporate commits an offence against this section, an officer of the body corporate also commits an offence against the provision if the officer:  
- Authorised or permitted the commission of the offence by the body corporate; or  
- Was knowingly concerned in any way (whether by act or omission) in the commission of the offence by the body corporate.  
**S 185**: If a body corporate commits an offence against this section, an officer of the body corporate may also commit an offence against the provision, whether or not the body corporate has been prosecuted for, or found guilty of, an offence against that provision. |
| Mandatory Reporting                                | In Victoria, mandatory reporting is a legal obligation and as such, carries a penalty if you fail to act. It is important to note that mandatory reporting legislation overrides any professional code of conduct or ethical guidelines that may apply to your particular profession.  
Mandatory reporting was introduced in 1993 with an amendment to the Children's and Young Person's Act 1989. This amendment required certain professionals to report suspected cases of child abuse to Child Protection in Victoria. |
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| **Mandatory Reporting** | The Children, Youth and Families Act 2005 replaced the Children's and Young Person's Act 1989, and contains current mandatory reporting legislation. A professional is mandated to report if he or she is one of the following:  
✦ A Registered Medical Practitioner.  
✦ A Nurse registered under the Health Professionals Registration Act 2005.  
✦ A person who is registered as a Teacher under the Education and Training Reform Act 2006 or has been granted permission to teach under that Act.  
✦ The principal of a Government school or a non-government school within the meaning of the Education and Training Reform Act 2006.  
✦ A member of the Police Force. |
| **Mental Health Act 2007 (NSW)** | S 69: Staff must not wilfully strike, wound, ill-treat or neglect a patient or person detained at a designated MH facility under the Act.  
S 138 / 157: Staff must comply with MHRT summons to attend / produce evidence.  
S 161: Staff must not refuse, neglect or for any reason fail to obey or comply with an order, direction, decision or determination, under the Mental Health Act or any other Act, of the Tribunal.  
S 162: It is an offence to, without the consent of the Tribunal, publish or broadcast the name of any person: to whom a matter before the Tribunal relates; or who appears as a witness before the Tribunal in any proceedings; or who is mentioned or otherwise involved in any proceedings under the Mental Health Act or the Mental Health (Forensic Provisions) Act 1990, whether before or after the hearing is completed. |
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<td>S 162A</td>
<td>Staff must comply with any reasonable request made by the Tribunal.</td>
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<td>S 189</td>
<td>Staff must not disclose any information obtained in connection with the administration of the Act or the Mental Health (Forensic Provisions) Act 1990 (NSW) or the regulations, unless the disclosure is made:</td>
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<td>♦</td>
<td>With the consent of the person from whom the information was obtained; or</td>
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<td>♦</td>
<td>In connection with the requirements and administration of the Act or the Mental Health (Forensic Provisions) Act 1990 (NSW); or</td>
</tr>
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<td>♦</td>
<td>To a designated carer or principal care provider of a person in connection with the provision of care or treatment to the person under this Act or the Mental Health (Forensic Provisions) Act 1990; or</td>
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<tr>
<td>♦</td>
<td>For the purposes of any legal proceedings arising out of this Act or the Mental Health (Forensic Provisions) Act 1990 or the regulations or of any report of any such proceedings; or</td>
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<td>♦</td>
<td>For a purpose referred to in health privacy principle 10 (1) (f) (research) under the Health Records and Information Privacy Act 2002 (NSW); or</td>
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<td>♦</td>
<td>With another lawful excuse.</td>
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<td>S 204</td>
<td>It is an offence to, without reasonable excuse:</td>
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<td>♦</td>
<td>Fail to attend the MHT as required by a summons unless they have been excused or released from attendance by the Tribunal; or</td>
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<td>♦</td>
<td>Fail to produce any document referred to in the summons that is in their possession.</td>
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<td>S 205</td>
<td>It is an offence to knowingly give false or misleading information to the Tribunal.</td>
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<td>S 206</td>
<td>It is an offence to:</td>
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<td>♦</td>
<td>Insult a member of the Tribunal in relation to the member exercising his or her powers or functions as a member; or</td>
