



ST VINCENT'S
Better and fairer care. Always.

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES



Code of Conduct

Version 4 | D/2015/37381



Better and
fairer care.
Always.

St Vincent's Code of Conduct

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Who we are

St Vincent's 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.



Acknowledgement of the traditional custodians of the land:
St Vincent's recognises the Traditional Owners/Custodians of the land on which its many sites are located. We pay our respects to Elders past and present and welcome all Aboriginal and/or Torres Strait Islander people to our place of care.

Better and
fairer care.
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Section 1

Foreword

The St Vincent's Code of Conduct (the Code) helps us understand how we should act, treat one another, and behave within our organisation.

Just as we aspire to excellence in every aspect of our work, we must equally hold each other to the same high standards in our behaviour. The Code helps us by outlining policies and expectations covering behaviour in the workplace.

The Code covers all St Vincent's team members, including employees, clinicians, volunteers, independent contractors, visiting medical practitioners, agency staff, students, and directors. It aligns with our mission and values of compassion, justice, integrity, and excellence, and complements the *Code of Ethical Standards for Catholic Health and Aged Care in Australia (Code of Catholic Ethics)* and *Ethical Framework of Mary Aikenhead Ministries*.

The Code also forms part of our employment contracts/terms of engagement with St Vincent's.

Like me, I know how proud you are about being part of the St Vincent's story. We're an organisation that for over 165 years has delivered better and fairer care thanks to people like you.

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

Chris Blake
Chief Executive Officer
St Vincent's

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Application of the Code of Conduct

This Code applies to the St Vincent's 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
- APRHA Guidelines as applicable
- Code of Conduct for Aged Care | Aged Care Quality and Safety Commission

- Local enterprise agreements which may apply to individual employment arrangements
- In the case of St Vincent's Hospital Melbourne and St Vincent's Hospital Network Sydney - Department of Health (Victoria) and Ministry of Health (New South Wales) Directions, which are deemed to apply to St Vincent's staff.

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

Compliance with the Code of Conduct

It is the responsibility of every St Vincent's team member to understand and uphold the standards and principles prescribed in this Code of Conduct and all relevant policies. At St Vincent's, we also believe that it is our duty to support our colleagues to behave in accordance with this Code.

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

If you have concerns about breaches of this Code, it is your responsibility to raise these concerns. Where you feel comfortable, you should first try and respectfully raise any issues with the person involved. If this is not possible, please speak with your Manager. If you are uncomfortable speaking with your Manager (or an alternative senior representative at your facility), please contact your People & Culture Team.



Our Identity

4.1 Our Mission

As a Catholic healthcare service, St Vincent’s brings God’s love to those in need through the healing ministry of Jesus.

Our founders – the Sisters of Charity – gave St Vincent’s a mission: to provide care, first and foremost, to the most disadvantaged and marginalised members of our community. We welcome all people to our care.

The courage and compassion of the Sisters has been a hallmark of St Vincent’s since we began and has been at the heart of many of our proudest achievements, including opening Australia’s first program for treating and studying alcohol dependence, establishing Australia’s first methadone clinic, the first needle exchange, first HIV/AIDS ward, first palliative care service and first homeless health residential unit.

Today St Vincent’s is a leading provider of services to people experiencing homelessness, people with alcohol and other drug dependence, people living with mental illness, First Nations peoples, and people in correctional facilities, proudly continuing the legacy of the Sisters of Charity.

4.2 Our Vision

Our vision at St Vincent’s is that every person, wherever and wherever they are, is served with excellent and compassionate care, by a better and fairer health and aged care system.

Our 30,000 exceptional and dedicated staff together lead St Vincent’s to deliver three key priorities:



Enhance Impact:

Continuously improve our care, enhancing our positive impacts for patients, people, and our planet.



