

# CODE OF CONDUCT

## POLICY

The Public Sector Management Act 1994 establishes ethical conduct obligations for all public sector organisations and all public sector employees. These obligations must be reflected in a published Code of Conduct. This Policy expresses Western Australian Public Sector Code of Ethics in terms that are congruent with the behavioural and performance expectations of the North Metropolitan Health Service.

## GUIDELINES

### **It is the expectation of the North Metropolitan Health Service that you will:**

- Strive for excellence and hold paramount that we are here to provide the best in health care, service, teaching and research.
- Support and contribute to the achievement of our goals as active members of the Health Service community.

### **In relation to our patients, we will:**

- Respect the rights of our patients under the Patient Charter. Act to empower them to claim their rights. Uphold their rights if they are unable to claim them.
- Work in partnership with patients to improve their health.
- Treat our patients with courtesy, consideration and sensitivity.
- Act to resolve grievances courteously and promptly.
- Accept no unauthorised gifts from our patients.
- Safeguard the privacy of our patients and the confidentiality of their records.
- Safeguard our patient's property.

### **In relation to our colleagues, members of the public and members of other organisations, we will:**

- Treat all people impartially, politely and with courtesy, consideration and sensitivity.

**In relation to our job responsibilities, we will:**

- Act with integrity.
- Use our initiative, skills and expertise and be diligent in competently performing our jobs.
- Use the equipment, facilities and other resources of the Health Service only for the purposes for which they are intended, and do so efficiently to minimise costs and avoid waste.
- Keep official records confidential.
- Work safely.
- Recognise that all official statements must be authorised by the Area Chief Executive and without compromising our personal integrity, be loyal to the Health Service and maintain its good name and reputation.
- Declare our private interests if they may conflict with the performance of our public duty.
- Adhere to all published policies, protocols, standing orders and other procedures.

**In relation to our professional standards, we will:**

- Practice our professions in accordance with the codes of professional conduct published by the relevant learned colleges or other recognised professional bodies. If there is any inconsistency, we will act in accordance with this Code.

**In relation to our own personal development and skills, we will:**

- Be responsible for maintaining our own skills, expertise and capacity to perform our duties.
- Strive to improve our own skills and expertise through training and continuing professional self-development.

**In relation to the exercise of supervisory or managerial authority, we will:**

- Provide leadership that promotes efficiency, innovation, teamwork and continuous improvement.
- Respect the rights of those under our influence to due process, courtesy, and equal opportunities. Act to empower them to freely claim their rights. Uphold their rights if they are unable to freely claim them.
- Act openly, honestly, fairly and impartially.
- Act to resolve grievances or concerns courteously and promptly.

- Ensure effective performance management based on open communication and feedback is practiced.

Authorised By: **Area Chief Executive**  
Sponsor: **Area Director of Human Resources**  
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**Replaces:** SCGH Hospital Policy No. 74 – Living Our Values  
GSL Policy HRM No 15 - Code of Conduct  
NMHS (old) Policy 'Code of Conduct'; and Code of Conduct