

VOLUNTEERS HANDBOOK

Far West Local Health District

April 2020

Welcome to Our Team

Welcome and thank you for choosing to volunteer with Far West Local Health District (LHD). Our Board, Chief Executive, Executive and staff are an extraordinary team of professionals who work together to make Far West LHD an outstanding organisation.

As part of our Volunteer team your voluntary contribution to our organisation will enable our staff to provide better services to the communities across the area. Your time, unique talent and skills that you willingly give and share with our staff and clients will improve the quality of service we provide which will result in better health outcomes for our community. We thank you for your volunteering the gift of your time and look forward to a long and happy association.

Why Volunteer?

Volunteering is a great opportunity to contribute to the local health service, make new friends, develop new skills and have fun! Volunteers are fundamental to the successful provision of our much needed services and programs. The vital contribution of volunteers enables us to reach out to more people and provide an invaluable contribution to the community. Thank you for deciding to become a volunteer and we hope you enjoy your experience of volunteering with us.

Our Vision

Excellence in rural and remote health care

Our Purpose

- Enhancing our communities access to evidence based, high quality, integrated care.
- Communicating effectively with all stakeholders.
- Establishing the Far West LHD as an employer of choice.
- Maintaining accountability for all resources available to the LHD.
- Collaborating effectively with all stakeholder who can help us enhance the health of our communities.



Mrs Elaine Johns, Broken Hill Hospital Auxiliary (left) and Mrs Pamela Lord OAM, Royal Flying Doctor Hospital Visitor

In handbook

Why Volunteer

Legislative & policy requirement

Statement of Principles

Role & responsibility

Customer Service

Infection Prevention

Confidentiality

What can Volunteers Expect of the Health Service

NSW Code of Conduct

Statement of Principles for the Recognition of Volunteers

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.
- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.



Broken Hill Volunteers

Legislative and Policy Requirements

Far West LHD is committed to fair dealing and high standards of ethical behavior in its care, control and management of our health services. As a volunteer you need to demonstrate standards of conduct and ethics that assist in maintaining public confidence and public trust in the health service.

While undertaking activities on behalf of the Health Service, volunteers have responsibilities for health and safety. In particular through their actions and omissions, volunteers are not to place themselves or other persons at risk while undertaking health service related activities. Depending upon the nature of the activity, the responsibilities for volunteers may include the following:

- Be aware of and follow the approved risk management procedures for the activity;
- Follow the directions of the person in charge of the activity;
- Use plant or equipment in accordance with the correct procedures;
- Bring to the attention of the appropriate person any matter which could affect the safe undertaking of the activity; and
- Report to the appropriate person as soon as practical any incidents or near misses which relate to health and safety of the volunteer



Broken Hill Hospital Auxiliary Volunteers

What Can Volunteers Expect of the Health Service

You may expect the following from the health service:

- Placement, where able, in the type of volunteer work which suits your skills and/or interest;
- Relevant orientation and induction and an Information Handbook which included the Far West LHD mission;
- Supervision, support and training;
- Freedom from pressure to undertake activities you feel unable or ill-equipped to complete, or feel go beyond the original reason for your volunteering;
- Appropriate personal protective equipment needed for the performance of your volunteer tasks including instruction on its use.

What does the health service expect of its volunteers:

- A regular commitment of time for the program you have volunteered in;
- A commitment to attend training programs;
- Cooperation with other volunteers and employees;
- Respect for the confidentiality of the health service and any clients visiting the service;
- Adherence to the health service protocols and policies;
- To report any incident or accidents involving volunteers or members of the public to the appropriate health service staff members.

Customer Service

In your role as a volunteer many of your daily dealings will relate to others and the service you provide to them can be viewed as “customer service”.

Customer service is about:

- Listening to your customer’s needs.
- Educating them about choices.
- Equipping them with resources to make an informed decision.

As volunteers, there are customers to whom we provide a service and these include patients, consumers, public, staff, home base clients you visit or other volunteers.

Our aim at the Far West LHD is to provide the best possible service to enhance the health outcome of our patients, consumers, clients and the experience of the community utilising all aspects of our Health Service.

Treating others with respect and courtesy, and in the manner in which you would like to be treated, is a great rule of thumb. A smile costs nothing and it may enhance someone’s day.

Responsibilities of Volunteers

Volunteers have obligations to Far West LHD and are required to:

- Acquaint themselves with the objectives and functions of the Far West Local Health District and the service they are providing;
- Understand and acknowledge the relevant health service policies and procedures;
- Participate in the appropriate induction and training provided;
- Operate under the direction and supervision of health service staff to achieve the objectives required;
- Notify of any potential hazardous situations to themselves or a third party; and
- Report any injury/damage to themselves or third party to their direct supervisor.



Broken Hill Volunteers

Infection Prevention is Everyone's Business

Everyone, healthcare workers, patients, volunteers and visitors have a role in preventing and controlling healthcare associated infection.

There are a number of things you can do to reduce the risk of infection.

It's ok to ask, do not be afraid to ask a healthcare worker if they have cleaned their hands.