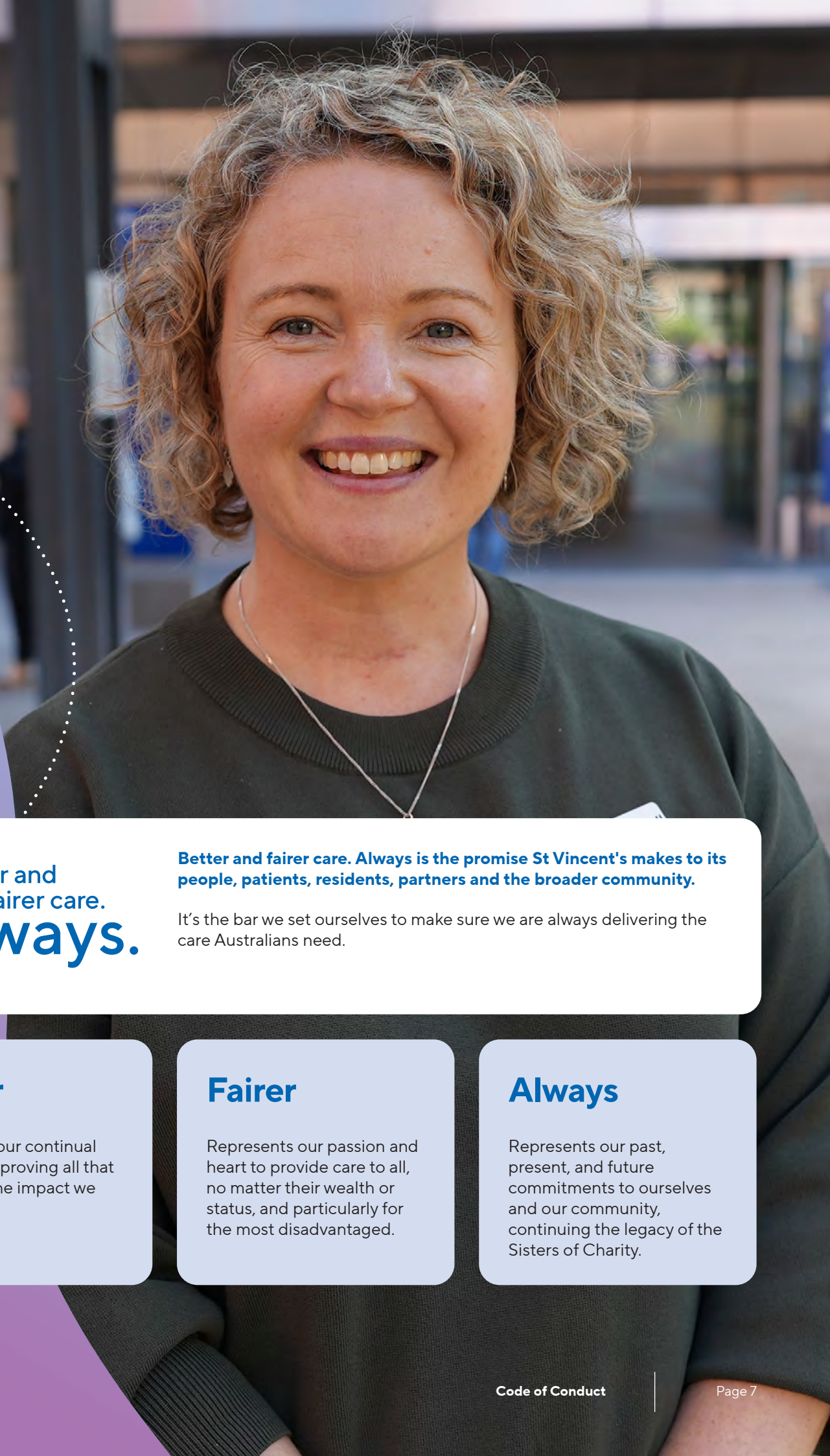
Connect Care:

Work together, building “One St Vincent’s” capabilities and services to create the future of connected health and aged care.



Transform the System:

Work with partners to shape a better and fairer health and aged care system.



Better and fairer care.
Always.

Better and fairer care. Always is the promise St Vincent's makes to its people, patients, residents, partners and the broader community.

It’s the bar we set ourselves to make sure we are always delivering the care Australians need.

Better

Represents our continual pursuit of improving all that we do and the impact we make.

Fairer

Represents our passion and heart to provide care to all, no matter their wealth or status, and particularly for the most disadvantaged.

Always

Represents our past, present, and future commitments to ourselves and our community, continuing the legacy of the Sisters of Charity.

4.3 Our Values and Actions

Our values act as a point of reference for our decision-making.

They provide direction as to the type of organisation we aspire to be and the kind of behaviours we regard as appropriate. Our values underpin all that we do and are demonstrated through our everyday actions, giving our mission and vision life.

