

St Vincent's Health Australia Group Code of Conduct

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All SVHA policies must comply with the Code of Ethical Standards for Catholic Health and Aged Care Services in Australia, the Ethical Framework for Mary Aikenhead Ministries and the SVHA Ethics Policy.

SVHA Code of Conduct

Who we are

St Vincent’s Health Australia is Australia’s largest not-for-profit provider of health and aged care services. We are a clinical, research and education leader working in private hospitals, public hospitals and aged care services in New South Wales, Victoria and Queensland.

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1. Foreword

In the process of bringing God's love to those in need through the healing ministry of Jesus we face two major challenges: excellence in what we do and how we do it. This Code of Conduct is all about how and why we do what we do with excellence.

The St Vincent's Health Australia Code of Conduct complements the Code of Ethical Standards for Catholic Health and Aged Care and Ethical Framework of Mary Aikenhead Ministries.

The Code describes our mission and our values of compassion, justice, integrity and excellence, which are derived from our Catholic tradition and the teaching of Jesus. It helps us understand how we should act, treat one another and behave within the organisation.

We will only be excellent if we hold each other to the highest standards of behaviour in all that we do. The Code is aimed to help us know how to be the best we can be by outlining policies and expectations covering how we all behave in the workplace.

The Code covers all our workforce, including employees, clinicians, volunteers, independent contractors, visiting medical practitioners, agency staff, students and directors. The Code also forms part of our employment contracts/terms of engagement with St Vincent's Health Australia

I am sure, like me, you aspire to excellence in all you do and part of delivering that aspiration will be seen by how well we live out this Code in our daily lives.

Let's do our best to make St Vincent's a great place to work.

Toby Hall

Group CEO

St Vincent's Health Australia

2. Application of the Code

This Code applies to the St Vincent's Health Australia workforce including employees, visiting medical practitioners, contractors, agency employees, students, volunteers, consultants and directors.

This Code should be read in conjunction with

- Nursing and Midwifery Board of Australia [Code of Conduct for Nurses](#) and [Code of Conduct for Midwives](#)
- Medical Board of Australia [Code of Conduct for Doctors](#)

Members of St Vincent's Hospital Sydney, Sacred Heart Health Service and St Joseph's Hospital workforce should read this Code in conjunction with the New South Wales Department of Health's Code of Conduct.

'St Vincent's Health Australia' refers to all facilities and services owned or managed by St Vincent's Health Australia.

3. Compliance with the Code

It is the responsibility of the workforce to understand and uphold the standards and principles prescribed in this Code and all relevant St Vincent's Health Australia policies. Our duty is also to support others to do the same, continually observe the Code, and report any known or suspected breaches of which we may become aware.

All members of St Vincent's Health Australia's workforce, must abide by the Code of Conduct and the core values and principles that it promotes.

Behaviours that breach the spirit or the stated requirements of the Code may result in disciplinary action, which may include termination of employment.

4. Our Identity

4.1. Our Mission

As a Catholic healthcare service we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor and vulnerable.

St Vincent's Health Australia's Mission prioritises five key target areas

- people with mental illness
- drug and alcohol dependence
- health needs of those that are homeless
- Aboriginal and Torres Strait Islander people, and
- health needs of prisoners.

4.2. Our Vision

We lead through research driven, excellent and compassionate health and aged care.

4.3. Inspired by You

'Inspired by You' represents the care we provide which is inspired by the Mission, Vision and Values of St Vincent's Health Australia. Our workforce is inspired to care and to serve something greater every day.

4.4. Our Values

Our values, based on the Gospels, reflect the healing ministry of Jesus, and act as a point of reference for our decision making which is fundamental to our Catholic identity. Our values provide direction as to the type of organisation we aspire to be and the kind of behaviours we regard as appropriate to help achieve our aspirations. Our values underpin all that we do and are demonstrated through our everyday actions, giving our mission and vision life.

- Compassion
- Justice
- Integrity
- Excellence

4.5. Our Actions

Our values are evident in the ways in which we behave, care for our patients and residents and interact with others. Some examples of our values in action include:

Compassion

- Mercy: We reach out to the most vulnerable in our community.
- Hospitality: We welcome all people to our services and facilities.
- Empathy: We are open to one another in times of joy and in times of need.