Respiratory etiquette, cover your mouth and nose when you cough or sneeze with a tissue (or into your elbow if you don't have one) and clean your hands afterwards.

Report any infections you have had, especially if you are still on antibiotics.

Antibiotic safety, make sure you take the full course of antibiotics you are given, even if you are feeling better.

Clean your hands with alcohol hand rub or soap and water before visiting patients and other volunteers, and before going home.

Responsibilities of the Health Service

The health service will:

- Recognise the different roles, rights & responsibilities of volunteers;
- Create a climate of mutual respect;
- Provide a safe work environment;
- Ensure that volunteers have access to the appropriate;
- Provide sufficient induction and training relating to various activities;
- Assess volunteers skills to match tasks with expectations, interest and time commitments;
- Ensure that volunteers are not used to permanently replace paid staff; and
- Require volunteers to work under the direction and supervision of paid staff and/or appointed program coordinators.



Tai Chi for Health Volunteer Leader

Confidentiality

As a Far West LHD Volunteer you may have access to personal and confidential information about patients, clients, consumers, staff or your fellow volunteer. Everyone has the right to have their privacy respected and, when you sign your volunteer application you agree to uphold this confidentiality. No information about patients, clients, consumers, staff, or your fellow volunteer, including identity, should be given to any person or agency outside of the Far West LHD.

Far West LHD Volunteers cannot, during their time with the organisation or after leaving the organisation, discuss, disclose or use any confidential information about patients, clients, consumers, staff or your fellow volunteer.

Far West LHD takes seriously any breach of its Code of Conduct and any breach could result in disciplinary action or dismissal.

For serious incidents such as theft, abuse or breaches of our Code of Conduct, volunteers will be dismissed and court action may be taken.

See link Code of Conduct.

ATTACHMENTS



CONSUMER AND CARER PAYMENT/TAX INVOICE FORM
FWLHD MENTAL HEALTH AND DRUG & ALCOHOL SERVICE

Last Name _____ First Name(s) _____

Address _____

ABN Exemption Form Submitted Yes / No OR ABN # _____

If you do not have an ABN, an Exemption Form must be attached with your first payment claim. You only need to submit an Exemption Form once. See over for details.

Date of Activity	Name of Activity	Time Started	Time Finished	Amount Due
Total Amount				

NB: Payment rates are on the back of this form

Signatures:

Consumer/Carer

Date

Family & Carer MH Coordinator

Date

Approved for payment by:

Director, MHDA Service

Date

Payment Rates	
Minimum rate	\$35
Half day	\$35
Full day	\$70

ABN Exemption Form:

If you do not have an ABN, an Exemption Form must be attached with your first payment claim. You only need to submit an Exemption Form once.

Vendor Creation Form:

A Vendor Creation Form must be completed and attached to your first payment claim. You only need to submit a Vendor Form once, unless your banking details change, then you will need to submit a new one.

Please submit your completed payment form to either:

- Family and Carer Coordinator, MHDA Service – 8080 1525

Oracle Online Supplier/Vendor Creation Forms

Employee User
Guide



NSW
GOVERNMENT

HealthShare

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Foreword

This User Guide:

- provides background information on the online vendor registration process
- introduces the process of creating and submitting online supplier/vendor forms in Oracle.

An accompanying video tutorial called 'Supplier/Vendor Creation Form' is also available.

For further information or assistance:

Please contact The Master File Maintenance Team:
HSNSW-vendors@health.nsw.gov.au or 1300 477 679 (option 3)

1.0 Introduction

1.1 What is the online vendor registration process?

The online vendor registration process is a new process that replaces some of the existing paper forms making it an easier and seamless process for:

- health agencies to request a new vendor electronically
- suppliers to supply their details electronically
- HealthShare's Master File Maintenance Team to create and review new vendors in Stafflink.

1.2 What does the online vendor registration do?

The new online form is accessed through Stafflink and designed to:

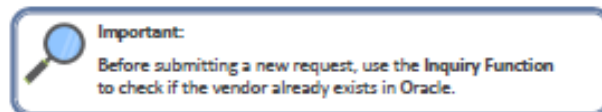
- enable health agencies to send invitations to new suppliers
- allow new suppliers to easily submit their registration details (contact, banking, address, ABN) to NSW Health
- enable suppliers and health agencies to monitor the status of their registration requests
- keep suppliers and health agencies informed of suppliers' registration statuses
- enable the Master File Maintenance Team to electronically review and approve the automatic creation of vendors.

Initially, the online registration process will be used to request supplier, individual and patient refund vendors.

1.3 When is a new vendor request made?

A new vendor is requested when:

- there is a need to procure goods and services from a vendor
- to make a payment to a vendor.