- **Compassion:** Our care is an act of love. We are present as they are, and as they need
- **Justice:** Our pursuit of what is right and just empowers us to speak and act with courage on behalf of those in need
- **Integrity:** Our actions and decisions are transparent and aligned with our values
- **Excellence:** Our services are safe and evidence-based, and we continually seek to improve in everything we do

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 disadvantaged 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.

4.4 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 the continuing development of their skills and knowledge.
- Committed to a respect for life in accordance with our belief in the inherent dignity and worth of every person.

4.5 Our Leadership Commitment

The St Vincent's Leaders of today are inspired by our legacy of the Leaders who have gone before them, especially the Sisters of Charity whose leadership embodied our four values of excellence, compassion, justice and integrity.

To uphold and promote the standards and spirit of the St Vincent's Code of Conduct and continue our Mission, we commit as leaders that:

- We see and care deeply for the whole person-patient, resident, client, family, carer, teammate. We are radically inclusive.
- We are kind in our thoughts, words, and actions.
- We act with courage, vulnerability, and authenticity.
- We champion equity for those most in need. We battle against inequity and harm to the community.
- We pursue "firsts"- we learn from outside and challenge what's inside to deliver our best.
- We lead together as One St Vincent's.
- We are extensively useful, by rolling up our sleeves.

4.6 Code of Catholic Ethics

All St Vincent's team members 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.

The Code of Catholic Ethics is not intended as a set of rules that addresses all possible situations an individual may encounter in the course of their work. Rather, it connects us to ethical thinking in the Catholic tradition and informs how we approach personal and collective decision-making across the organisation. The excellence of the care we provide reflects our deep commitment to ethics. As part of St Vincent's, each of us has a personal responsibility and accountability to exercise good judgement and obtain guidance when we are in doubt.

All St Vincent's leaders are expected to set an example for others and demonstrate a commitment to the mission, vision and values of St Vincent's and perform their duties in a manner that upholds the Code of Catholic Ethics.

5. Attendance

We believe our professionalism and personal commitment has a great impact on the quality of our care and the satisfaction of our patients and residents.

St Vincent's requires all team members to be punctual and attend work as required by their terms of engagement or employment, with 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.

6. Child Safety – Our Responsibilities

At St Vincent's, we may encounter children as either patients or visitors in our facilities. All St Vincent's team members, including its Directors, are required to observe child-safe principles and model appropriate behaviour towards, and in the company of, children, by:

- taking all reasonable steps to protect children from abuse, treating everyone with respect and by having a zero tolerance of discrimination
- listening and responding to the views and concerns of children – particularly concerns regarding abuse or safety
- immediately reporting any child safety concerns or allegations of child abuse to your direct manager, the Chief Executive Officer/Manager of your facility, or the Group General Manager Public Affairs and General Counsel so any allegation is appropriately dealt with and notified to the relevant authorities
- having clearance to work with children upon commencement of employment in accordance with St Vincent's Group Pre-Employment / Appointment Safety Checks Policy, and immediately informing your direct manager if you, or a fellow team member, is at any time, charged with or convicted of, an offence which bars them from working with children

In relation to children, members of the workforce must not:

- put children at risk of abuse, or discriminate against any child based on culture, race, ethnicity, or disability
- ignore or disregard any suspected or disclosed child abuse
- exhibit behaviours with children which may be construed as unnecessarily physical, including attending to activities of a personal nature if a child can do the activity for themselves
- use inappropriate language or engage in open discussions of a mature or adult nature in the presence of children
- develop any 'special' relationships with children that could be seen as favouritism (eg: the offering of gifts or special treatment for specific children);
- initiate or respond to contact with a child (patient or visitor) or their family, outside of St Vincent's and/or the professional or therapeutic setting, whether in person or online, unless there is a reasonable professional rationale for the contact (eg: the provision of follow up health information). Chance contact, such as seeing people in the street, is not considered inappropriate

7. Complaints and Issue Resolution

At St Vincent's, we respect the views and opinions of all individuals and we encourage all people to speak up in accordance with our values.

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, team members 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.

St Vincent's team members should also refer to divisional complaints/dispute/issues/grievance resolution procedures available via St Vincent's OpenDoor (Intranet site). 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.

8. Compliance with the Law

As an organisation operating across different jurisdictions, St Vincent's is subject to a variety of laws and regulations.

We commit to informing and educating the workforce of their obligations under these laws and regulations in a timely manner.

As a St Vincent's team member, you are expected – as a condition of your engagement with the organisation – to comply with all legislation applicable to you in the undertaking your duties with, or for, St Vincent's.