Justice

- Human Dignity: We recognise the dignity and worth of every person, treating them fairly and without being judgemental.
- Person-Centred: We provide holistic care that meets the unique needs of each person.
- Respect: We treat others professionally, and in a manner that we would wish to be treated ourselves.

Integrity

- Honesty: We are truthful and principled, with ourselves and with others, in all we say and do.
- Unity: We foster teamwork and collaboration, joined in a common purpose, in a spirit of harmony.
- Reflective Practice: We consider our actions, behaviour and decisions in light of our mission, ensuring we provide quality service to those in our care

Excellence

- Innovation: We embrace learning and we are open to change.
- Accountability: We take responsibility for our actions and exercise good stewardship of the resources entrusted to us.
- Safety: We create a climate of confidence and trust ensuring that we act in a manner that prevents harm to our workforce and those in our care

4.6. Our Care

Our care is:

- Provided in an environment underpinned by our mission and values.
- Holistic and centred on the needs of each patient and resident.
- High quality, safe, and continuously improved to maintain best practice.
- Innovative and informed by current research using contemporary techniques and technology.
- Delivered by a team of dedicated people who are supported in a continuing development of their skills and knowledge.
- Committed to a respect for life in accordance with the Gospels.

5. Responsibilities

All individuals are expected to act professionally and ethically, demonstrating an understanding and commitment to the *Code of Ethical Standards for Catholic Health and Aged Care Services in Australia* in carrying out their duties at St Vincent's Health Australia. The Code is not intended to be read as a set of rules and it cannot address all possible situations an individual may encounter. As a member of St Vincent's Health Australia, each of us has a personal responsibility and accountability to exercise good judgement and obtain guidance when we are in doubt.

Our leaders are expected to demonstrate a commitment to:

- the mission, vision and values of St Vincent's Health Australia and perform their duties in a manner that upholds the [Code of Ethical Standards for Catholic Health and Aged Care Services in Australia](#)
- uphold and promote the standards and spirit of the Code of Conduct and 'model the way' for the workforce that demonstrate a commitment to the mission, vision and values of St Vincent's Health Australia
- ensuring individuals understand, have access to, and comply with, the St Vincent's Health Australia Code of Conduct, policies, procedures and relevant legislation, and
- set an example for others and recognise individuals who demonstrate the expected behaviours.

6. Attendance

We believe our professionalism and personal commitment has a great impact on the quality of our care, as well as patient and resident satisfaction. St Vincent's Health Australia requires all members of the workforce to be punctual and attend work as required by their terms of engagement or employment, with individual breaks taken in accordance with their respective work or engagement arrangements. It is important that individuals demonstrate accountability for their attendance by following divisional/facility-specific protocols for recording attendance on arriving and leaving work, as well as reporting and accounting for all absence(s) as soon as practicable.

7. Child Safety – Our Responsibilities

All of the St Vincent's workforce and board members of St Vincent's Health Australia and its associated facilities are required to observe child-safe principles and expectations for appropriate behaviour towards and in the company of children. At St Vincent's Health Australia we may come into contact with children as either patients or as visitors in our aged care and health facilities.

The workforce of St Vincent's Health Australia and its associated facilities are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- taking all reasonable steps to protect children from abuse, treating everyone with respect, listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- immediately reporting any allegations of child abuse to your direct manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Legal, Governance and Risk so any allegation is appropriately dealt with and notified to the relevant authorities.
- reporting any child safety concerns to your direct manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Legal Governance and Risk
- reporting to the relevant authorities in your state and immediately advising your direct manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Legal, Governance and Risk if you believe a child is at immediate risk of abuse.
- A member of the workforce, or any individual as required by the Group Pre-Employment / Appointment Safety Checks Policy, shall immediately inform their direct manager if charged with or convicted of an offence which bars them from working with children.

- All new members of the workforce shall have clearance to work with children upon commencement as required by the Group Pre-Employment / Appointment Safety Checks Policy.