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| Mental Health Act 2014 (Vic) | ♦ Repeatedly interrupt a hearing of the Tribunal; or
♦ Create a disturbance or take part in creating or continuing a disturbance in or near a place where the Tribunal is sitting; or
♦ Do any other act or thing that would, if the Tribunal were the Supreme Court, constitute contempt of that Court. |
| | S 264: It is an offence to, by threats, intimidation, undue influence or coercion, persuade or attempt to persuade another person: |
| | ♦ Not to make a complaint to the Commissioner; or
♦ To withdraw a complaint made to the Commissioner. |
| | S 264: It is an offence to dismiss another person, refuse to employ or engage another person or subject another person to any detriment because the other person: |
| | ♦ Intends to complain, or has complained, to the Commissioner; or
♦ Has not withdrawn, or refuses to withdraw, a complaint made to the Commissioner. |
| | S 347: Staff must not collect or use, or attempt to collect or use, health information from an electronic health information system unless the collection or use of the information is reasonably required by: |
| | ♦ A mental health service provider for the purposes of providing mental health services to the person to whom that information relates; or
♦ The Chief Psychiatrist or the Secretary to perform his or her functions or exercise his or her powers under the Act; or
♦ The Tribunal for the purposes of performing its functions or exercising its powers under the Act; or
♦ The Panel for the purposes of performing its functions or exercising its powers under the Act or the Crimes (Mental Impairment and Unfitness to be Tried) Act 1997 (Vic). |
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| Mental Health Act 2014 (Vic) | S 358: It is an offence to:  
- Give information, prepare a document or make a statement required to be given or made under the Act that they believe to be false or misleading in any material particular; or  
- Produce a document under the Act that they know to be false or misleading in a material particular without indicating the respect in which it is false or misleading and, if practicable, providing correct information.  
S 359: It is an offence to, without lawful authority, destroy or damage any record required to be kept in accordance with the Act or the regulations. |
| Misconduct | Includes the following:  
- Misdemeanours, including inappropriate behaviour.  
- Failure to comply with organisational policies.  
- Serious incompetence; and  
- Failure to properly discharge responsibilities. |
| NSW Health Policy | All policy documents applicable to the NSW Health system are issued by the Ministry of Health through the Policy Distribution System. AWH have systems in place to distribute policy documents to staff and organisations under their control and to monitor compliance. |
| Procedural Fairness | Refers to the employer’s duty to treat employees fairly and give them the opportunity to correct poor performance or behaviour as well as providing an opportunity to respond and the response be considered. |
| Serious Misconduct | As defined in the Fair Work Regulations (2009) and is considered to be matters of such seriousness that the employment relationship is unable to continue. Includes the following for example:  
- Dishonesty including theft.  
- Assault.  
- Fraud.  
- Releasing confidential information to competitors |
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<td>Serious Misconduct</td>
<td>♦ Seriously inappropriate behaviour including drunkenness, physical and verbal fighting, sexual harassment.</td>
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<td></td>
<td>♦ Conduct that includes imminent and serious risk to a person’s health or safety.</td>
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<td>♦ Conduct that includes imminent and serious risk to the reputation, viability or profitability of the organisation.</td>
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<td>♦ Serious neglect of duty.</td>
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<td>♦ Gross insubordination and abuse; and</td>
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<td>♦ Serious and wilful disobedience.</td>
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<td>The cause of serious and imminent risk to the health and safety of a person or the reputation, viability or profitability of the business.</td>
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<td>Victorian Inspectorate Act 2011 (Vic)</td>
<td><strong>S 92A:</strong> It is an offence to (unless an exception applies) prevent or hinder the forwarding, unopened, of a letter: addressed to the Victorian Inspectorate from a detained person; or to a detained person from the Victorian Inspectorate.</td>
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Albury Wodonga Health’s success depends on trust and respect for each other. Teamwork is core to this.
Respectful Workplace:
Staff must treat all people in the workplace with dignity and respect. AWH is committed to providing our employees with a work environment free from bullying, harassment, intimidation, and other inappropriate behaviour. Examples of harassment can include but are not limited to:

- Unwanted sexual advances and/or requests for sexual favours.
- Verbal or physical conduct of a sexual nature.
- Offensive talk, jokes, pictures and comments that involve race, colour, sex, sexual orientation, gender identity, age, religion, creed national origin, disability or other protected categories.

Examples of bullying, intimidation or inappropriate behaviour can include but are not limited to:

- Shouting or screaming in anger.
- Calling of names.
- Profanity directed at another person.
- Threats and intimidation.
- Public teasing / ridicule.
- Intentionally excluding a person from a group.

Diversity And Inclusion And Non-Discrimination:
AWH is committed to having a diverse workforce through equal opportunity. AWH will:

- Recruit, promote and support the professional development of a diverse workforce.
- Hire, train and promote based on ability, achievement, experience and conduct and without regard to the employees race, ethnicity, colour, gender, sexual orientation, age, religion, creed, national origin, gender identity, disability or other categories protected by applicable law and the Charter of Human Rights.
- Recognise and utilise the diversity of each other's talents, abilities and experiences.
- Be open to all perspectives and help others feel comfortable expressing those perspectives.
- Unlawful discrimination in employment and occupation.
Human Rights:
AWH is committed to recognising human rights. We prohibit the following practices and will not knowingly do business with any individual or company that participates in the following practices:

- Physical punishment.
- Female abuse and all other forms of human abuse.
- Unlawful discrimination in employment and occupation.

Freedom Of Association:
AWH is committed to respecting our employees right to freedom of association, including:

- The right to organise in accordance with national laws and practices.
- The right to collective bargaining through representatives of their own choosing.
- The right of their chosen representatives to have reasonable access to our employees in order to represent them.
- The right to engage in protected activities.
- The right to refrain from such activities.

Social Media:
Social media outlets are an important method of personal and business communications. AWH must, however, use care and consideration in posting or sharing anything online.

- Personal Social media should not be used while on duty at work.
- There should be no expectation of privacy if you participate in social media while on duty at work.
- Only authorised employees may use social media on behalf of AWH.
- Persons not authorised to use social media on behalf of AWH cannot make comment, or express opinions on behalf of AWH.
- Never disclose at any time any confidential information, including patient or co-worker details when using social media.
- Personal social media should not be used to criticise or be disrespectful to the organisation, work colleagues or patients.
- Be courteous, respectful and use good judgement in what you say online.
- Never post anything that is defamatory, discriminatory, harassing or retaliatory.

If you have any questions about posting anything online in relation to AWH contact your Team Leader for further assistance.
Protecting AWH resources in order than we can meet the expectations of our patients, clients and community.
**Employee Obligations:**

All employees have an obligation and duty of care to:

- Comply with prevailing community standards of equity, justice, fairness and compassion in dealing with others within and beyond AWH.
- Perform their duties in a responsible and professional manner, with due regard for AWH policies and other legal requirements and obligations.
- Exert responsible stewardship of AWH resources.
- Promote and protect AWH’s reputation in the wider community; and
- Act appropriately when a conflict arises between their self-interest and their duty to AWH.
- Adhere to the AWH Occupational Health and Safety (OH&S) policy, procedures and guidelines.

**Personal Conduct:**

All employees are expected to:

- Adhere to the AWH values.
- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights.
- Always act honestly, in good faith, and respectful of the trust placed in them.
- Respect each individual’s rights to privacy and keep personal information in confidence.
- Consider the impact of their decisions and behaviour on the well-being of others.
- Refrain from acting in any way that would unfairly harm the reputation and career prospects of other employees.
- Refrain from any form of conduct, in the performance of his or her duties, which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or partial performance of his or her duties.
- Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation or illness.
- Carry out lawful and reasonable directions given by any person having the authority to give such directions.
- Give effect to the lawful policies, decisions and practices of AWH.
- Act within the delegations assigned to the position.
- Strive to obtain value for money and avoid waste and extravagance in the use of AWH resources.
- Ensure that all advice given in the performance of their official duty is accurate, impartial, complete and timely.
- Refrain from engaging in outside business or employment that may conflict with, or adversely affect, his or her work without firstly obtaining the approval of the CEO and or Director.
- Refrain from making comments to the media on AWH related matters unless authorised to do so.
- Refrain from providing information without approval to any patient, or member of the community.
- Refrain from allowing personal relationships to affect professional relationships; and
- Seek advice from an appropriate manager where a colleague’s behaviour is perceived to be in breach of the Code of Conduct, and report any suspected corrupt, criminal or unethical conduct to Director People, Culture and Development.

**Professional Conduct:**

All employees are expected to:

- Perform their duties diligently, impartially, conscientiously, with integrity, and to the best of their ability.
- Take responsibility for the health and safety of themselves and others when carrying out their duties.
- Keep up to date with advances and changes in the body of knowledge and the professional and ethical standards relevant to area of expertise.
- Strive to always achieve the highest service and professional standards.
- Comply with any relevant legislative, industrial or administrative requirements including observance and application of anti-discrimination policy.
- Maintain adequate documentation to support any decisions made.
- Take no improper advantage of any official information gained in the course of their employment.
- Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities. With the exception of authorised and lawful industrial action.
- Follow the AWH Vulnerable Children and Unborn Babies at Risk of Harm Procedure (PRO 1407) in relation to the care and treatment of children and young people.
- Report any behavior or circumstances that leads me to suspect reportable conduct towards a child by another staff member, family member, person, hospital volunteer to my Supervisor or the designated person within AWH.
Conflicts Of Interest:
When conducting AWH business, we each have a duty to act in the best interest of the organisation and to avoid actual, potential and perceived conflicts of interest. A conflict of interest arises when personal interests, activities, or relationships (interfere) creates a risk that your (with your objectivity and loyalty) professional judgement as an employee of AWH will be influenced by these personal interest activities or relationships. to AWH. Some conflict of interests are obvious, such as kickback payments for awarding business. Others may be less obvious, such as conducting business with a firm owned by a close family member, even when that firm appears to be offering best value. Any concerns you have regarding actual, potential or perceived conflicts of interest should be discussed with your Team Leader or with Chair of the Audit and Risk Committee. We should each:

- Avoid actions that create or even appear to create conflicts of interest with the organisation.
- Never use your position for improper personal gain.
- Raise, as soon as known, any potential, perceived or actual conflicts of interest with your Team Leader or Chair of the Audit and Risk Committee.

Examples Of Conflicts Of Interest Are:

Outside Employment:
- A close relative is employed by, provides services for, or receives payment from a supplier or potential supplier.
- A close relative owns a business that does business with AWH.
- You have another job or interest that interfere with your ability or objectivity to do your job with AWH.
- You conduct business on the side for personal gain with any vendor, supplier or contractor of AWH.

Financial Interests:
- You or a close relative has an investment or other financial interest in a privately owned supplier to AWH.
- You or a family member owns more than 1% of stock of any supplier of AWH.

Speeches and Presentations:
- You are offered a fee for outside speeches or presentations in connection with your work at AWH.

Personal Relationships:
- You supervise, or are supervised, by a close relative or partner.
- You are considering hiring a close relative or partner as an employee or contractor.
Public Service:
- You volunteer at a charity or other organisation that is considering an issue involving AWH.
- You raise money for charity during work hours (except where sponsored by AWH).
- You ask, or asked by, patients, clients, carers or suppliers to make charitable donations (except where sponsored by AWH).

Boards:
- You are considering accepting a Board appointment but you are concerned that the commitment may interfere with your job.
- You are on a Board that is considering a decision that may affect AWH.

Political Relationships:
- You work on a political campaign during work hours.
- You are expressing political views in a setting where your audience may think you are speaking on behalf of AWH.
- You make contributions or payments to political parties or candidates on behalf of AWH.

