

Code of Conduct Policy

Purpose

EMPHN's Code of Conduct is the foundational policy for everyone who works for or represents EMPHN. It provides guidance and defines the enforceable standards for how we work, how we commission, and how we show up.

As a commissioned provider of services funded by the Commonwealth and State governments, EMPHN aims to improve patient care by assessing the specific needs of our community and commissioning tailored services to meet those needs, address any gaps in the health care system and support a more integrated approach to care and planning. We develop solutions in collaboration with our community, our commissioned providers, GPs and allied health professionals. The Code of Conduct details the expectations of our behaviour and actions in achieving our mission.

Scope

All EMPHN staff, the Board, its independent Committee members and advisory body members (collectively referred to as Board parties) are required to comply with this Code while engaged in EMPHN activities, performing work or functions of EMPHN, or on behalf of EMPHN, during and outside work hours, including work-related functions, travel, online activity, conferences or in any other circumstance in which an individual is representing EMPHN.

Aboriginal and Torres Strait Islander Communities

EMPHN acknowledges the need to provide safe and culturally sensitive services for Aboriginal and Torres Strait Islander communities. This Code acknowledges that our work in the community takes place on the unceded lands of the Wurundjeri people and other peoples of the Kulin Nation. We are committed to Aboriginal self-determination and community-led design to ensure our commissioned and funded health services are high-quality and culturally safe. This Code supports staff and Board parties to develop their understanding of and connection to place, and to actively support the community.

Equity and inclusion

In all our work and engagements, we value and promote the voices and needs of members of our community who face systemic barriers to their participation; creating opportunities to improve our programs – and access to them – for consumers with lived experience, a range of abilities, complex health challenges and those from CALD communities.

How we work

When working at EMPHN and representing EMPHN, staff and Board parties are guided by our organisational values, strategic plan, this Code, and all EMPHN policies and related documents.

We are always accountable for our actions. It is our responsibility to read and understand this Code of Conduct and EMPHN's policies and procedures, to participate in mandatory training, and to seek advice if we have questions.

As individuals, we:

- Create and maintain a safe and healthy work environment free from bullying, harassment – including sexual harassment – sexual harm, victimisation and unlawful discrimination
- Use EMPHN facilities and resources efficiently and carefully
- Act with care and due diligence when at work or conducting ourselves in connection with the workplace
- Protect, and keep confidential, information we access when working with EMPHN, and adhere to our policies and training to safeguard our information and information systems
- Act within our own delegated authority and EMPHN's policies and procedures

How we commission

EMPHN's commissioning is underpinned by a commitment to continuous improvement and to our organisational values. Our commissioning practices must be conducted in ways that support integrated, efficient and effective healthcare that demonstrates value for money.

As individuals, we:

- Ensure we know who operates in our domains so we can create and foster genuine partnerships and integrated ways of working
- Undertake cultural awareness training, and encourage self-determination for Aboriginal and Torres Strait Islander Peoples by ensuring, each time we commission, we co-design and prioritise the services needed for this in our planning
- Build links to, and understand, our general practice cohort so we can strengthen the role of general practice and create opportunities for shared and coordinated care responses
- Are mindful of the needs of the vulnerable and disadvantaged in all our work and conduct
- Ensure data is protected and shared according to best practice information security and the ISO27001 Information Security Management System
- Gather information with appropriate consent; and continue to improve adherence – within design, collection and sharing processes – to support data sovereignty for Aboriginal and Torres Strait Islander communities
- Use evidence-based approaches to planning our services
- Consider the outcomes we want to achieve to ensure solutions and models are designed to meet community needs
- Ensure we understand the needs of our community by appropriately consulting and co-designing with our community
- Feedback outcomes of evaluation and assessment into EMPHN's system to inform future planning.
- Ensure our service-provision evidences value-for-money

How we show up

At EMPHN we conduct ourselves with integrity, and commit ourselves to working together with courage.

As individuals, we:

- Treat everyone with courtesy and respect
- Act honestly and professionally in all work-related matters, and uphold ethical and business practices
- Ensure the highest levels of probity in our commissioning practices and act with transparency, disclosing any conflict of interest that may impact our conduct
- Be inclusive and helpful to each other and to our external stakeholders
- Never attend work under the influence of alcohol or illegal drugs
- Follow reasonable directions from our managers or supervisors, and exercise EMPHN's core values in professional and personal conduct
- Call out and report inappropriate conduct by others when we witness it or become aware of it

Our senior staff and leaders demonstrate leadership and model our values, ensure staff members understand their responsibilities and create a working environment where staff respect the Code and feel supported and comfortable to ask questions or raise concerns.

Raising and responding to concerns

Alleged or actual breaches of the Code are handled in accordance with the Workplace Grievance Resolution Procedure, and supported by our enterprise agreement, applicable law, and employment contracts.

We do not victimise individuals who raise a concern, or breach the privacy of those involved in an investigation. However, where a breach is investigated and proven, the behaviour or attitude is addressed and must be remedied. In serious cases, staff may have their employment and/or affiliation terminated. The Board considers and deals with any Code of Conduct breach by Board parties.

Individuals can anonymously raise concerns via an external reporting line, [Stopline](#). This link to the EMPHN Stopline reporting service is available on our website and intranet.

Related policies and procedures

This Code sets out principles, expectations and behaviours required by EMPHN, but it is not exhaustive. EMPHN's values provide specific guidance on how we work across the business. Policies that also discuss appropriate behaviour include:

- Fraud and Corruption Prevention and Control Policy
- Employment Lifecycle Policy
- Feedback and Complaints Policy
- Business Ethics Statement
- Equity and Inclusion Statement

Where to get help?

- For enquiries, [contact this policy's owner, the Chief Executive Officer](#)
- We love to hear from you! Complete the feedback form on our Intranet or website to let us know if you have any suggestions for how this policy could be improved, to make a complaint, or even tell us what you like about this or any of our policies.