In relation to children (either as patients or visitors in St Vincent's Health Australia facilities) individuals of the workforce must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical
- put children at risk of abuse (for example, isolating children without adequate support)
- attend to activities of a personal nature if a child can do the activity for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- discriminate against any child on the basis of culture, race, ethnicity or disability
- continue contact with a child (patient or visitor) outside of St Vincent's Health Australia and/or the professional or therapeutic setting (for example, no babysitting). Chance contact, such as seeing people in the street, is not considered inappropriate
- initiate or respond to online contact with a child or their family unless there is a reasonable professional rationale for the contact (for example, the provision of follow up health information), and
- ignore or disregard any suspected or disclosed child abuse.

8. Complaints and Issue Resolution

At St Vincent's Health Australia, we respect the views and opinions of all individuals. We regard all issues and complaints as important and entitled to be handled promptly, fairly, consistently and in a professional manner. As a general principle, and as appropriate to do so, members of the workforce are encouraged to resolve an issue at the local level either by discussing the matter directly with the person involved or with their direct manager or team supervisor.

Members of the workforce should also refer to divisional Complaints/Dispute/Issues/Grievance Resolution Procedures available via the intranet. These guidelines are developed to assist individuals work through problems at an early stage, providing information on the various channels or methods of raising issues/complaints (both formally and informally) and how matters are to be addressed within the organisation.

9. Compliance with the Law

As an organisation operating across three states, we are subject to laws and regulations in all the locations within which we operate and commit to informing and educating the workforce of their obligations in a timely manner. As a member of St Vincent's Health Australia workforce, you are expected, as a condition of your engagement with the organisation, to understand the legislation applicable to you in undertaking your duties with, or for, St Vincent's Health Australia. The workforce is required to abide by St Vincent's Health Australia (both group and divisional) policies and procedures, instructions and/or lawful directions that relate to their work at, or with, St Vincent's Health Australia.

10. Confidentiality and Privacy

Confidential information includes all non-public information about St Vincent's Health Australia or its stakeholders (for example: records relating to patients, members of the workforce, our operations, our suppliers etc.).

As a member of St Vincent's Health Australia, we have a responsibility to maintain confidentiality of all information, materials, accessed or acquired during the course of our work (unless specifically authorised) and that information is not misused. Some ways of maintaining confidentiality include ensuring that information that is confidential is only shared with authorised recipients, information is not used for any purposes other than for performing work at St Vincent's Health Australia, or complying with laws that govern the use and disclosure of information, including privacy laws. It is very important that we understand that our obligation to protect the confidentiality of information continues to take effect even after the cessation of our work/contract/employment with St Vincent's Health Australia.

Whilst working at St Vincent's Health Australia, we will come across information that may be private, personal or sensitive in nature relating to the organisation's operations (e.g. financial documents), our colleagues (e.g. employment records), patients, residents or clients (e.g. clinical records), suppliers or other stakeholders. Our stakeholders entrust us with such private and sensitive information and it is our duty to honour this commitment. As a member of St Vincent's Health Australia, you are expected to protect and maintain the privacy of such information by complying with relevant privacy laws. Members of the workforce are not to use any private or sensitive information improperly, illegally or in a manner that contradicts this Code of Conduct.

11. Conflict of interest and Gifts

A conflict of interest exists when it is likely, or could be perceived, that a member for the workforce could be influenced by a professional and/or personal interest whilst undertaking their role with St Vincent's Health Australia.

A good definition of conflict of interest is where there is a potential for an individual's loyalties to be divided.

As members of St Vincent's Health Australia, we must act in good faith, subscribe to the course of highest integrity and act in the best interest of the public. It is therefore important for us not to participate in activities that involve a conflict with our duties and responsibilities, or which are prejudicial to St Vincent's Health Australia. Any individual employed by, or undertaking work for, St Vincent's Health Australia must make decisions in the best interests of St Vincent's Health Australia, as conflicts of interest that lead to biased decision making may constitute unethical and/or (in some instances) fraudulent and corrupt conduct.

