



Code of Conduct

Policy Statement:

All staff, volunteers, contractors, students and Honorary/Visiting Medical Officers are bound by the [Code of Conduct for Victorian Public Sector Employees](#). The Echuca Regional Health Code of Conduct (this document) has been developed to incorporate the above code while also adding to, and reinforcing some of these expectations.

All ERH Board Directors are bound by the [Code of Conduct for Directors of Victorian Public Entities](#) and the [ERH Code of Conduct](#).

Additionally, some ERH staff may have professional codes in which they are to comply. For ease of access for staff some of these codes are referenced in the External Documents section of this procedure. This list is not exhaustive.

Echuca Regional Health (ERH) has an obligation to maintain and promote standards of service, delivery and professional behavior that will sustain public confidence and trust. The Code of Conduct assists in establishing and maintaining the highest standard of professional and personal conduct whilst in attendance of ERH.

Personnel to which this policy applies:

- ERH Board Directors
- All ERH Staff;
- Volunteers;
- Contractors;
- Students; and
- Honorary/Visiting Medical Officers

Our Values and Behaviours

CARE Matters is ERH's framework that supports a culture of clinical, service and operational excellence aligned with the following organisational values;

Collaboration

- Works with team focus
- Cooperates with others and gains input and support to assist in achieving objectives
- We work with others to achieve shared goals

Accountability

- Monitors the impact of one's own behavior on others
- Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them

Respect

- Treats people fairly and openly
- Treats people with dignity
- Demonstrates personal standards of consistence, tolerance and patience.

Excellence:



- Consistently supports and follows organizational policies and procedures
- Actively participates in identifying opportunities to improve what we do

Employment and Compliance

Commitment to Diversity and Inclusion

ERH acknowledges the importance of the principles of diversity and inclusion both in our community and our workplace. ERH will actively provide an environment that supports, values and encourages diversity, inclusion and equity for our consumers and staff.

Further information can be found in the ERH Inclusion and Equity Policy and Anti-discrimination legislation.

Commitment to Reconciliation

- Echuca Regional Health (ERH) has developed the Reconciliation Action Plan (RAP) to improve the health of Aboriginal people. All ERH Staff are expected to understand the RAP and ensure they act in accordance with the RAP.

Commitment to Human Rights

- ERH Staff are reminded of the obligation they have to respect and promote the human rights as set out in the Charter of Human Rights and understand human rights as they apply to their work.

For further information please reference the [Code of Conduct for Victorian Public Sector Employees](#).

Privacy and Confidentiality

- You must not disclose or share any of ERH information with any person who is not authorised to receive it.
- Your obligation to protect confidential information continues after you cease to be employed or engaged by ERH. At the cessation of your employment or engagement, you must return all confidential information in your possession to your manager and delete any copies of such information in your possession, custody or control, such that the information or data cannot be retrieved.

Further information can be found in the [Privacy and Confidentiality Policy](#).

Public comment

- Public comment on behalf of ERH will be directly provided by the CEO, the Board Chairperson or their nominated delegate, who is authorised to make a specific comment.
- This includes speaking engagements and providing information or comment through any media, including social media.

Staff must comply with the ERH [Media Protocol](#) and the [Social Media](#) policy.

Financial Probity and Accountability

- Individuals will ensure that in financial matters, including the handling of monies, they are accountable in relation to any advice or transaction in which they may be involved;
- Staff with responsibilities of a financial nature will observe the highest standards of integrity and comply with the financial policies of ERH and all relevant



financial management legislation and regulatory requirements

Further information can be found in the [Instrument of Delegation Policy](#).

Aged Care

The [Code of Conduct for Aged Care](#) (the Code) aims to improve the safety, health, wellbeing and quality of life for people receiving aged care. It also aims to build confidence and trust in aged care, and bring a strong focus to a person's right to receive safe and quality services.