Team members are required to abide by St Vincent's policies and procedures, instructions and/or lawful directions (whether related to St Vincent's as a group organisation, a division, or facility) that relate to their work.

9. Confidentiality and Privacy

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

Every St Vincent's team member has a responsibility to maintain confidentiality of all information and materials that is accessed or acquired during their work (unless specifically authorised), and to not misuse that information. Some ways of maintaining the confidentiality of information includes: only sharing it with authorised recipients, not using it for any purposes other than for performing St Vincent's-related work, 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 our work/contract/employment with St Vincent's is complete.

While working at St Vincent's, we will encounter information that may be private, personal, or sensitive in nature relating to the organisation's operations (eg: financial documents), our colleagues (eg: employment records), patients, residents or clients (eg: clinical or personal records), suppliers, or other stakeholders. Our stakeholders entrust us with their private and sensitive information and it is our duty to honour this commitment. As a St Vincent's team member, you are expected to protect and maintain the privacy of such information by complying with all 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.

10. Conflict of interest and gifts

A conflict of interest exists when it is likely, or could be perceived, that a team member could be influenced by a professional and/or personal interest while undertaking their role with St Vincent's. A good definition of conflict of interest is where there is a potential for an individual's loyalties to be divided.

As St Vincent's team members, we must operate in good faith, display integrity, and act in the best interests of the individuals and broader public who rely on us. 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. A common example of when conflict may arise is during recruitment, if there is an existing professional and/or personal relationship with an applicant or another person involved in the recruitment process. Any individual employed by, or undertaking work for, St Vincent's must make decisions in the best interests of our organisation, 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 way patients, residents, customers, suppliers, colleagues, 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 vulnerable to accusations of unfairness or partiality. The giving and receiving of gifts and hospitality in relation to work are governed by the relevant St Vincent's policies on gifts and benefits.

11. Criminal history reporting

Any St Vincent's team member – as required by our 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. 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 prior to appointment, followed by a periodic check every three years, or as required by the area of St Vincent's in which they work.

12. Ongoing Disclosure

All team members have an ongoing obligation to notify St Vincent's of any matter which may affect their ability to carry out their duties or comply with our policies and procedures.

Any such matter, whether it occurs before or at any time during employment, must be disclosed to your manager or People and Culture representative. The failure to disclose material information may result in disciplinary action up to and including termination of employment.

13. Environment and sustainability

We have an obligation and commitment to behave in a way that considers our responsibilities to the broader community 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. Team members are expected to comply with the St Vincent's Environmental Policy.

14. Equal Employment Opportunity, Bullying and Harassment

St Vincent's values and takes pride in diversity. We strive to build an inclusive workforce that remains respectful and appreciative of people's differences.

14.1. Equal Employment Opportunity

St Vincent's supports equal opportunity for all employees and is committed to preventing discrimination and harassment and promoting equality. As an equal opportunity employer, we will ensure all team members are treated fairly and equally in all aspects of their work. Employees will have access to opportunities based solely on their ability to meet the requirements of the job, regardless of personal attributes.

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

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

All St Vincent's team members must familiarise themselves with the relevant St Vincent's Equal Employment Opportunity Policy. In the absence of a divisional policy, the Group Equal Opportunity Policy will apply.

14.2. Bullying, harassment and discrimination

St Vincent's does not tolerate any form of bullying, harassment, discrimination, or any other unacceptable or offensive conduct, whether by direct or indirect conduct.

It is the responsibility of all St Vincent's team members to prevent and report any instances of bullying, harassment and/or discrimination in the workplace.

All team members must familiarise themselves with the relevant bullying, harassment and discrimination policy. In the absence of any applicable policy the relevant Group policy will apply.

Team members must never act in a manner that is discriminatory, bullying or harassing; they must never humiliate, victimise, intimidate, or threaten any person in a direct or indirect manner.

Team members must not disadvantage someone because of an actual or perceived personal characteristic or belief.

14.3. Sexual harassment

St Vincent's does not tolerate sexual harassment, abuse or exploitation and is committed to creating a safe and inclusive workplace.

It is the responsibility of all St Vincent's team members to prevent and report any instances of sexual harassment in the workplace.

All members must familiarise themselves with their relevant sexual harassment policy.

14.4. Violence and aggression

St Vincent's has a zero tolerance to all forms of abuse, violence, and aggression. Team members must not act or behave in any way that may be considered violent or aggressive, or that may constitute assault in any form.