Both the giving and receiving of gifts and/or hospitality have the potential to impact our operations. In all circumstances where gifts are offered, the values of integrity and fairness must be upheld, and the receipt of gifts should not alter the manner in which patients, customers, suppliers, members of the workforce and/or other stakeholders are treated. The acceptance (or giving) of gifts, services and hospitality is related to the issue of conflicts of interest and can leave St Vincent's Health Australia vulnerable to accusations of unfairness or partiality. The giving and receiving of gifts and hospitality in relation to work are governed by the relevant group or divisional policies on gifts and benefits.

12. Criminal history reporting

A member of the workforce or any individual, as required by the Group Pre-Employment/ Appointment Safety Checks Policy, shall immediately inform their direct manager if charged or convicted with a criminal offence. All new members of the workforce will be subject to a national criminal history check prior to starting employment with St Vincent's Health Australia. Current individuals working within high risk areas, regardless

of the frequency of their work, will be required to undertake a National Police Check/National Criminal Records Check once prior to appointment followed by periodic check every three years.

13. Environment and sustainability

We have an obligation and commitment to behave in a way that takes into account our responsibilities to the broader community and the environment we share by ensuring the environmental impact of our facilities is well managed and, where possible, reduced. There is a strong connection between observing our mission and treading lightly upon the earth. As individuals and as an organisation we need to be aware of the impact our operations have and what we can do to minimise this. Members of the workforce are expected to comply with the St Vincent's Health Australia Group Environmental Policy.

14. Equal Employment Opportunity, Bullying and Harassment

St Vincent's Health Australia values and takes pride in diversity and continually strives to build an inclusive workforce that remains respectful and appreciative of each other's differences.

We are an equal opportunity employer and do not tolerate any form of unlawful discrimination, harassment, treating someone less favourably, bullying, victimisation, other unacceptable or offensive conduct whether made directly (e.g. in person) or indirectly (through another medium e.g. making derogatory comments about a person to another, posting comments on social networking forums, etc.).

As members of St Vincent's Health Australia, we shall work cooperatively, support and learn from each other and accept and respect the differences in our opinions and our personal styles of interaction.

We each have a personal responsibility to contribute to a work environment that is fair, transparent in its operations, impartial, and to treat individuals with dignity, courtesy and respect.

15. Ethics

Given the nature of St Vincent's Health Australia's work, it is possible that ethical issues will arise for members of the workforce as they undertake their duties, either at the clinical or organisational levels. St Vincent's Health Australia is committed to dealing with all ethical issues in accordance with its values and the Code of Ethical Standards for Catholic Health and Aged Care Services in Australia. St Vincent's Health Australia is also committed to ensuring that the workforce has the means by which to resolve ethical issues through professional development and formation opportunities and the establishment of clear escalation pathways should ethical issues arise.

Where a member of St Vincent's encounters an ethical issue that they are unsure how to resolve, they are encouraged to discuss it with their line manager and/or their facility mission leader so that an appropriate resolution can be sought. Such a resolution may include the provision of expert consultation or advice in some cases.

16. Formation

St Vincent's Health Australia is committed to ensuring that all members of the workforce have the opportunity to appreciate and understand how their own unique story and gifts contribute to the ongoing history and tradition of St Vincent's Health Australia and its facilities and also the broader mission of Catholic healthcare. The provision of such opportunities is what we refer to as 'formation'.

To facilitate this, our Formation for All policy provides a framework for all individuals to have the opportunity to participate in formation activities. In some cases it will be compulsory for the workforce to attend these activities, and in others optional activities will be offered.

Where members of the workforce attend formation activities, they are encouraged to do so with an open mind and with respect for those leading the activities and other participants. It is assumed that they will adhere to St Vincent's values when they take part in formation. Activities must also correspond with St Vincent's Health Australia's values, and be delivered in a way that demonstrates that our workforce is welcomed, valued and safe.

17. Fraud, theft and corruption

St Vincent's Health Australia promotes an organisational culture that does not tolerate acts of fraud, theft or corruption by its workforce.

The workforce has a responsibility for the proper management of St Vincent's Health Australia's resources. Fraud can take many forms, but it always involves deceit. Theft is an act of stealing or taking something that does not belong to you without permission from its rightful owner or manager. Regardless of who benefits, any act that involves fraud, theft or misappropriation of property, money, resources or services of St Vincent's Health Australia, including that of its workforce, residents, clients or suppliers is strictly prohibited and will not be tolerated.