2.0 The process health agencies complete



2.1 Requesting a new vendor

To register a Supplier, Individual or Patient Refund (with bank account) online:

- 1 Log into Stafflink and select your health agency's AP inquiry responsibility:

EH AP Inquiry **or**
 EH AP Inquiry with Supplier Bank

Select: [View Suppliers](#)

- 2 Click [Register New Supplier](#)

- 3 The Operating Unit will default to your Stafflink responsibility. Click

[Cancel](#) [Continue](#)

Choose Operating Unit

* Operating Unit:

- 5 Select vendor type from drop-down list:

* Registration Type:

* Supplier Name:

* Contact Email:

4 Enter supplier/vendor name and supplier's email address:

Enter an individual's name and suburb in the following format:

* Registration Type

* Supplier Name

* Contact Email
For Patient Refund / Individual, please enter if

Enter supplier's details as follows:

* Registration Type

* Supplier Name
For Patient Refund / Individual, please enter if

* Contact Email

Vendor online access link is to this email address

5 Complete the process by clicking:

Suppliers Register New Supplier

* Registration Type

* Supplier Name
For Patient Refund / Individual, please enter if

* Contact Email

6 A confirmation message is generated confirming that the email link was sent to the vendor/supplier:

 Confirmation
 Invitation to Prospective Supplier has been sent

7 Supplier receives the following email:

From: ENWK Workflow Mailer <enwbm@wfmailer.ct.health.nsw.gov.au>
 Subject: FYI: Invitation to register from eHealth NSW
 To: sales@aubergine.com.au <sales@aubergine.com.au>

To: sales@aubergine.com.au
 Sent: 29-AUG-2017 16:27:42
 ID: 114371765



Training HSNW 1437 has invited you to register as a supplier. [Please click here](#)

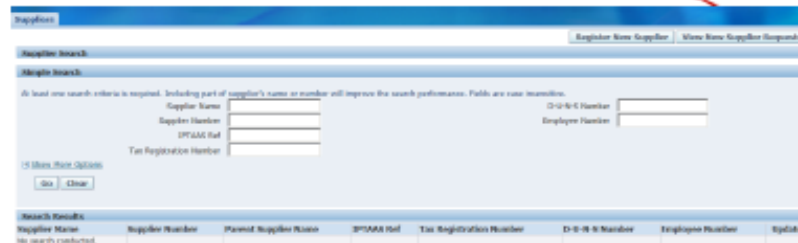
If you would like to make any enquiries regarding this request, please contact Training HSNW 1437 or the Healthshare Master File Maintenance Team on 1300 477 679 (Option 5) or via email HSNSW-vendors@health.nsw.gov.au

Kind Regards
 NSW Health

Do not reply. This is a system generated email

2.2 Checking the status of a vendor request

- 1 From the Stafflink menu select  View Suppliers
- 2 Click  View New Supplier Requests



Supplier Search

Supplier Search

At least one search criteria is required. Including part of supplier's name or number will improve the search performance. Fields are case insensitive.

Supplier Name CR-MS Number
 Requester Number Employee Number
 SP/MSA Ref
 Tax Registration Number

If More than 200000

Search Results

Supplier Name	Supplier Number	Parent Supplier Name	SP/MSA Ref	Tax Registration Number	CR-MS Number	Employee Number	Update
No search conducted.							

- 3 A request list is displayed showing the requester and status of the request. You can also conduct a search using the supplier's name, requestor's name and/or request status.







Search

Supplier Name Tax Registration Number
 Requested By CR-MS Number
 Taxpayer ID State

Supplier Name	Requested By	Health Agency	Tax Registration Number	Last Updated By	Last Updated Date	Status	Review	Send Status Link
ABC Medical Pty Ltd	3102457	NSW	71 624 187 221	3102457	23-Aug-2017	Supplier to Provide Details		
Suppose Medical	3102457	NSW	71 624 187 221	3102457	04-Aug-2017	Pending Approval		
Suppose Medical	3102457	NSW	71 624 187 221	3102457	04-Aug-2017	Pending Approval		
Suppose Medical	3102457	NSW	71 624 187 221	3102457	04-Aug-2017	Supplier to Provide Details		

Glossary of search result terms:

Supplier Name	Vendor name entered by requestor applying for new registration
Requested By	Health agency employee requesting new supplier registration
Health Agency	Health agency/operation unit requesting new supplier
Tax Registration Number	ABN number provided on submitted supplier registration form
Last Updated By	Last person to action supplier
Last Date Updated	Last date supplier was actioned
Status	Position of request in the registration process. Two types occur: <ul style="list-style-type: none"> • Supplier to Provide Details Request is with supplier waiting for supplier to submit requested information electronically • Pending Approval Request to register the vendor is with Master File Maintenance Team
Review 	Health agency can view the request but cannot update or change the details
Send Status Link 	If supplier has not responded to the initial request, send a reminder by: <ul style="list-style-type: none"> • Click on Send Status Link  • A reminder notification email is sent to supplier and a confirmation message will appear in the top left corner: <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p> Confirmation A notification has been sent with registration link to the supplier successfully.</p> </div>

3.0 The process suppliers complete

3.1 Submitting details online



Suppliers can submit their ABN, address and bank account information online by clicking the link in their email invitation:



1 The following screen opens when a supplier clicks the email link:

Click **Respond** to access details screen:

Registration Details and Status		
Name	Aubergine Medical Supplies Pty Ltd	Status
Email	sales@aubergies.com.au	Supplier to Provide Details

Invite History		
Date	Status	Note
29-MAR-2017	Invitation Sent	

2 Supplier enters their Details and Contact Information then clicks **Continue** to go to the next screen.

Company Details

* Name:

ABN:

Please enter ABN in the given format (A.A. 12 345 678 901)

Contact Information

Please enter contact details of the person completing this form

* Email:

* Contact Full Name:

* Phone Number:

3 The next screen opens:

4 To enter details into the Address Book:

Click

5 Enter address details, then click **Apply** :

6 To enter information into Banking Details:
Click

Banking Details
Only one entry is required.
[Create](#)
Bank Account Number
No results found.