15. Ethics

It is possible that ethical issues will arise for team members from time to time as they undertake their duties.

St Vincent's is committed to dealing with all ethical issues in accordance with its values and our Code of Ethical Standards. St Vincent's is also committed to ensuring that team members have the means to resolve ethical issues through professional development and education opportunities and the establishment of clear escalation pathways should issues arise.

Where a St Vincent's team member 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. Resolution may include the provision of expert consultation or advice in some cases.

16. Fraud, theft, and corruption

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

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 – including when involving our patients, residents, clients or suppliers – is strictly prohibited and will not be tolerated.

Our Fraud and Corruption Control Policy and Whistleblower Protection Policy set out the requirements for governing fraud, theft and corruption risks, and provide specific guidance for the roles and responsibilities of all team members of in identifying and preventing fraud and corruption.

17. 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.

Team members attending any sponsored or facility organised event are expected to represent the organisation in accordance with the St Vincent's Code of Conduct.

18. Gambling

Betting and gambling in any form is not permissible in any St Vincent's 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 facilities, tipping competitions, or special day events (eg: Melbourne Cup sweeps).

19. Intellectual property

Unless governed by law or agreed in writing, any intellectual property developed by a team member during, or because of, their employment or engagement with the organisation is the sole property of St Vincent's.

A team member may retain the copyright of work produced only if approved by the St Vincent's Chief Executive or their delegate.

20. Internet, Email and Mobile Phone Usage

St Vincent's provides and enables access to data storage, intranet, internet, email, and internal messaging for its workforce.

All team members are provided with an authorised account on the St Vincent's network. Team members are expected to comply with the St Vincent's Acceptable Use of Computer Systems Policy.

St Vincent's emails and their content remain the property of the organisation. The usage of St Vincent's 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, internet and in some circumstances, mobile phone access is provided for work purposes. Although reasonable personal use is permitted, email, internet and mobile phone access is not provided for personal use and your access to email and internet may be monitored by St Vincent's 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 our Code of Conduct.

"Reasonable personal use" of internet, email and mobile phones during workhours means that use should be limited to scheduled breaks or be in connection with a St Vincent's application (e.g Workday, Kronos) required in connection with your work. Mobile phones and wireless communication devices may be carried by staff members unless directed otherwise by Managers.

21. Media and public representation

St Vincent's respects an individual's right to express their insights and opinion.

In so doing, St Vincent's team members must follow both the organisation's 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 action by an individual does not reveal any private or confidential information, contravene our values, or misrepresent or cause reputational damage to St Vincent's or its stakeholders.

Only authorised spokespersons nominated by St Vincent's may speak or make representations (via public comment on news/media networks) on behalf of the organisation.

Any request for an interview or public comment by media representatives must be referred to the media and communications team members that support your facility or division.

Team members 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.

22. Other employment

Full-time employees may engage in outside employment or in the conduct of a business, trade or profession following written approval in accordance with the relevant secondary employment policy.

Consideration of requests to engage in employment outside of St Vincent's would principally be concerned to establish whether the role would interfere with the proper performance of official St Vincent's duties, or whether it would give rise to a conflict of interest.

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

Where a team member wishes to obtain secondary employment within St Vincent's they must first obtain the approval of their current manager so that proper consideration can be given to WHS and fatigue management.

23. Political participation and statements

St Vincent's team members who participate in political activities must provide assurances that this involvement does not conflict with their responsibility to serve the organisation in a politically neutral manner.

24. 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 services/facilities. Team members are to wear their full 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 (eg: uniform, PPE, and infection control).

Team members are asked to always present a professional image, and if in uniform in a public place, are expected to uphold the St Vincent's Code of Conduct.

25. Smoking and e-cigarettes

St Vincent's is a smoke-free workplace, including car parks and company vehicles.

Smoking is only permitted in designated 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, St Vincent's team members 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.

26. 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 individuals, their colleagues, or others – including patients, residents, clients, and suppliers – is not permitted during or prior to attending work or engaging in 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 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 and individual team members that the consumption of alcohol during such occasions is carried out responsibly and does not affect anyone's health, safety, wellbeing, and/or enjoyment.

27. Use of official resources

Using our workplace's resources efficiently and appropriately is the personal responsibility of each St Vincent's team member.

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 retains ownership of all official resources. Requests to use St Vincent's resources outside of the workplace must be pre-approved by a manager or supervisor. Any personal use of such resources must be reasonable and otherwise limited to work-related and professional usage.