Our SVHA Fraud and Corruption Control Policy and Whistleblower Protection Policy set out the requirements for governing fraud, theft and corruption risks, and provide specific guidance in relation to roles and responsibilities of all members of the workforce in the identification, prevention and escalation of fraud and corruption risks and events.

18. Fundraisers and sponsored/facility organised functions

As fundraising is governed by legislation in each state, appropriate approval is required prior to conducting any fundraising activities. Members of the workforce attending any sponsored or facility organised event are expected to represent the organisation in accordance with the Code of Conduct.

19. Gambling

Betting and gambling in any form is not permissible in any St Vincent's Health Australia facility. Exceptions may be made in certain instances if approval has been obtained from the relevant divisional/facility Executive Officer/member of the Executive. Examples of instances where approval may be granted include raffles conducted by auxiliaries or other fundraising bodies within St Vincent's Health Australia facilities, tipping competitions or special day events (e.g. Melbourne Cup sweeps).

20. Intellectual property

Unless governed by law or agreed in writing, any intellectual property developed by a member of the workforce during, or as a result of, their employment or engagement with the company is the sole property of St Vincent's Health Australia. A member of the workforce may retain the copyright of work produced only if approved by the Group Chief Executive Officer or their delegate.

21. Internet and Email Usage

St Vincent's Health Australia provides and enables access to data storage, intranet, internet and email services for the workforce. All members of the workforce are provided with an authorised account on the St Vincent's Health Australia network. Members of the workforce are expected to comply with the St Vincent's Health Australia Acceptable Use of Computer Systems Policy.

St Vincent's Health Australia email is an organisational email. Emails and their content remain the property of St Vincent's Health Australia. The usage of St Vincent's Health Australia email is limited to work-related and professional usage.

Accessing inappropriate internet sites including, but not limited to, sites that contain obscene, pornographic, hateful or other objectionable material; and sites which are illegal, advocate hate or violence, or offer inappropriate games and software is prohibited and will result in disciplinary action.

Email and internet access is provided for work purposes. Although reasonable personal use is permitted, email and internet access is not provided for personal use and your access to email and internet may be monitored by St Vincent's Health Australia at its discretion and without your knowledge. Members of the workforce are not to use email or internet improperly, illegally or in a manner that contradicts this Code of Conduct.

22. Media and public representation

St Vincent's Health Australia respects an individual's freedom of expression and the right to share insight and express one's opinion.

In so doing, members of the workforce must follow both the Media and Social Media policies, and exercise personal responsibility and care during or outside of work (including comments made online, through social networks and/or other media) so that any information, casual comment or actions by an individual does not reveal any private or confidential information, or contravene our values, misrepresent or cause reputational damage to St Vincent's Health Australia or its stakeholders.

Only authorised spokespersons nominated by the St Vincent's Health Australia Board, the Group Chief Executive Officer or their delegate may speak or make representations (via public comment on news/media networks) on behalf of St Vincent's Health Australia.

Any request for an interview or public comment by media representatives must be referred to the media and communications manager in your region.

Members of the workforce found to have made a serious or wilful breach of the Media and Social Media policies, and/or related policies, will face disciplinary action that could include termination of employment.

23. Other employment (outside St Vincent's Health Australia)

Full-time employees may engage in outside employment or in the conduct of a business, trade or profession following written approval from the Chief Executive Officer or their delegate. Consideration of requests to engage in outside employment would principally be concerned to establish whether the outside employment would interfere with the proper performance of official duties without risks to an individual's health and safety or whether it would give rise to a conflict of interest.

Part-time employees who engage in employment outside of St Vincent's Health Australia must notify their manager that they are employed by another organisation and take all reasonable steps that their employment outside of St Vincent's Health Australia does not pose a risk to their health and safety or interfere with the full and proper performance of their St Vincent's Health Australia duties.

24. Political participation

Members of the workforce who participate in political activities shall assure this involvement does not conflict with their responsibility to serve the organisation in a politically neutral manner when engaging in their work duties.