7 Enter bank details, then click [Apply](#)

Create Bank Account
* Includes required field

Country: Australia [Cancel](#) [Apply](#)

Bank

Bank Number: 011 WBC <small>Enter first three digits of the BIC</small>	Branch Number: 002-777 ACT Government <small>Enter last nine digits of the BIC</small>
* Account Number: 05498712	Account Name: Medical Supplies Pty Ltd

Comments

Note to Buyer:

Banking Details
Only one entry is required.
[Create](#)

Bank Account Number	Bank Account Name	Bank Number	Branch Number	Update	Remove
05498712	A.Jacobs Medical Supplies Pty Ltd	011 WBC	002-777 ACT Government	Update	Remove

8 Prior to submitting, click the Terms and Conditions box:

I agree that the information provided is true and correct and I am authorised to provide said information. NSW Health is incorrect information being provided. It is your responsibility to advise NSW Health of any changes to the information provided.

8 Click [Submit](#) to submit the information and complete the process:

Health is not liable for any losses, damages, costs, charges, expenses or other liabilities whatsoever arising out of a transaction provided in the future.

[Submit](#) [Save For Later](#) [Back](#)

9 The supplier receives a confirmation message, followed by a confirmation email:



From: [David Worthington Mather <davidmather@healthshare.nsw.gov.au>](mailto:David.Worthington@healthshare.nsw.gov.au)
Subject: **HSW NSW Health Supplier Collaboration Network Registration Submitted**
To: [Michael Jacobs <michael@state.nsw.gov.au>](mailto:Michael.Jacobs@state.nsw.gov.au)

Hi **Michael Jackson**
On **26/09/2017 15:06:04**
ID: **11437136**


Your registration details have been submitted. Use the URL to track progress on this request.

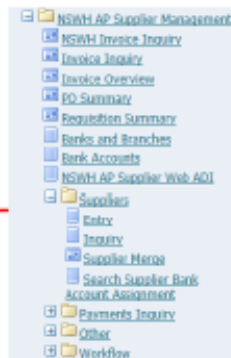
4 HealthShare Master File Maintenance Team's role

4.1 Creating a vendor in Stafflink

Once the supplier's details are submitted to Stafflink electronically, the Healthshare Master File Maintenance team complete a compliance check before registering the vendor. This includes checking the ABN is valid, the naming convention is adhered to and all fields are completed.

A vendor number is then generated and sent to both the supplier and health agency requestor.

1 Log into Stafflink and select 



2 Click [New Supplier Requests](#) :






3 Click 

Suppliers
 Suppliers >
New Supplier Requests
 The following prospective suppliers have been invited to participate in a sourcing event.
Export Supplier Requests


Search

Supplier Name Requested By Requester ID Supplier Reference ID
 Tax Registration Number Company/OT Registration Number
 DUNS Number Status

1-11 1 of 13

Supplier Name	Requested By	Invited Agency	Tax Registration Number	Last Updated By	Last Updated Date	Status	Review	Send Status Link	Delete
Adgenex Medical Supplies Pty Ltd	Elizabeth Woods	Health NSW O&I	45 470 912 145	PL	20-Aug-2017	Pending Approval			

4 When compliance checks are completed -

Clicking **Go** submits an approved action to Oracle: **Actions Approve** 

New Supplier Request
 * Includes required fields



* New Supplier Name: Adgenex Medical Supplies Pty Ltd Tax Country: AU
 Tax Registration Number: 45 470 912 145 Supplier ID: 10000011415
 Requested by: Elizabeth Woods DUNS Number: 450101
 Status: Pending Approval

Approval Sequence

Item	Name	Action	Assigned To	Action Date	Note
1	Prospective Supplier	Submitted		20-Aug-2017 11:26:06	
2	ADGENEX (AU), Trading	Invitation Sent		20-Aug-2017 11:27:10	



Address Book

At least one entry is required.

Address Name	Address Details	Category	Update	Delete
HEALTHNSW	2 WINDYBROOK, WINDYBROOK NSW 2009 Australia	Supplier/ Purchasing		



Contact Directory


At least one entry is required.

First Name	Last Name	Phone	Email	Requires User Approval	Update	Delete
Michael	Jackson	0422 438 747	michael@adgenex.com.au			

Banking Details

At least one entry is required.