Use Of Organisation Resources:
Staff will use all equipment, goods and materials provided to them at work for work related purposes only. At AWH we are committed to protecting the resources of that are under our control. Organisation resources include, but are not limited to:
- Monetary funds.
- E-mail and internet access tools.
- Telephones, copiers, and fax machines.
- Product inventory and supplies (including drugs).
- Computers, laptops, mobile phones, tablets, printers and other technology resources.
- Confidential information and records.
- Vehicles, equipment, machinery, tools and spare parts.
Each AWH employee must look to:
- Use AWH resources responsibly to ensure that they are not misused or wasted.

Code Guide:
Questions & Answers:
Q. A friend of mine who is an owner of a supplier to AWH has asked me to invest in his Organisation. Can I make this investment provided I declare my interest to AWH?
A. No. Investing in an AWH supplier is a conflict of interest and disclosing your interest does not remove the conflict.
• Manage budgets, expenses and other funds accurately.
• Follow AWH procedures on travel and expense policies which are designed to minimise cost and maximise efficiencies.
• Be attentive to security and situations that might lead to loss, theft, or misuse of AWH resources.
• Keep personal use of AWH resources to a minimum.
• Always use your own user ID and password while on an AWH computer.
• Never share your password with anyone.
• Treat Organisation assets with care and avoid any use that might lead to loss or damage.

**Workplace Safety:**

AWH believes that all occupational injuries and illnesses are preventable and can be eliminated. AWH believes that nothing we do is worth an injury to one of our staff. No goal, cost saving, time saving or other improvement will hinder this.

AWH is committed to:

• Providing a safe working environment.
• Making ‘Workplace Safety’ a core value.
• Integrating our belief that all workplace injuries are preventable.
• Implementing a continually improving workplace safety performance.
• Expecting all AWH staff to contribute to safety improvements.
• Honestly capturing and reporting all safety issues or near misses.

**Code Guide:**

Staff must look out for their safety and the safety of all others in the workplace. Remember these three basic commitments to workplace safety in your daily activities

1. **Look after yourself.** I will not perform any task I consider unsafe or that I am not properly trained for or have the right tools and equipment to do.

2. **Look after your co-workers.** I will immediately question anyone performing, or about to perform, a task I consider unsafe. I will prevent anyone from performing a task which they are not properly trained to do.

3. **Listen to your co-workers.** I will stop what I am doing if one of my co-workers highlights an issue with the task I am performing. I will respect my co-workers concern and work on resolving the issue with goodwill, requesting assistance where necessary.
**Workplace Violence:**

AWH is committed to a violence free workplace. We must each:

- Report any act, whether physical or psychological which threatens or harms an employee in a violent or potentially violent manner.
- Not posses, or use, any weapon on AWH premises or a AWH functions.

AWH will treat any possibility of workplace violence very seriously.

**Drugs And Alcohol:**

AWH is committed to a drug free workplace.

- Employees must not manufacture, possess, sell, use or be under the influence of alcohol, non-prescribed drugs, narcotics, or any other controlled substance as defined by applicable laws while at work.
- This excludes legally obtained prescription drugs to the extent such use does not impair job performance.
- This excludes alcoholic beverages served and consumed as part of an authorised AWH event / function.

If alcohol or drugs are effecting your job performance, or the performance of others, AWH provides access to the confidential Employee Assistance Program (EAP).

**Patients, Clients And Carers:**

We will never compromise patient safety or quality. The fundamental goal of all AWH employees is to provide safe, reliable and responsive patient care.

We will meet or exceed all legal and regulatory requirements and national standards for patient safety. Our commitment is:

- We will work every day to earn the trust of our patients, clients and consumers.
- Our actions and decisions will have our patients, clients and carers interests at their core.
- Each one of us is responsible for delivering high quality care.
- Each one of us is responsible for knowing the care standards and how to apply them.
- We will never do anything that will undermine the trust our consumers and community place in us to deliver their healthcare requirements.
- Our reputation for providing safe, reliable and responsive care is an asset.
- Each of us has a responsibility to stop, step back and ask when we see quality being negatively affected.
Data Privacy:
All staff will ensure that they keep all information they may obtain or have access to, in the course of their work, private and confidential. The trust of our patients and clients is paramount.