25. Professional attire

The workforce is required to maintain a professional image through high standards of grooming and personal presentation. The requirement to be appropriately groomed and well-presented also extends to contractors and subcontractors who attend St Vincent's Health Australia services/facilities. Members of the workforce are to wear a full issue of uniform where one is required. While on duty, dress and appearance shall be neat, clean and appropriate to the nature of the work to be undertaken and in compliance with relevant organisational policy (e.g. uniform, PPE and infection control).

The workforce is asked to present a professional image at all times, and if in uniform in a public place are expected to uphold the standards of the Code of Conduct as representatives of St Vincent's Health Australia.

26. Smoking and e-cigarettes

St Vincent's Health Australia is a smoke free workplace within its premises (including car parks) and company vehicles. Smoking is only permitted in smoking areas (where one is provided by the facility and allowed by legislation) and during designated breaks. This includes the use of e-cigarettes.

For the comfort of all, the workforce are asked to minimise residual odour of tobacco prior to returning to the work area as the smell of cigarette smoke on your person may be offensive to non-smokers, patients and residents who are generally vulnerable and unwell.

27. Substance misuse

The consumption, distribution or possession of alcohol and other (illicit or illegal) drugs, which may adversely affect performance or conduct and therefore jeopardise the safety and welfare of oneself or others including patients/residents/clients, is not permitted during or prior to attending work or work related activities. It is the responsibility of individuals to notify their manager or supervisor if they are consuming medications/prescription drugs that may affect their ability to perform their work.

St Vincent's Health Australia recognises that there may be occasions when alcohol is provided as part of an official work function or event. It is a shared responsibility between St Vincent's Health Australia and individual members of the workforce that the consumption of alcohol during such occasions is reasonable such that it does not affect anyone's health, safety, wellbeing and/or enjoyment of oneself and others.

28. Use of official resources

Having due regard for the resources we use in our work and using them efficiently and appropriately is the personal responsibility of each member of the workforce. Resources in this instance include, but are not limited to, materials (or equipment) or funds that are available to an individual to carry out their work. All such resources must be used effectively, economically and solely for legal and authorised purposes.

St Vincent's Health Australia retains ownership of all official resources. Requests to use resources outside of St Vincent's Health Australia work shall be pre-approved by the manager or supervisor. The use of such resources for personal use shall be reasonable and limited to work-related and professional usage.

St Vincent's Health Australia may obtain corporate (i.e. discounted) rates on some services and/or supplies (e.g. travel, accommodation, stationery). It should be noted that such services and supplies have been made available for the purpose of carrying out work related activities only.

St Vincent's Health Australia recognises that members of the workforce, from time to time, may need to access or use company resources for private use to enable them to better manage their balance between work and other personal commitments. Individuals who wish to make, or expect to receive, personal telephone calls should take care to keep these to a minimum (and only during authorised breaks) whilst at work and it does not impact on the operations of their work area or their work.

We must avoid the personal use of telephones or other company resources (e.g. computers) that are located in public areas so that our standard of service delivery is not compromised and is in compliance with relevant (both group and divisional) Information and Communication Technologies (ICT) policies. It is vital we understand that the availability of such resources is not an entitlement but a privilege and any abuse or misuse of resources may result in withdrawal of access to such privilege.

Printing and scanning of personal documents is limited to reasonable use.

29. Work Health and Safety (WHS)

St Vincent's Health Australia is committed to providing a work environment that is safe, appropriate for work, mitigates risk to one's health and that promotes wellbeing of its workforce. We aim to achieve this through an effective WHS system that is fully integrated into our daily activities. Working safely is a condition of employment and everyone is accountable for meeting health and safety requirements. All members of the workforce are expected to comply with the Group Work Health and Safety Policy and take reasonable care in ensuring:

- their own safety and that of others
- compliance with relevant legislation, organisational policies (both group and divisional) and work practices, and
- active participation in WHS training and reporting any WHS matters.