Bank Account Number	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
60498712	Adgenex Medical Supplies Pty Ltd	CEB 599C	602	620-777 ACT GARRAHS	277		

Actions Approve 

5 This action creates a supplier in Oracle:

* Supplier Name	Aubergine Medical Supp
Supplier Number	532024
Alternate Supplier Name	
Registry ID	1122319
Deactive Date	<input type="button" value="Example 29 Aug 2017"/>
Alias	

Confirmation
Supplier Aubergine Medical Supplies Pty Ltd has been approved. A notification pending registration details has been sent to all approval supplier users.
Supplier Aubergine Medical Supplies Pty Ltd - 532024: Quick Update

* Indicate required field

* Supplier Name	Aubergine Medical Supp
Supplier Number	532024
Alternate Supplier Name	
Registry ID	1122319
Deactive Date	<input type="button" value="Example 29 Aug 2017"/>
Alias	

Supplier Sites

Site Status	<input checked="" type="checkbox"/> Active	Site Name		Operating Unit		<input type="button" value="Go..."/>
-------------	--	-----------	--	----------------	--	--------------------------------------

Key Purchasing Settings | **Key Payment Settings**

Operating Unit	Ship To Location	Bill To Location	Ship Via	Pay To	Alternate Pay To	Invoice Summary Level
HL300001 - Health NSW BU	HL300001 - Health NSW BU	HL300001 - Health NSW BU	HL300001 - Health NSW BU	HL300001 - Health NSW BU	HL300001 - Health NSW BU	HL300001 - Health NSW BU

6 A system generated email is sent to supplier and health agency requestor informing that the registration was successful and supplying a vendor number.

From:	DNVK Workflow Mailer <dnvk@wfmletters.ct.health.nsw.gov.au>
Subject:	FYE: NSW Health Supplier Collaboration Network: Registration Approval
To:	Michael Jackson <mjackson@aubergine.com.au>
Cc:	ELIZABETH.WOODS@HEALTHNSW.GOV.AU

To: **Michael Jackson**
Sent: **29 AUG 2017 15:10:11**
ID: **114371767**

Your supplier registration with NSW Health has been successful.

Please find below your registration details:

Vendor Number : 532024

Vendor Name : Aubergine Medical Supplies Pty Ltd

Thank you
NSW Health

Do not reply. This is a system generated email

Document control

Date	Version	Author	Description
09.06.2017	0.1	Olga Ford	Initial Document Creation

Circulation for review

Date	Version	Name	Description
09.06.2017	0.1	Elizabeth Woods	Initial Document Creation

Approved

Name	Date of issue	Version
Elizabeth Woods	11.10.2017	0.1

Policy Directive



Ministry of Health, NSW
73 Miller Street North Sydney NSW 2060
Locked Mail Bag 961 North Sydney NSW 2059
Telephone (02) 9391 9000 Fax (02) 9391 9101
<http://www.health.nsw.gov.au/policies/>

NSW Health Code of Conduct

Document Number PD2015_049
Publication date 16-Dec-2015
Functional Sub group Corporate Administration - Governance
Personnel/Workforce - Conduct and ethics
Personnel/Workforce - Conditions of employment
Summary The Code of Conduct sets standards of ethical and professional conduct in NSW Health
Replaces Doc. No. NSW Health Code of Conduct [PD2015_035]
Author Branch Workplace Relations
Branch contact Workplace Relations 02 9391 9378
Applies to Local Health Districts, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Public Health System Support Division, Community Health Centres, Dental Schools and Clinics, NSW Ambulance Service, Ministry of Health, Public Health Units, Public Hospitals, NSW Health Pathology, Cancer Institute (NSW)
Audience All persons working in NSW Health in any capacity
Distributed to Public Health System, Health Associations Unions, NSW Ambulance Service, Ministry of Health, Tertiary Education Institutes
Review date 16-Dec-2020
Policy Manual Not applicable
File No. 14/5154-2
Status Active

Director-General

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is mandatory for NSW Health and is a condition of subsidy for public health organisations.

NSW HEALTH CODE OF CONDUCT

PURPOSE

The NSW Health Code of Conduct defines standards of ethical and professional conduct that are required of everyone working in NSW Health in any capacity, the outcomes we are committed to, and the behaviours which are unacceptable and will not be tolerated.

The Code of Conduct assists with building a positive workplace culture based on our core NSW Health values of collaboration, openness, respect and empowerment.

The intent of the Code is to provide a framework to promote ethical day-to-day conduct and decision-making. It does not and cannot cover every situation that can arise in the workplace. The Code does not replace the need for common sense in how staff conduct themselves.

MANDATORY REQUIREMENTS

All employees, contractors, volunteers, students, researchers and persons undertaking or delivering training or education in NSW Health must abide by the Code of Conduct and the core values and principles that it promotes.

IMPLEMENTATION

Chief Executives are responsible for ensuring that the Code is promulgated throughout their agency.

All employees, contractors, volunteers, students, researchers and persons undertaking or delivering training or education in NSW Health must be given a copy of the Code of Conduct to read and sign on commencement of work in NSW Health.

