



Code of Conduct

Category: Human Resource Management Policy

POLICY

Employees shall be required to present a professional image at all times.

Employees shall perform their duties in a friendly personal manner to ensure a high level of service.

Where an employee fails to adhere to the Code of Conduct or other BCH policy they will be counselled in accordance with the disciplinary procedure.

Behaviour Towards Clients

Staff members must:

- Maintain all client information in the strictest of confidence with regard to all applicable legislation, including Information Privacy Act and the Health Records Act and BCH Privacy and Confidentiality policy and employment contracts.
- Respect all clients by maintaining an unconditional positive regard for them and ensuring a non-possessive, non-punitive, non-authoritarian and professional relationship with them. Interventions should not be harmful to clients either emotionally, physically or psychologically.
- Recognise that the best interest of the client may be served by referring that person to another agency or professional.
- Provide quality service as promptly as possible.
- When unable to resolve issues / dilemmas staff members should bear in mind:
 - BCH protocols and procedures
 - Referral to supervisor
- Prevent the exploitation of a client by:
 - Abstaining from all sexual relationships with any BCH client
 - Compensating at market price any work performed by a client for a worker either for professional or personal gain
 - Not conducting any covert transactions
 - Not accepting any substantial gifts. Refer to Supervisor if clarification is required
 - Adhere to professional and ethical standards, legislative requirements, policies and agreed protocols.

Behaviour Towards Other Staff Members

Staff members must:

- Work collaboratively with other staff members, recognising their professional and individual strengths and the importance of a team approach.
- Respect diversity.
- In situations of conflict follow BCH Staff Grievance Procedures for problem resolution.

- Demonstrate a commitment to providing the highest quality of care through professional / personal effort.



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Behaviour Towards Other Agencies

Staff members must:

- Be respectful about services provided by other responsible agencies.
- Show willingness to assist and liaise with other service providers and to use these agencies for the direct benefit of the client.
- Respect other organisational cultures. If a problem is identified in relationships with another agency this should be raised with the relevant line manager.
- Demonstrate commitment to the development of positive networking relationships which enhance professional development and positive client outcomes.
- At all times represent and market BCH in a positive manner.

Self-regulating Behaviours

Staff members must:

- Realistically assess their own personal strengths, limitations, biases, vocational strengths and effectiveness and remain open to feedback.
- Refrain from behaviour which reflects badly upon the program and BCH.
- Participate in supervision of work practice.
- Make a commitment to take personal responsibility for continued personal growth through further education and/or training.
- Adhere to relevant mandatory reporting legislation with regards to professional practice of other health professionals.

Conflict of Interest

Conflict of interest exists 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 duties. Conflict of interests that lead to biased decision making may constitute unprofessional conduct.

You may be the only person aware of any potential for conflict of interest, therefore it is your responsibility to avoid any situation that may compromise your ability to perform duties impartially, and to avoid any situation that may reflect badly on you as an individual and / or BCH.

You are not permitted to provide direct care or support to family members, or clients where a personal relationship exists.

It is your responsibility to report any potential or actual conflict of interest to your team leader or the CEO. If you are uncertain if a conflict of interest exists, you should discuss the matter with your team leader or the CEO and attempt to resolve any conflicts which may exist.

Dress Code

Staff shall be dressed appropriately for their position, role, work environment and with due consideration to maintaining a professional image with the clients. Clothing

should be neat, clean and in good condition.

No employee shall be discriminated against based on their choice of dress, where that dress is worn on the grounds of ethnicity or any other area in which is it unlawful to discriminate against under the Equal



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Opportunity Act 1995.

Uniforms, Safety Wear and General Protective Clothing

Uniforms that are supplied by the organisation should at all times be maintained in clean and presentable condition. The organisation will make available protective clothing for the purpose of protecting normal work clothes where part of a person's duties include tasks which could soil, contaminate or damage normal work clothing. Safety wear such as gowns, gloves, hearing protection, glasses/goggles, safety shoes and headgear must be worn at all times in accordance with Occupational Health and Safety requirements, and infection control standards specified.

RATIONALE

Both employers and employees have professional, ethical and legal responsibilities related to their positions as employee/employer.

The organisation will support employees who act within their obligations and authority. However an employee acting without authority or unlawfully will not necessarily have the support of the employer for their actions.

SCOPE

This policy applies to all employees of BCH and contractors.

RESPONSIBILITIES

The CEO and Board of Directors are responsible for the monitoring of this policy. It is the responsibility of all staff to ensure that the policy is adhered to and to notify appropriate personnel in cases of breach of policy.

POLICY LEGISLATIVE BASE

- Health Act 1958 (State)
- Fair Work Act 2009
- Accident Compensation Act 1985 (state)
- Nurses Act 1993 (State)
- Equal Opportunity Act 1984
- Health Records Act 2001 (State)
- State and Commonwealth Privacy Legislation – Privacy Act 1988 (Cth)
- Health Practitioner Regulations National Law Act 2009

ASSOCIATED DOCUMENTS

- Relevant professional Standards and Codes of Ethics.



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POLICY HISTORY

Adapted From	BCH Code of Conduct
Distribution:	All Staff
Authorised by:	Chief Executive Officer
Policy Legislative Base	
Related Policies	
First Approved Date	15/12/2005
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