As part of our everyday work many of us have access to personally identifiable information of our patients, clients and staff. National and State laws impose responsibilities on the organisation and employees to protect and lawfully use that personally identifiable information. Failure to meet our responsibilities could result in legal action, both civil and criminal, as well as potential government actions, fines, penalties and damage to AWH’s reputation.

Information must be maintained, kept confidential and used in accordance with the NSW State Government Privacy and Personal Information Protection Act 1998, and Health Records and Information Privacy Act 2002 and the Victorian State Government Information Privacy Act 2000 and Health Records Act 2001 and the terms of AWH’s policy on Data Privacy.

Code Guide:
Questions and Answers
Q. Does the code apply differently to senior staff?
A. No.
The code applies to all staff equally no matter their position in the organisation.

Q. Will I, or my Team Leader, get in trouble if I make a report?
A. No.
Neither You nor your Team Leader will get in trouble for making an honest report. We are all responsible for our own compliance with the Code, to report suspected violations, and to co-operate in the Organisation’s investigation of potential violations. Investigations will be conducted in an objective, fair and confidential way to ensure effected employees are protected. All concerns raised in regard of the Code will be investigated.

Q. My Team leader suggests a ‘shortcut’ in the documented task to speed the process up. I want to make things flow quicker but I don't feel safe doing this. . What should I do?
A. Stop.
Question the shortcut and report it. Never compromise your own or others safety for a delivery goal, cost or time saving. Every employee has the right to refuse to do work reasonably perceived to be unsafe or dangerous to personal health and safety.

Q. I heard a team member threaten a co-worker who is afraid to report the incident. What should I do?
A. Report the incident immediately to your Team Leader or other available resource. You have a responsibility to act when you know of a threat or risk to any of our people.
Fair Dealing With Suppliers:
AWH is committed to fair dealing with our suppliers.
- We will not mislead, misrepresent, deceive or take unfair advantage of suppliers.
- We will follow AWH’s sourcing processes before appointing suppliers.
- Buy from suppliers based on appropriate business considerations.
- When buying goods or services on behalf of AWH, treat all potential suppliers fairly and honestly.
- Never indicate to any supplier that our relationship with them may be affected by personal favours, gifts or donations.

Environment:
AWH is committed to operate in a way that protects the environment and promotes the sustainable use of resources. We should each:
- Know and comply with applicable environmental laws and regulations.
- Support sustainable use of natural resources including water conservation.
- Support the beneficial reuse or recycling of waste.
- All employees are expected to act as responsible citizens and environmental stewards by adhering to laws, regulations and standards concerning the environment.

Violations Of Accounting Practices And Internal Controls:
The failure to comply with the organisations accounting practices, internal accounting controls or auditing practices could have severe consequences for AWH, its employees and the community. Any concerns with respect to these matters should be reported to:
- CEO; or
- Office of the CEO; or
- Chair of the Audit and Risk Committee.

Fraud Prevention:
All fraudulent activities (at) are strictly prohibited. AWH expects employees to:
- Act with honesty and integrity when working with materials, funds and financial reporting systems.
- Prevent, detect and report fraud.

Some examples of fraud are as follows:
- Stealing cash, inventory, product, and other assets.
• Using organisation funds to buy equipment, supplies or materials for personal benefit.
• Receiving money or gifts from suppliers in exchange for giving AWH business.
• Submitting false or misleading requests for reimbursement.
• Collecting workers compensation claims when you are no longer injured or affected by the incident.
• Writing off recoverable assets for personal benefit.
• Using Organisation assets for personal benefit.
• Falsifying time records or rosters.
• Making entries in the accounting system that are not valid.
• Authorising or receiving payment for goods not received or services not performed.
• Authorising or receiving payment for hours not worked or expenses not accrued and documented.
• Forgery of any type.