Managers must ensure that the staff that they supervise are aware of and understand their responsibilities under the Code.

REVISION HISTORY

Version	Approved by	Amendment notes
December 2015 (PD2015_049)	Deputy Secretary, Governance, Workforce and Corporate	Amendments to requirements in relation to industrial activities and use of social media.
September 2015 (PD2015_035)	Deputy Secretary, Governance, Workforce and Corporate	Updated and replaced PD2012_018 to ensure alignment with the <i>Code of Ethics and Conduct for Government Sector Employees</i> , and clarify some existing provisions.
March 2012 (PD2012_018)	Director-General	Updated and rescinded PD2005_626 and PD 2005_627: - Shortened to make more accessible, readable and user friendly. - Matters fully dealt with in other Policy Directives or legislation no longer covered, with the exception of anti-discrimination.
October 2005 (PD2005_626)	Director-General	Updated and replaced previous codes PD2005_199 (Department of Health) and PD2005_130 (NSW Health services)
October 2005 (PD2005_627)	Director-General	Communication strategy for PD2005_626.

Code of Conduct



Issue date: December-2015

PD2015_049

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A Message from the Secretary

In NSW Health we are committed to providing the best patient-centred health services possible, and to the goals of protecting and improving the health of the people of NSW.

To achieve this, everyone working in NSW Health must promote a positive working environment where everyone's contribution is valued. Teamwork and respectful staff relations are essential.

Everyone working in NSW Health should expect to be treated, and must treat others, with respect, dignity and fairness. High standards of workplace practice and conduct improve staff morale. They also produce more effective working relationships and enhanced patient outcomes. In particular, bullying and / or harassment will not be tolerated.

This Code seeks to provide the basis for developing a positive workplace culture – a culture which reflects our core values of Collaboration, Openness, Respect and Empowerment and builds upon the Government Sector core values of Integrity, Trust, Service and Accountability.

I ask everyone working in NSW Health to make themselves aware of the Code, and to implement and adhere to the Code's provisions and to the NSW Health core values on which it is based.

Dr Mary Foley
Secretary

1 INTRODUCTION

1.1 Why we have a Code

The reason we have a Code of Conduct is so there can be no doubts about the standards of ethical and professional conduct that are required of everyone working in NSW Health, the outcomes we are committed to, and the behaviours which are unacceptable and will not be tolerated.

A Code of Conduct assists with building a positive workplace culture based on our core NSW Health values of collaboration, openness, respect and empowerment.

The intent of the Code is to provide a framework to promote ethical day-to-day conduct and decision making. It does not and cannot cover every situation that can arise in the workplace. The Code does not replace the need for common sense in how staff conduct themselves. If staff are in doubt as to what conduct is appropriate in any particular situation, or how the Code should be applied, they should seek advice and direction from their manager or a more senior member of staff.

Managers have a key role in ensuring staff understand the Code and in enforcing the standards it sets, consistently and fairly. However, the most important responsibility of managers, and their most valuable contribution to ensuring that the standards set out by the Code are implemented, is to lead by example.

The Code also provides guidance on how to raise and report breaches of the standards it sets.

1.2 Definitions

NSW Health – means public health organisations, the NSW Ministry of Health, the Ambulance Service of NSW, and all other organisations under the control and direction of the Minister for Health or the Secretary of Health.

2 APPLYING THE CODE

2.1 Who does the Code apply to?

This Code applies to:

- 2.1.1 Persons who are employed in NSW Health whether on a permanent, casual or temporary basis, and
- 2.1.2 Contractors (including visiting practitioners, agency staff and volunteers) working in NSW Health, and
- 2.1.3 Students, researchers or persons undertaking or delivering training or education in NSW Health,

who will be referred to as 'staff' throughout the Code.

In addition, staff of the NSW Ministry of Health, Health Professional Councils Authority, Mental Health Commission and NSW Institute of Psychiatry are required to comply with

the *Code of Ethics and Conduct for NSW Government Sector Employees*, contained in section 2 of the document issued by the Public Service Commission entitled [Behaving Ethically: A Guide for NSW Government Sector Employees](#).

2.2 Responsibilities under the Code

All staff are responsible for applying and complying with the Code.

Managers are responsible for ensuring that the staff who they supervise are aware of and understand their responsibilities under the Code.

2.3 What happens if there is a breach of the Code

There is a range of consequences for breaches of this Code depending on the nature and seriousness of the matter.

Managers have a responsibility to address alleged breaches of the Code promptly, and in a fair and reasonable manner. They need to assess the seriousness of any alleged breaches, and how they should be dealt with.

Possible outcomes for a staff member who has breached the Code may be:

- Counselling
- Performance improvement plans
- Formal disciplinary action
- Referral to the relevant registration board when the staff member is a registered health practitioner
- Referral to the police in cases of suspected possible criminal activity
- Referral to other Government agencies, such as the Independent Commission Against Corruption, or
- Termination of employment.

Certain sections of the Code reflect the requirements of legislation, and breaches of these conditions may be punishable under law.