All persons subject to this policy are reminded that ERH provides a home for residents of Glanville Village. Those residents have a range of rights under the Aged Care Act and ERH staff are expected to comply with this at all times.

Child Safe Standards

Echuca Regional Health is committed to Child Safety, ensuring a culture where children's wellbeing is a priority. Our preventative, proactive and participatory approach will enable us to actively listen to, empower and protect children and ensure our staff are equipped to work safely with children and disclose any child safety and wellbeing concerns.

Echuca Regional Health has zero tolerance of child abuse. Our child safe policies and procedures support ongoing assessment and elimination of risk to children throughout every aspect of the organisation.

Staff must comply with the ERH Child Safe Policy and Victoria's Child Safe Standards

Occupational Health and Safety (OHS)

ERH is committed to the physical and physiological safety, health and wellbeing of everyone involved in our health service.

Our goal is to conduct our work activities safely and build a strong health, wellbeing and safety culture through leadership, compliance, early hazard identification and risk mitigation. To achieve this, as a minimum, all individuals must:

- Undertake relevant OHS training for their roles, specifically all mandatory training;
- Read and understand ERH safety policies & procedures and legislation relevant to the areas in which they work;
- Ensure you know what to do if an emergency occurs;
- Take responsibility for your own safety and the safety of others;
- Ensure you are fit for work;
- Report to your manager any issues that may impact your fitness for work; and
- Immediately report any hazards or risks you identify.

Staff must comply with [OH&S legislation](#) and ERH OH&S Policy.

Breaches of this code

- You must comply with the requirements set out in the Code of Conduct for Victoria Public Sector Employees and this ERH Code of Conduct. All individuals to whom this Code of Conduct applies, must have read and understood those the ERH

policies and procedures relevant to your role at ERH. This is in addition to your compliance with any industry codes or regulations relevant to your role.

- Breaches of this Code of Conduct will be addressed through the ERH Disciplinary policy & procedure and may include termination of your employment or engagement with ERH.
- If you are in doubt about any part of this or other relevant industry and professional codes, policies and procedures and how they affect you, or how to apply them to a work situation or decision, you should seek advice from your Manager or Executive.

Related external documents and legislation

- [Aged Care Act 1997 and principles](#)
- [Code of Conduct for Victorian Public Sector Employees](#)
- [Code of Conduct for Directors of Victorian Public Entities](#)
- [Medical Board of Australia's Good medical practice: a code of conduct for Doctors in Australia](#)
- [Code of conduct for midwives](#)
- [Code of conduct for nurses](#)
- [Code of Conduct for Aged Care Public Administration Act 2004 \(legislation.vic.gov.au\)](#)
- [Health Services Act 1988 \(legislation.vic.gov.au\)](#)
- [Privacy Act 1988 \(legislation.gov.au\)](#)
- [Australian Medical Association \(AMA\) Code of Ethics](#)
- [Occupational Health and Safety Act 2004 \(legislation.vic.gov.au\)](#)
- [Child Safe Standards](#)

Linked internal documents

- [Counselling and Disciplinary Action](#)
- [Gifts, Benefits and Hospitality Policy](#)
- [Privacy & Confidentiality Policy](#)
- [ICT End User Devices Standard Operating Environment Policy](#)
- [Harassment, Bullying and Discrimination Policy & Procedure](#)
- [Research at Echuca Regional Health \(ERH\) Policy & Procedure](#)
- [Closed Circuit Television \(CCTV\) Policy & Procedure](#)
- [Grievance Policy and Procedure](#)
- [Conflict of Interest Policy and Procedure.](#)
- [Public Interest Disclosure Policy](#)
- [Media Protocol](#)
- [Instrument of Delegation Policy](#)
- [Social Media policy](#)
- [Occupation Health & Safety Policy](#)
- [Child Safe Policy](#)
- [Financial Code of Practice Policy and Procedure](#)
- [Inclusion and Equity Policy](#)

Alternate Key Search Words:

Misconduct

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