St Vincent's may obtain corporate (ie: discounted) rates on some services and/or supplies (eg: travel, accommodation, stationery). It should be noted that, unless otherwise specified, such services and supplies have been made available for the purpose of carrying out work-related activities only.

St Vincent's recognises that team members, 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) while at work, and make sure that it does not impact their work or the work of their colleagues.

We must avoid the personal use of telephones or other company resources (eg: computers) that are in public areas so that our standard of service delivery is not compromised and follows the relevant Digital and Technology policies. It is also 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.

28. Work Health and Safety (WHS)

At St Vincent's, our vision is that we care for those we serve by first caring for each other.

To achieve our vision, we recognise that we have a duty of care to all people in the workplace and commit to:

- providing safe and healthy working conditions to prevent work-related injury and death.
- meaningful consultation and participation of workers health and safety matters.
- continuing improving our culture of safety and promoting health and wellbeing at work.
- continually improving our health and safety management systems, tools, training and processes.
- proactively eliminating hazards and reducing safety and psychosocial risks
- promoting and enhancing a working environment consistent with the principles of dignity, mutual respect, confidentiality, cooperation, and trust in our health and safety processes.
- establishing a framework for setting health and safety objectives and regularly reviewing performance.
- fulfilling legal and other requirements relating to health, safety and wellbeing at work.
- ensuring workers at all levels are aware of their health and safety rights and responsibilities.

All team members have an obligation to take reasonable care in ensuring:

- their own health and safety
- their acts or omissions do not adversely affect the health or safety of others
- compliance with relevant WHS policies, protocols, procedures, and instructions; and
- reporting any WHS hazards or incidents when they occur.

In line with St Vincent's values, our shared health and safety commitments are:

- Integrity – I stop and speak up when I see something unsafe
- Excellence – I continually improve workplace health and safety
- Justice – My teammates and I go home safe and well
- Compassion – I look out for others to keep them safe.

29. Whistleblower Protection

St Vincent's does not tolerate misconduct and wrongdoing by team members, nor the taking of reprisals against those who come forward to disclose such conduct or wrongdoing.

St Vincent's supports the making of disclosures and encourages team members to maintain awareness of the organisation's Whistleblower Policy. While team members are encouraged to report misconduct and wrongdoing, it is crucial that individuals who report wrongdoing can do so safely, securely, and with confidence that they will be protected and supported.

Under the organisation's Whistleblower Policy, St Vincent's will ensure that disclosures are received, assessed, investigated and dealt with, confidentially and within reasonable timeframes.

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30. Further assistance and information

If you need more information or are unsure of St Vincent's expectations or your obligations under this Code, we encourage you to speak with your direct manager, or People and Culture representative.

Further recommended reading and additional sources of information include:

- St Vincent's OpenDoor intranet
- All relevant policies
- NSW Department of Health's Code of Conduct (for St Vincent's Hospital Sydney)
- Code of Ethical Standards for Catholic Health and Aged Care in Australia



31. 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, and which creates a risk to health and safety.

Child

A child means every human being below the age of 18 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 and aged care service organisation as an employee, a contractor, 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 (eg: 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.

Harassment

Behaviour by an individual, that is directed at an individual or group of individuals; is offensive, intimidating, humiliating, or threatening; unwelcome and unsolicited; and a reasonable person would consider being offensive, intimidating, humiliating, or threatening for the individual or group of individuals in all 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 (ie: financial or economic forms of advantage) or non-pecuniary (ie: 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.

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.

National Chief Executive Officer

The position title of the highest-ranking executive reporting to the St Vincent's Board of Directors and who is principally responsible for the overall management and operations of the entire St Vincent's organisation (including entities managed through agreement by St Vincent's Health Australia, and St Vincent's Private Hospital Sydney).

Professional standards

Standards of conduct established by organisations that apply to individuals in their professional capacity.

Sexual Harassment

Is any unwelcome advance, request for favour, behaviour, or conduct of a sexual nature, where a reasonable person would have anticipated the possibility that the person harassed would feel humiliated, intimidated or offended.

Workforce/Team Members

All people working in a health and aged care service organisation, includes clinicians, care workers, support workers, peer workers, locums, contracted agency staff, students, Visiting Medical Officers, volunteers, and administrators. 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 and residents in the health and aged care service organisation. See also clinician.

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