2.4 What to do if you are concerned about a breach of the Code

Staff should report any breach or concerns about a breach of the Code to their manager.

If staff are not comfortable about reporting to their manager, they should report the matter to a more senior staff member. In some circumstances, such as allegations of corruption, there is a mandatory requirement to report matters to external agencies.

2.5 Protection for people who raise concerns about a breach of the Code

NSW Health is committed to protecting any person who raises concerns about a breach of the Code from retaliation or reprisals. Any attempt to take detrimental action against a person who raises a legitimate breach of the Code will be treated seriously and may lead to disciplinary action.

Further, it is a criminal offence to take reprisal against a whistleblower under Section 20 of the *Public Interest Disclosures Act 1994* where a disclosure falls within the scope of that Act.

3 NSW HEALTH CORE VALUES

The NSW Health CORE values build upon the public sector core values of integrity, trust, service and accountability.

The NSW Health CORE values are:

- Collaboration
- Openness
- Respect
- Empowerment.

We strive to reflect these CORE values in our workplaces and in our conduct by demonstrating the following characteristics:

Collaboration

- We are an organisation that believes in its people and is people centred.
- Our leaders are role models for our core values and they are accountable.
- We willingly work in teams to provide excellent levels of care.
- Our teams are strong and successful because we all contribute and always seek ways to improve.
- We encourage and recognise outstanding performance.

Openness

- We want our community to have confidence in their local health services.
- We foster greater confidence and cooperation through open communication.
- Our performance is open to public scrutiny through patient and employee surveys.
- We welcome and use feedback as a tool to do better.
- We encourage those around us to speak up and voice their ideas as well as their concerns by making it clear that speaking up is worthwhile and valued.
- We communicate clearly and with integrity.

Respect

- We never lose sight of our patients' fundamental right to be treated with dignity, compassion and respect.
- We listen to patients, the community and each other.
- We welcome new ideas and ways of doing things to improve patient care.

- We treat our colleagues and patients with dignity and respect, and care about those around us.
- Each of us is responsible for workplace culture and performance.
- We have zero tolerance for bullying and no-one, no matter how senior, is exempt.

Empowerment

- We encourage and support local decision making and innovation.
- We accept that with local decision making comes responsibility and accountability.
- We make best use of resources and experience to meet patient and community expectations.
- While we seek direction from our leaders, we believe that everyone is empowered to make a difference in our workplace.
- As individuals, we can improve our workplace culture and performance by addressing issues that hold us back.
- We strive for individual excellence on behalf of our patients and our teams, and to deliver the best possible care and services.

4 THE CODE OF CONDUCT

The Code requires staff to adhere to the standards set out below. The standards in this Code also apply to social activities that take place outside work premises but under agency auspices, and to the making of comments about other staff, patients, and patients' family members or visitors on social media where the status of the person making the comments as a NSW Health staff member is indicated or can be inferred.

4.1 Promote a positive work environment

Staff must:

- 4.1.1 Treat patients and members of the public with courtesy and respect and with due sensitivity to the needs of people with different backgrounds and cultures
- 4.1.2 Treat all other members of staff (irrespective of whether they are at the same level of seniority, or more senior or junior) in a way that promotes harmonious and productive working relationships, and a collaborative teamwork approach
- 4.1.3 Not bully or harass other staff, patients or members of the public, or discriminate against them on the basis of their sex, race, ethnic or ethno-religious background, marital status, pregnancy, disability, age, homosexuality, transgender or carers' responsibilities
- 4.1.4 Not encourage or support other staff in harassing or bullying, or in acting in a way that is contrary to harmonious working relationships between staff members

- 4.1.5 Where appropriate, attempt to settle any complaints, disagreements or grievances involving other staff themselves in the first instance; or pursue such matters through their manager or a more senior member of staff in a way which is proportionate to the issues raised, utilises applicable NSW Health policies, and recognises that in any process to resolve such matters other staff also have perspectives and rights.

4.2 Demonstrate honesty and integrity

Staff must:

- 4.2.1 Avoid situations which may give rise to pecuniary or other conflicts of interest, and should any conflicts or possible perceptions of such conflicts arise declare them immediately to their manager - for further information, refer to the current NSW Health policy on [conflicts of interest and gifts and benefits](#)
- 4.2.2 In general not deal with the finances of patients or clients, but where such dealings occur in the best interests of the patient or client, report the full details to their manager
- 4.2.3 Ensure that their actions and decisions are not influenced by self interest or considerations of personal gain or other improper motives
- 4.2.4 Not accept bribes or inducements that are intended to influence their decisions or actions and
- 4.2.5 Not accept gifts where they are, or could be reasonably interpreted as being, designed to secure influence or preferential treatment in favour of the giver, which means that token or inexpensive gifts offered as an expression of gratitude, such as chocolates from a patient, can be accepted – for further guidance, refer to the current NSW Health policy on [conflict of interest and gifts and benefits](#)
- 4.2.6 Provide honest and accurate comments when giving staff references
- 4.2.7 In dealings with former staff members of NSW Health not give them, or appear to give them, favourable treatment or access to privileged information.