30. Whistleblower Protection

We do not tolerate improper conduct by members of the workforce or officers, nor the taking of reprisals against those who come forward to disclose such conduct or a related breach. St Vincent's Health Australia supports the making of disclosures and encourages the workforce to maintain awareness of the Group Whistleblower Protection Policy. While we are encouraged to report and express our concerns, it is crucial that this is done in a fair, honest and respectful manner. If you make a report in good faith, you will not be disadvantaged in any way, even if the reported conduct is later found not to be in breach of the Code.

31. Further assistance and information

If you need more information or are unsure of St Vincent's Health Australia's expectations or your obligations, we encourage you to speak with your direct manager, or local human resources representative.

Further recommended reading and additional sources of information include:

- intranet
- group, divisional and facility policies
- New South Wales Department of Health's Code of Conduct

- *Code of Ethical Standards for Catholic Health and Aged Care Services in Australia* (Catholic Health Australia, 2001)⁽ⁱⁱ⁾
- *Integrity in the Service of the Church: A resource document of principles and standards for lay workers in the Catholic Church in Australia* (National Committee for Professional Standards, 2011)⁽ⁱⁱⁱ⁾

32. Definitions

Bullying – Bullying is repeated unreasonable behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to a person, or group of persons, which creates a risk to health and safety.

Child - a child means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier.

Clinician - A healthcare provider, trained as a healthcare professional, including registered and non-registered practitioners. Clinicians may provide care within a health service organisation as an employee, a contractor or a credentialed healthcare provider or under other working arrangements. They include, nurses, midwives, medical practitioners, allied health practitioners, technicians, scientists and other clinicians who provide healthcare, and students who provide healthcare under supervision.

Disciplinary action – action taken as a result of the disciplinary process and is always the outcome of a substantiated allegation or assessment which may involve warnings, expectation of performance and/or termination.

Discrimination – when a person is treated unfavourably because of a particular protected attribute (e.g. sex, marital status, pregnancy, parental status, breastfeeding, age, race, impairment, sexual orientation, religion, medical history, political belief, trade union activity, lawful sexual activity; or association with, or relation to, a person identified on the basis of any of the above attributes).

Fraud – the intentional use of false representations or deception to avoid an obligation, or gain unjust advantage.

Gift – includes entertainment, hospitality, travel, money, bequests or other benefit or an item of property, whether of a personal nature or otherwise. For example, ornate and precision display items, clocks, furniture, figurines, works of art, jewellery, personal items containing precious metals or stones and fine art work.

Group Chief Executive Officer – the position title of the highest ranking executive reporting to the Board of Directors of St Vincent's Health Australia who is principally responsible for the overall management and operations of the St Vincent's Health Australia group (including entities managed through agreement by St Vincent's Health Australia), , and St Vincent's Private Hospital Sydney.

Harassment – repeated behaviour by an individual, that is directed at an individual or group of individuals; and is offensive, intimidating, humiliating or threatening; and is unwelcome and unsolicited; and a reasonable person would consider being offensive, intimidating, humiliating or threatening for the individual or group of individuals in all the circumstances.

Intellectual property – an invention, original work, the results of scientific research or a product development, which can be protected under legislation and common law depending on the type of intellectual property involved. Examples include: computer software, illustrations, written documentation.

Interest – used in relation to declaring personal interests or conflicts of interest. The term 'interest' means direct or indirect personal interests. Interests may be pecuniary (i.e. financial or economic forms of advantage) or non-pecuniary (i.e. non-financial forms of advantage).

Lawful – warranted or authorised by the law, or alternatively, neither contrary to nor forbidden by the law.

Manager – a general term meaning a person with supervisory or resource management responsibilities at any level within St Vincent's Health Australia.

Misconduct – behaviour that does not conform with the required standards of workplace conduct that could, if proved to be a criminal offence or a disciplinary breach, provide reasonable grounds for terminating an individual's services, if the individual is or were the holder of an appointment.

Professional standards – standards of conduct established by organisations representing professions that apply to individuals in their professional capacity.

Workforce - all people working in a health service organisation, including clinicians and other employed or contracted, locum, agency, student, volunteer or peer worker. The workforce can be members of the health service organisation or medical company representative providing technical support who have assigned roles and responsibilities for care of, administration of, support of, or involvement with patients in the health service organisation. See also clinician.