**Code Guide:**
**Questions and Answers**

**Q.** My brother is a contractor who wishes to provide services to the hospital. Is he allowed to perform services at AWH facilities?

**A.** It depends. Your brother may approach AWH as long as you have no responsibility for procuring these services or contractor selection process. You should inform your Team Leader about the situation.

**Q.** I am doing volunteer work for a local charity. Every month they need me to make copies of flyers. I bring my own paper from home; is it ok to use the office equipment?

**A.** No. Occasional incidental use would be acceptable, but this appears to be a regular activity. Even if you are using your own paper you are still using AWH toner, ink and resources. Check with your Team Leader on this and if it also encroaches on a conflict of interest.

**Q.** I have received an email from a colleague that pokes fun at a local football team. I have copied this to my team. Is this misuse of Organisation resources?

**A.** Yes. Emailing, or forwarding email with non-work related content or inappropriate content is a breach of the Code. Emails like this could also contain viruses that put the IT infrastructure of AWH at risk. You have a responsibility to stop and delete these emails and, if you feel comfortable, speak to the person sending them asking them not to send such emails anymore.
Gifts, Entertainment And Other Favours:

Accepting or giving gifts, entertainment, and other favours may create a potential, perceived or actual conflict of interest or even violate state / federal laws. Gifts, entertainment and other favours means anything of value. Examples of these include, but are not limited to: meals, lodging, discounts, prizes, travel, tickets, and money in any form, stock or supplier products.

In the course of your work at AWH you may be offered gifts, entertainment, or other favours from suppliers, Sales Reps or other business contacts. You may feel accepting them is polite or won’t affect your behaviour but it may cause some people to feel that they should do something in return. This may effect making decisions in the best interest of AWH.

To prevent such situations you should comply with the following guidelines. Generally the only kinds of gifts or entertainment that you may accept form anyone are:

- Infrequent gifts of low value, such as pens, calendars or small promotional items related to the business at hand.
- Occasional reasonably priced meals.
- Occasional attendance at sports, theatre or other cultural events.

If you are uncertain about whether a gift, meal or event is appropriate for you to accept discuss this with your Team Leader.

Any gifts that are accepted must be noted in the Gift Register which is maintained by the Supply Department.

If you receive anything that does not meet these guidelines, you should return it and explain that our policy does not allow you to keep it. If you believe this would violate a cultural or social custom speak to your Team Leader or the Office of the CEO for a solution.

If you are in doubt about accepting gifts, entertainment or other favours seek guidance from your Team Leader or the Office of the CEO.

Staff should not request donations from local businesses for fund raising activities unless it has been authorised by their Senior Leadership Director. Such fundraising activities shall only be for goods and equipment for AWH. No personal fund raising shall be undertaken under the auspices of AWH.

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**Code Guide:**

A guide to accepting gifts, entertainment and other favours would be to ask yourself if someone in your team found out would you feel embarrassed or would they question it? If the answer is yes then don’t accept.
Providing safe, reliable and responsive patient care is our fundamental objective.
Reading The Code Is Just The Start:
AWH expects everyone to act ethically, legally, and in compliance with the Code of Conduct at all times. Doing what’s right is what our community expects and trusts us to do. Each of us is responsible for our own compliance with the Code, to raise suspected violations, and to cooperate in the Organisation’s investigation of suspected violations. You cannot lose your job or your benefits, or be demoted, suspended, threatened, harassed, or discriminated against for raising a Code of Conduct concern in good faith.
The Code is intended to provide guidance on what is right when dealing with Patients, Clients, Carers and Suppliers and other members of the AWH team.
The onus is on individual staff members to be familiar with the Code, its contents and the relevant AWH Policies and Procedures.