On leaving employment, staff must:

- 4.2.8 Not use or take advantage of confidential information obtained in the course of their previous official duties to seek gain or profit, unless and until this information is publicly available
- 4.2.9 Not take documents that are the property of the Health Service to another position prior to or after resignation without approval.

4.3 Acting professionally and ethically

Staff must:

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- 4.3.1 At all times act in a way which is consistent with NSW Health's duties of care to its patients and clients, and its obligations to provide a safe and supportive environment on its premises for patients and their family members
 - 4.3.2 Not be under the influence of alcohol or drugs when commencing work and while at work
 - 4.3.3 Be in a fit and proper condition to carry out their duties when commencing work and while at work
 - 4.3.4 Dress in a way that is appropriate for the work they do, and complies with any local dress requirements
 - 4.3.5 Carry out their duties diligently and efficiently
 - 4.3.6 Not absent themselves from the workplace without proper notification, when they are meant to be on duty; nor engage in any form of outside practice or employment or other activities when they are meant to be on duty and working for NSW Health
 - 4.3.7 If working as a full time employee, seek approval from the Chief Executive or his/her delegate to undertake secondary employment; and if working as a part-time employee seek such approval if there is potential for a conflict of interest with NSW Health employment, or if the total work being undertaken raises issues about excessive working hours. Such approval for other employment must not be unreasonably withheld
 - 4.3.8 Comply with all lawful and reasonable directions given by their managers or other members of staff authorised to give them
 - 4.3.9 Comply with all applicable NSW Health policies and procedures, and those of the NSW Health agency where they work
 - 4.3.10 Maintain and enhance their professional standards and skills, and keep up to date with best practice
 - 4.3.11 Observe all laws, professional codes of conduct and ethics relating to their profession
 - 4.3.12 If professionally registered, report all changes in professional registration (such as the imposition of conditions on registration) to their manager
 - 4.3.13 Avoid conduct that could bring NSW Health or any of its staff, patients or clients into disrepute, including when using social media
 - 4.3.14 Act in a way which protects and promotes the interests of NSW Health and the particular NSW Health agency where they work
 - 4.3.15 Only provide official comment on matters related to NSW Health if authorised to do so

- 4.3.16 When making public comment on issues or participating in political or industrial activities, not indicate or imply that their views are those of NSW Health
- 4.3.17 Carry out their duties in a politically neutral manner
- 4.3.18 Report criminal charges and convictions against them involving offences punishable by imprisonment for 12 months or more to their Chief Executive within 7 days of the charge being laid or a conviction recorded
- 4.3.19 Report to the designated person within their Health organisation, upon becoming aware of an allegation, charge or conviction involving an under 18-year-old against another NSW Health staff member
- 4.3.20 Report immediately any episode or incident of clinical care which raises concerns about standards of clinical care or about possible clinical malpractice, and
- 4.3.21 Report to a more senior member of staff and / or to the appropriate external statutory body any misconduct by others of which they become aware, such as corruption, fraud, maladministration, and serious or substantial waste.

4.4 Use official resources lawfully, efficiently and only as authorised

Staff must:

- 4.4.1 Use work resources efficiently
- 4.4.2 Use all equipment, goods, resources and materials provided for work-related purposes only, and not for outside clinical or business practice or political purposes: for example staff cannot operate a private business from the workplace, proselytise in favour of a particular religious belief or beliefs, decorate official vehicles with political slogans, or use work tools to make repairs to personal property or carry out home renovations. However, reasonable personal use may be made of equipment (such as phones, computers or photocopiers) provided that work performance is not affected and any instructions about such personal use are followed
- 4.4.3 Follow any special directions or conditions that apply to the authorised use of official resources such as the use of cars for non-official purposes, and
- 4.4.4 Not use NSW Health internet and email resources for accessing, transmitting, storing or downloading pornographic, sexually explicit or otherwise inappropriate material.

4.5 Maintain the security of confidential and / or sensitive official information.

Staff must:

- 4.5.1 Keep confidential all personal information and records, including not discussing or providing information on social media that could identify patients or divulge patient information
- 4.5.2 Not use or release official information or records without proper authority
- 4.5.3 Maintain the security of confidential and / or sensitive information, including that stored on communication devices
- 4.5.4 Not disclose, use or take advantage of information obtained in the course of official duties, including when they cease to work in NSW Health.

4.6 Maintain professional relationships with patients or clients.

Staff must:

- 4.6.1 Not take an unfair advantage of, or exploit any relationship with, patients or clients in any way, including not engaging in on-line friendships with patients or clients via social media; staff may accept patients and clients as members of their professional pages that contain information relating to the professional practice of the staff member
- 4.6.2 Not have any sexual relationship with a patient or client during a professional relationship.

I have read and understood the above Code of Conduct, and agree to comply with its provisions at all times while working in NSW Health.

By signing this Code I acknowledge my commitment to achieving the best outcomes for patients and playing my part in ensuring that my working environment is safe and supportive.

..... *Print name*

..... *Signature*

..... *Date*