Obligations In Receiving Reports:
Any Manager or Supervisor who receive reports of potential Code violations play a vital role in maintaining the Code. AWH encourages all Team members to speak to their Team Leaders about concerns. On receiving potential reports Team Leaders (and others) need to:
- Make sure they know and understand the Code and model behaviour consistent with the Code.
- Act to stop violations of the Code by team members.
- Let team members know that you are available to discuss any concerns.
- Take reporting seriously.
- Feel free to seek guidance before responding.
- Raise all concerns to the appropriate level and function.

On a potential violation being reported to you, you should:
- Support the team member raising the concern.
- Never ignore concerns.
- Ensure that no retaliation occurs as a result of reporting a suspected violation of the Code.
Share Your Concerns Without Fear:
If you become aware of a Code of Conduct issue, there are many reasons that you may not want to tell anyone. You might not be sure it happened; you might be afraid to ‘cause trouble’; or that someone will ‘get back’ at you. You may also think it is someone else’s responsibility. Doing the right thing means speaking up.

Any concerns that raised will be treated confidentiality.
Employees who come forward with concerns play an important role in maintaining our integrity and ethical workplace.
You have a responsibility to share information so the organisation can respond quickly and take appropriate action. One of the most important ways you can make a difference is being aware of any unethical or illegal workplace activity and reporting it.

Protected Disclosure:
Our organisation is committed to protecting the rights of those individuals who report Code of Conduct issues in good faith. Our organisation will support a person who:
- Reports what he or she believes is a violation of our Code, Policies or the Law.
- Raises a compliance question or seeks advice about a particular business practice, decision or action.
- Cooperates in an investigation of a potential violation
You cannot lose your job, be identified, be demoted, suspended, threatened, harassed or discriminated against for raising a Code of Conduct concern honestly or for truthfully participating in an investigation. Employees engaged as investigators of any violation are also protected by this Protected Disclosure Policy.

Reporting Dishonestly:
Staff must abide by all legal and policy reporting obligations.
Reporting honestly means that you have, in good faith, a belief that the Code of Conduct has been violated, even if the actual violation cannot be verified. Filing a report to retaliate against another individual, gain advantage in a personal conflict, or to harass or intimidate does not constitute reporting honestly.
If you believe someone is retaliating against you, please report it as you would a violation of the Code.
Violations Of The Code:

Staff must be aware of, and abide by, this Code of Conduct. Violations of the Code of Conduct are serious. Any such violation of the Code, AWH policies or the Law may result in disciplinary action.

The level of action depends on the severity of the violation and can include termination of employment. Breaches of the Code of Conduct may also be a violation of the law and you may also be subject to the outcome of criminal and/or civil proceedings imposed by a governmental agency or a court. Reporting of suspected violations of the Code of Conduct is critical so that the organisation can deal with and solve such problems. For that reason everyone within AWH has an obligation to:

- Honestly report suspected violations of the Code of Conduct.
- Raise all concerns to the appropriate level and function.

There are several resources available to you in reporting suspected violations your Team Leader. If you do not want to tell your team leader you can go to:

- Another Team Leader.
- Any member of the Executive Management Team Senior Leadership team?
- Any member of the Board of Directors do you want this? If its about the CEO?
- Department of Health and Human Services.
- NSW Health.

If you do not understand any part of the Code please contact your Team Leader for clarification.

Code Guide:
Questions and Answers

Q. I have a concern but it’s not mentioned in the code of conduct document. Does that mean there is no problem?
A. No. The Code of Conduct cannot possibly cover every question or ethical standard. If something doesn’t seem right to you ask your Team Leader or one of the other people listed.

Q. Does the code apply differently to senior staff?
A. No. The code applies to all staff equally no matter their position in the organisation.

Q. Will I, or my Team Leader, get in trouble if I make a report?
A. No. Neither You nor your Team Leader will get in trouble for making an honest report. We are all responsible for our own compliance with the Code, to report suspected violations, and to cooperate. In the Organisation’s investigation of potential violations. Investigations will be conducted in an objective, fair and confidential way to ensure effected employees are protected. All concerns raised in regard of the Code will be investigated.
## RELATED DOCUMENTS

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**MARCH 2017**